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2025 HOUSE RULES FOR KAPULANIKAI SHAREHOLDERS & GUESTS

Code of Conduct

Respect and Courtesy

Shareholders and guests must always treat others, including staff, guests, fellow shareholders and Board members, with respect and courtesy. Disrespectful behaviour towards anyone is not tolerated.

Constructive Feedback

Please direct any concerns or feedback to management through private channels such as approaching the manager directly to provide your feedback or submit in writing via email. Public complaints or disruptive behaviour are not acceptable. Management is committed to addressing and resolving issues efficiently and discreetly.

In the event of intoxication, rudeness or disruptive behaviour towards our team or other shareholders or guests, the manager reserves the right to kindly ask you to leave and has the support of the Board to do so.

Arrival

Upon arrival, please review the material in the Welcome Binder. All shareholders and guests must:

- check in
- review the Welcome Binder in your suite
- fill out the arrival form within 1 day of your arrival
- provide your licence plate number

Please put your check-in form in the mailbox on the front of the manager's on-site office at the back of the parking lot. *Thank you for your kokua!*

On-site management may not be on the property when you arrive. You will find their contact numbers posted in the office window and in the Welcome Binder in your suite.

- text/call on site manager: 808.727.0645
- email manager@kapulanikai.ca

IF YOU HAVE A MEDICAL - FIRE - POLICE EMERGENCY DIAL 911 IMMEDIATELY

YOU ARE AT 73 W. KAPU PLACE, KIHAI, MAUI 96753

Bookmark these links for easy reference:



House Rules



Welcome Binder

Access your unit using the instructions and electronic key code you were given prior to arrival. If you use the physical key in the lock box we strongly recommend that you return the key to the lock box immediately after your initial entry. There are important additional instructions and forms to complete – find them in this Welcome Binder.

Late night arrivals: if you arrive late at night, please be mindful of other guests and do your best to be quiet. Please keep talking and other noise (luggage, cars) to a minimum. Thank you! It makes a big difference on our small property.

Check in / out

Check in: 5 pm; Check out: 9 am. We recognize that this is an extremely early check out time and a late check in time, and are actively seeking additional resources so as to adjust these hours.

In the meantime, It is imperative that all guests and shareholders respect these timelines since we have a very small window to clean and prepare for the next guests.

Please feel free to relax on the lanai if you arrive early.

Please do not bother the hardworking cleaning staff or ask for early entry or late departure; they are working hard to get you into your suite as soon as possible.

General Noise & Quiet Hours

Quiet Hours: 10 pm – 7 am. Please use your indoor voices and refrain from loud TVs or loud music between these hours. Please do not stay out late on the lanai if it will disturb others; the tiki torches are generally turned off at 10 pm and please be mindful of other guests and do your best to be quiet on your lanai, in your suite and on the shared lanai.

General Noise: TVs, radios, music, videos, etc. should not be so loud that you can hear them outside of the unit. Use your indoor voices during quiet hours. Your discretion will be greatly appreciated by all guests.

2nd Floor Guests: please be mindful of your neighbours below you. Do not drag chairs or other furniture. Remove your foot wear when you are in the unit.

Smoking

Kapulanikai is a totally smoke free facility. This includes smoking of all materials and kinds including vapes. If you must smoke, there is a designated smoking area just outside of the entrance to the property. There is a bench for your comfort and a container to place your butts.

Smoking is totally prohibited in the units, lanais, walkways, community patio including the tables and chairs, pool area, barbecue area, parking lot and the front lawn.

Occupancy

Be aware that occupancy is limited to four (4) persons. This includes children of all ages. All children regardless of age are considered in the occupancy – 4 people regardless of age due to configuration and fire regulations. It is your obligation to fill out the Registration Form listing all occupants including children, your contact information, emergency contacts and licence plate number.

Electric Vehicle Charging

As of December 2024, we are not able to extend EV (Electric Vehicle) charging service to guests.

Portable Air Conditioners

As of December 2024, we do not allow portable air conditioners of any kind in the units.

On Departure Day

Regular cleaning is provided at each departure. Any excessive cleaning, laundry, breakage or damage will be assessed and charged accordingly

Feedback and Resolution Process:

We encourage sharing constructive feedback with management and the board to improve services to our shareholders, guests and our community. Please use the designated channels for such communications to ensure they are addressed properly. Feedback can be relayed to management directly and discreetly in person or submitted in writing by email directly to the volunteer Board of Directors: info@kapulanikai.ca

Clear Standards and Expectations

Shareholders and their guests are responsible for abiding by all Kapulanikai rules and this Code of Conduct and are responsible for any damages or issues their actions may cause. This includes maintaining respectful behaviour, settling any financial obligations in a timely fashion and respecting the community, our staff, and the Kapulanikai property and its facilities.

Kapulanikai reserves the right to suspend or terminate ownership for conduct detrimental to the community's interests, as determined at the Board's discretion and legal advice.

Commitment to Continuous Improvement

Our team welcomes recommendations for the continuous improvement of our House Rules and Code of Conduct guidelines. Recommendations can be submitted in writing to info@kapulanikai.ca

Comment forms are emailed to all guests 3 days after their stay ends. Please fill out the comment form – we encourage and gratefully receive your honest feedback so we can continually improve the Kapulanikai experience for shareholders and guests.

Transparent communication of the conduct policy is shared with all shareholders and guests, in addition to continuous training for staff, will ensure a welcoming and respectful environment for all.

Mahalo and thanks for reading!



Digital versions available for your convenience and easy reference:



EMERGENCY INFO

You are at:

73 W Kapu Place, Kihei, Maui, 96753

- FIRE – MEDICAL – POLICE
dial 9-1-1
- please read your Welcome Binder –
important information about safety and
emergencies

Contact info

If you have any issues, please ask about it right away – don't wait until you leave, we want to help right away:

- speak with on site management in person
- text/call on site manager: 808.727.0645
- email manager@kapulanikai.ca
- send comments to Board for suggested revisions/
additions: info@kapulanikai.ca