



GENERAL INFORMATION AND CONDENSED HOUSE RULES

Aloha Makena Surf Residents & Guests,

In order to provide our Occupants, Renters and Guests greater service and ease of contact with our personnel, the following information is provided for your use.

The Homeowners Association Office is open 8:00 A.M to 5:00 P.M., Monday through Friday. An answering machine is provided for weekend and after-hours messages. Security who works from 5:00 P.M. to 7:30 A.M. is available after hours. **Should you need help, contact your Rental Agent First.** The Makena Surf Office is part of the Homeowners Association and does not oversee rentals.

The following emergency numbers are provided for your use:

Security	808-283-2862
Makena Surf AOAO Office	808-874-0616
Maui Police & Fire	911

SECURITY GATE INSTRUCTIONS

If a guest or delivery arrives, they can call your unit from the gate by scrolling down through the directory and pushing call. When you answer and verify who is at the gate, with the phone still in your hand, press 0. This will open the gates and disconnect you at the same time. If you hang up first and press 0, the gate will not open.

ACTIVITIES

Tennis and Pickleball rackets and balls are available in the office to check out. A basketball hoop is located in the South Tennis courts. Basketballs can also be checked out at the office. The office does not provide paddleboards or bicycles for rent, though you can find brochures near the office for third parties that rent these items and deliver them to your unit.

OCCUPANCY

- When a Guest is visiting an Occupant, prior notice shall be given to the AOAO office or if after hours, to security. The notice should include name of Guest, Occupant, Unit and time of visit.
- Quiet shall generally prevail between the hours of 10:00 PM to 8:00 AM. (Note exceptions: tennis court play and pool maintenance are allowed to begin at 7:00 AM).
- No Occupants or Guests shall make or permit any disturbing noises or anything that interferes with the rights, comforts, or convenience of other Occupants at any time. Occupants shall be mindful of their music volume in their unit, on their lanai, and around the Common Elements. Earphones must be worn if loud music is preferred.
- Garbage, rubbish and other trash shall be disposed of in receptacles and areas designated for that purpose (contractor dumpsters are not for Owner or renter use). Garbage containing food matter shall be securely wrapped in secure bags prior to being placed in receptacles or collection areas.
- Every Occupant shall at all times keep their Unit in a clean and sanitary condition and observe and conform to all laws, ordinances, rules, and regulations applicable to the use of the property, now or hereafter, made by any governmental authority or the Association.

- f. No petitions, opinion surveys, or soliciting of goods, services, or religious activities shall be permitted within any Common Elements, except as otherwise permitted by law for proxy solicitations or distribution of materials relating to Association matters. Advertisements, bills, posters, or other signs may not be posted anywhere on the property unless approved by the General Manager.
- g. No pets shall be allowed or kept in any part of the property. Exceptions for Assistance Animals can be found in the full House Rules, available from your managing agent.
- h. No gunpowder, fireworks, or other explosives shall be permitted at any time in any Common Element. When stored in the units, such items shall be kept secure, preventing theft and accidental discharge.
- i. The Association and the General Manager are not responsible for personal property or deliveries left on landings, stairways, in the parking areas, lobby, reception area, at the doors of Units, or on any other Common Elements. Personal items shall not be left in the custody of employees for safekeeping. The Association is not responsible for any loss or damage to personal property stored within the property.
- j. Hawaii has strict firearms provisions that must be followed. Public display of firearms within the property is prohibited.

COMMON AREAS

- a. No person shall place, store, or maintain on the walkways, grounds, or other Common Elements, any object of any kind or otherwise obstruct transit through any element, or leave any personal belongings on any of the Common Elements, including entryways.
- b. Any sports or activities that may cause damage to the Common Elements or create a nuisance are prohibited. Roller skates, skateboards, scooters, and bicycles may not be ridden but may be walked on the Common Element.
- c. No Owner or Occupant shall remove any furniture, furnishings, or equipment from the Common Elements. Any person who willfully or negligently defaces, litters on, damages, or destroys any portion of the Common Elements or any other property or equipment belonging to or under the control of the Association, shall be liable for the full cost to repair, clean, and/or replace such portion, property, or equipment.
- d. Abusive and/or harassing language, obscenity, swearing, abusive drunkenness, threatening behavior, and other behaviors that create an unreasonable disturbance to other Occupants are forbidden.
- e. Operation of drones, model airplanes, unmanned aerial vehicles, or any remotely controlled flying devices from, on, or in the Common Elements is prohibited, except as otherwise first approved in writing by the Board.
- f. The grass areas on the Makai side of the buildings are Common Elements and are designed for all to enjoy, however, we request that Occupants and Guests use the walkways when moving between the amenities, beach and parking lots to reduce wear and tear on our beautiful lawns.
- g. Owners, Renters, Guests, and staff shall not feed the birds.
- h. Guest access to Common Elements:
 - Occupants of each unit and their Guests have access to all Common Elements.
 - When Occupants are not in-residence, they may not give Guests access to the Common Elements.

