

EXCLUSIVE RENTAL PROGRAM

# LAHAINA SHORES

— ♦ —  
*Beach Resort*



## YOUR HOME IN GOOD HANDS

We are proud to invite you to join the most successful rental program at Lahaina Shores Beach Resort. As a homeowner, you will benefit from our attention to detail, the dedication of our on-site staff and the global marketing and distribution power of Hyatt.

 **DESTINATION  
BY HYATT**

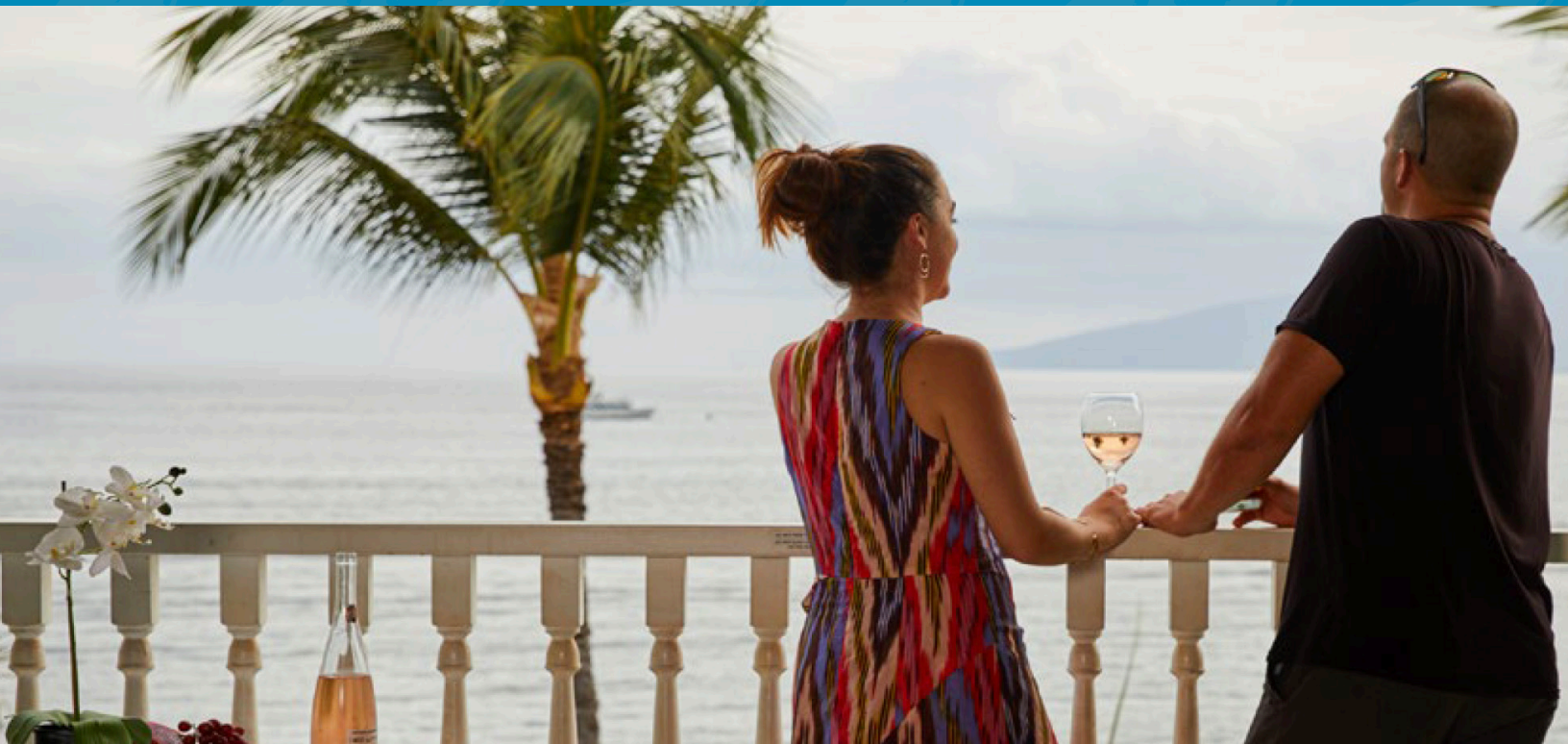


# YEAR-ROUND REVENUE.

With more than 30 years of experience in managing the finest condominiums at Lahaina Shores Beach Resort, we are your trusted partner for true hassle-free ownership with impeccable on-site service.