- i. Non-exclusive use of the Common Elements by groups, regardless of the number of units the members of such groups occupy:
- Occupants in residence hosting small groups (under eleven (11) persons) are allowed non-exclusive use of the Common Elements as a group without notice, subject to availability.
 - Occupants in residence hosting medium groups (eleven (11) to twenty (20) persons) are allowed non-exclusive use of the Common Elements as a group and are required to give notice to the General Manager of the plan for this gathering at least one (1) day in advance.
- j. At no time may the use of the Common Elements be exclusive (i.e. prohibit the use of the impacted Common Elements by other Occupants) or impinge on such use by Occupants or their Guests (exceptions are the Courts when properly reserved). No signs shall be posted indicating exclusive use of the Common Elements by a group of any size.

LANAI AREAS

- a. No garments, rugs, towels, or other objects shall be hung from windows or Lanai railings. No additional structures (for example, cabinets, unusually large furniture, or other visually non-conforming objects) are permitted on lanais and/or entryways.
- b. Clotheslines and other objects used for similar purposes shall not be hung in any outside area. Dust, rubbish, or litter shall not be swept from any Lanai into the Common Elements. No rugs or other objects shall be dusted or shaken from the lanais onto the Common Elements.
- c. Extreme caution should be taken when cleaning upper floor lanais. Upper floor lanais should be swept or mopped instead of hosed whenever possible. If water is used to clean the lanai, the overflow drain must be plugged to prevent water from dumping to the unit below.
- d. An effort should be made to minimize smoke, fumes, or other emissions that may intrude on other units or the common area.
- e. Patio umbrellas are permitted and must be properly anchored, and their size must not exceed the dimensions of the lanai. Patio umbrella fabric must have neutral colors.

SWIMMING POOLS AND SPAS

- a. Pools are available for use, without charge, to Occupants, Renters and their Guests. Occupants must accompany their Guests to the Pools and Spas.
- b. POOL & SPA HOURS: 8:00 AM to 10:00 PM
- c. Sunblock creams and ointments are allowed in pools or spas, but other oils and ointments, and small objects such as hairpins are prohibited. Showers must be used prior to entering pools and spas. Please cover pool furniture with towels when using suntan lotions, oils or ointments.
- d. Use of glass or other breakable items shall be confined to the cabana area.
- e. No large rafts, large toys, balls, surf boards, inner tubes, air mattresses, frisbees, or other unauthorized items are permitted in the pool. "Large" is defined as larger than a kickboard or a small float/inner tube. Swim fins, goggles and, kick boards used for lap swimming, and water aerobics gear are permitted. No extraneous items (toys, flotation devices, goggles, swim fins, masks, etc.) may enter the spa.
- f. The pool areas are for the enjoyment of all Occupants and Guests. A natural conflict exists between people wishing to play and those who wish to read and enjoy a quiet surrounding. Everyone is encouraged to be thoughtful, cooperative, good-humored, and tolerant of the needs and wishes of others.