**WORLD  
OF  
HYATT®**

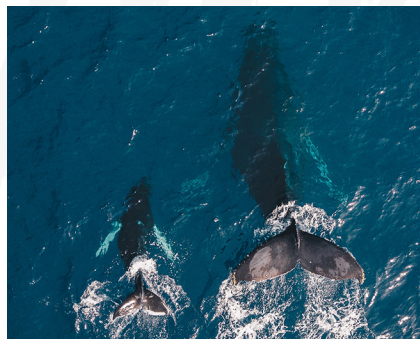
Your home will be a part of a true condo-hotel rental pool program built on a foundation of excellence, with Hyatt's international brand recognition supporting the highest rental rates and ensuring guest satisfaction.



# TOTAL PEACE OF MIND.

Our pooled program maximizes regular revenue to you on a monthly basis, regardless of occupancy in your individual residence. In other words, when you join the in-house rental pool, you can count on a steady year-round revenue stream. Other financial benefits of our all-encompassing rental program include:

- **Increasing returns.** The Lahaina Shores Beach Resort rental program has increased the average daily rate by 25% and rental revenue by 32% since 2016
- **Tax preparation services.** Our expert accounting team will securely file your general excise tax and transient accommodations tax with the State of Hawaii
- **Renovation allowances.** Receive up to 12 weeks of standard rental revenue during construction for approved renovations that meet predetermined standards







**TRUE HOTEL SERVICES**

## YOUR SECOND HOME.

Our on-site all-inclusive rental program for Lahaina Shores Beach Resort provides you with a transparent, seamless experience—and true hassle-free ownership.

We have more than 30 years of experience in managing and marketing the finest residences at Lahaina Shores, and more than 40 years of experience on Maui managing and operating luxury vacation resort properties. In addition, since 2018 we have been part of the Hyatt family.



**PREMIER RESIDENCES**

This vast experience makes us your trusted partner for superior service and expertise in looking after and renting your property. We take care of every aspect of your visits as well as your guests' one-of-a-kind oceanfront experience on Maui, from booking to check-out, ensuring that you get the most from your Maui investment.

Our formula for success is simple: our on-site management and service team dedicated to care for your residence combined with the marketing power of Hyatt Hotels create an unrivaled, hassle-free second homeownership experience.



**HASSLE-FREE OWNERSHIP**

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We do the important behind-the-scenes work so that you don't have to, which means no late-night calls, no emails, no coordination and no hassles.

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# OUR FIRST PRIORITY.

Our comprehensive turnkey rental program includes the following:

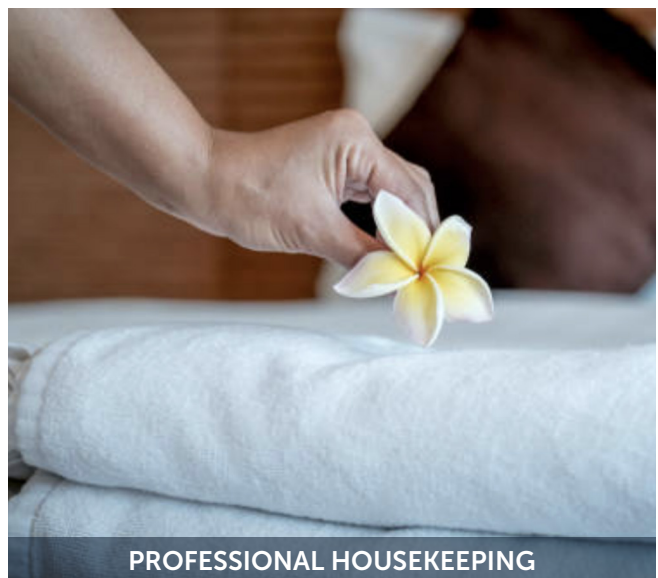
- Manager-on-call 24/7
- Dedicated property manager as your personal point of contact
- Hotel-style housekeeping services provided by professionally trained housekeeping staff who only care for Lahaina Shores residences, resulting in a 92% satisfaction rate for room cleanliness and condition
- Experienced maintenance personnel providing prompt and efficient on-site maintenance services
- Preventive and regular maintenance for your HVAC, appliances, lighting, plumbing and more
- Monthly owner statement with detailed accounting of services and maintenance
- Additional services such as utility and association dues payment, tax filing services, mail handling and pre-arrival requests
- Regular pre- and post-stay residence inspections so your residence is always rental-ready
- Annual deep cleans and regular inventory refresh included
- A collection of only the highest quality residences and most discerning homeowners
- Certified on-site hygiene manager
- We are the only rental program at Lahaina Shores to have received the prestigious STAR Accreditation from the Global Biorisk Advisory Council through Hyatt Hotels