- While fun in the pools is to be encouraged, excessive noise is not allowed. Playing "Marco Polo" and similar loud games, and persistent screaming are prohibited.
 - No "Horse Play" or running, boisterous or rough play, or excessive noise is allowed on the pool deck, in the pools, or in the surrounding area.
 - Music and other loud sounds at pool side are permitted only if used with earphones.
 - Diving into the pools, cannon balls, and splashing in the pool are prohibited.
 - The General Manager and security staff are expressly empowered to use their judgment in individual situations in issuing instructions on behavior, and in requiring someone to leave the pool area.
- g. Swimming is not allowed in anything other than proper swimming apparel.
- h. Any person with an infectious or communicable disease shall be excluded from the Swimming Pool and Spa. Persons having any open blisters, cuts, etc. shall be warned that these are likely to become infected and advised not to use the Swimming Pool or Spa. Spitting, spouting of water, blowing the nose in the swimming pools and spas is prohibited.
- i. Occupants use the swimming pools and spas at their own risk. **A lifeguard is not provided at the Swimming Pool or Spa by the Association.** Neither the Association, the Board, nor Management shall be responsible or liable for any injuries that may occur in connection with any use of the Swimming Pool or Spa .
- j. Incompetent swimmers of all ages shall be accompanied by a competent swimmer who can ensure their safety while in or near the Swimming Pool or Spa.
- k. Any person who is incontinent must wear appropriate waterproof clothing to prevent leaks when in the Swimming Pool or Spa. The CDC recommends that children under the age of five (5) not enter the Spa.
- l. Persons with health problems especially those with heart or muscular diseases should not use the Spas unless allowed by physician.
- m. Use of the Swimming Pool and Spa under the influence of intoxicants such as alcohol, narcotics, drugs or medications is prohibited.
- n. The Swimming Pools and Spas may be closed during inclement weather, as determined by the General Manager.
- o. The Swimming Pools and Spas may not be used while they are being cleaned and serviced.

CABANA RULES

- a. Cabana hours are 8:00 AM to 10:00 PM
- b. The Cabana is available for shared use by Owners, Renters, and Guests.
- c. No breakable clear glass items, including drinking glasses, cups, bottles, dishes, bowls, and any other clear glass breakable items, shall be brought to the cabana or the pools.
- d. Clean up after using the Cabana; no items are to be left overnight in the cabana.
- e. Do not leave alcoholic beverages unattended.
- f. Use the cutting board and hot pads provided to protect the countertops.
- g. Use the sink strainer provided and dispose of food particles into the garbage can.
- h. Do not leave food unattended to prevent attracting birds and pests.

- i. Clean the counters, stovetop and sink after use.
- j. Turn stove and oven off; run dishwasher if needed.

TENNIS/PICKLEBALL COURTS (“Courts”)

- a. Courts are available for use, without charge, to Occupants and their Guests. Occupants must accompany their Guests on the Courts.
- b. Gate codes for entry to the Courts are updated periodically. The new codes will be provided whenever there is a change.
- c. Reservations may be made via the QR code available at the court entry gate up to two (2) days in advance for a period of no greater than ninety (90) minutes. However, this time can be extended if no other Owner or Occupant has signed up for the Court before the end of the reserved period. The person who makes a reservation must be on the Court within 5 minutes of the starting time of the reservation or it is subject to cancellation.
- d. The Courts are open for tennis from 7:00 A.M. to 9:30 P.M. and for pickleball from 8:00 A.M. to dusk.
- e. “Stacking” reservations, wherein each member of a playing group requests a back-to-back playing time, is prohibited.
- f. All players must wear appropriate attire including non-marking shoes. Shirts shall be worn at all times while on the Courts.
- g. In-residence Occupants may use the Pools, Courts and fitness center for private individual and small group tennis, swimming, and/or fitness instruction. Only an Occupant of a unit may receive paid instruction on the Courts or other Common Element. For Court instruction, reservations must be made by an Owner or Occupant, and not the instructor.

SMOKING

- a. Smoking (including vaping) is prohibited on the property. “Smoking” means inhaling, exhaling, burning, or carrying any lighted or heated tobacco product or plant product intended for inhalation in any manner or in any form. Smoking also includes the use of a device that simulates the act of smoking and discharges smoke or vapor, including electronic smoking devices. “Electronic smoking device” shall mean any electronic product that can be used to aerosolize and deliver nicotine or other substances to the person inhaling from the device, including but not limited to an electronic cigarette, electronic cigar, electronic cigarillo, electronic pipe, hookah pipe, or hookah pen, and any cartridge or other component of the device or related product. The only exception is the designated smoking area by the maintenance building, and in the north parking lot twenty (20) feet away from any building.
- b. Renters must inform Guests and renters that smoking is prohibited except in those designated smoking areas.

Full Version of the House Rules are available at the Front Office