**SKILLED MAINTENANCE**



**ONE-OF-A-KIND GUEST EXPERIENCES**



**PROFESSIONAL HOUSEKEEPING**



As the exclusive in-house rental management agent for Lahaina Shores Beach Resort, our dedicated on-site team members are experts in the local Lahaina community with extensive knowledge of your residence and guests.

As an independent property within the well-known and respected Hyatt portfolio, we combine the tools of an international hospitality company with our local expertise to manage your property for optimal returns. Our rental program is powered through Destination by Hyatt, putting Hyatt's global marketing and sales reach at your disposal to maximize exposure, reservations and rental income. We are optimized to provide higher nightly rates, longer stays and quality repeat guests.



## LOCAL ROOTS. INTERNATIONAL REACH.

This unique combination of local roots and international reach provides you with a range of advantages:

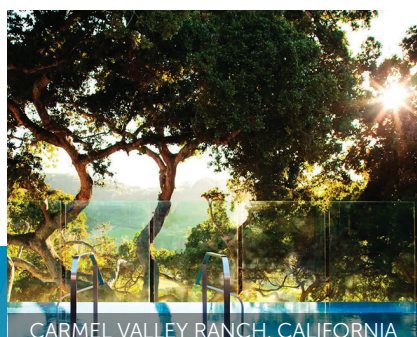
- Experienced Hawaii sales and marketing team based on Maui
- Maui-based reservations call center with tenured Lahaina Shores experts
- Comprehensive database of past guests and new prospect marketing to aggressively attract new visitors
- Direct marketing to more than 17 million World of Hyatt members
- Our robust loyalty program helps us retain guests and bring them back to your residence year after year
- Web optimization to ensure guests can easily find and book our condominiums on lahainashores.com and hyatt.com, plus listings on top travel booking websites worldwide
- Exposure through exclusive travel partnerships including travel consortiums, Costco Travel, Expedia, Airbnb, VRBO and Maui specialist travel agents
- Guests receive complimentary parking, an exclusive branded arrival amenity, access to all Premier renovated condos and the ability to redeem and earn World of Hyatt points during their stay





# A WORLD OF BENEFITS. TAILOR-MADE FOR OWNERS LIKE YOU.

We believe you should always be treated like a VIP. To say mahalo (thank you) for your partnership, we are proud to offer the Hyatt Residential Owners Benefit Program exclusively to homeowners in the Lahaina Shores Beach Resort rental program.



You will be immediately eligible for discounted homeowner room rates at Hyatt Hotels and recognized with top-tier VIP Globalist status within World of Hyatt. This entitles you and your family to an impressive array of extras at all properties across the global Hyatt portfolio, including the following:

- Complimentary breakfast, room upgrades and lounge access at participating hotels
- Special discounted homeowner room rate
- Dedicated check-in area
- American Airlines AAdvantage benefits
- Spa specials

We want to be more than your rental manager—we want to be your travel partner. Our local knowledge and global expertise not only maximize your ownership at Lahaina Shores, but also ensure that you will be well cared for while traveling for business or pleasure.

WELCOME HOME TO LAHAINA SHORES, AND WELCOME TO A NEW WORLD  
OF EXCEPTIONAL TRAVEL OPTIONS.



# LAHAINA SHORES

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*Beach Resort*

WELCOME HOME.



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