

# starwood

Hotels and  
Resorts Waikiki

August 30, 2011

Ms. Bryna Stankiewicz  
CHAMBER OF COMMERCE OF HAWAII  
1132 Bishop Street  
Suite 402  
Honolulu, HI 96813

**RE: HOKU PREFERRED CORPORATE RATE AGREEMENT  
Starwood Hotels & Resorts Waikiki**

Aloha Bryna,

Greetings once again from Starwood Hotels & Resorts Waikiki! Mahalo for being a part of our Hoku Preferred corporate travel program. The rates for 2011 have been established and are as follows:

**HAWAII RESIDENTS:** For State of Hawaii residents, please visit our website: [www.starwoodhotels-hawaii.com/HHOKUK](http://www.starwoodhotels-hawaii.com/HHOKUK) or call our reservations at **800-782-9488** and ask for rate plan **HHOKUK** to get the kama'aina rate. Guests are required to present valid local identification at time of check-in. The HHOKUK rates are as follows:

<b>Sheraton Waikiki</b>		<b>Moana Surfrider</b>	
City View	\$189.00	City View	\$199.00
Ocean Front	\$235.00	Banyan Ocean	\$260.00
Mountain – Club Floor	\$264.00	Partial Ocean View	\$270.00
Ocean Front – Club Floor	\$310.00	Tower Ocean View	\$310.00
<b>Royal Hawaiian</b>		<b>Princess Kaiulani</b>	
Garden View	\$269.00	<b>**City Side</b>	<b>\$ 95.00</b>
Royal Ocean View	\$340.00	City View	\$119.00
Tower Ocean View	\$360.00	High Ocean View	\$139.00

***\*\*Previously used as airline crew accommodations, these intimately sized City Side guestrooms provide limited city views with one queen bed, allowing for single or double occupancy only. Comfortably appointed with an arm chair, work station and bath amenities. Accommodations include an in-room safe, coffee maker and cable television with movie channels. Guestrooms do not have balconies and cannot accommodate a rollaway.***

Included in the **HHOKUK** rate is 25% discount off of selected Food and Beverage outlets, as well as 2:00 pm early check-in and 2:00 pm late check out (upon availability).

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**OUT OF STATE  
RESIDENTS:**

For out of state residents, please visit our website: [www.starwoodhotelshawaii.com/HIHOKU](http://www.starwoodhotelshawaii.com/HIHOKU) or call our reservations at **800-782-9488** and ask for rate plan **HIHOKU** to get the rates below. The HIHOKU rates are as follows:

<b>Sheraton Waikiki</b>		<b>Moana Surfrider</b>	
City View	\$199.00	City View	\$240.00
Mountain Club Floor	\$274.00	Banyan Ocean	\$265.00
Ocean Front	\$275.00	Partial Ocean	\$295.00
Ocean Front – Club Floor	\$350.00	Tower Ocean	\$365.00
<b>Royal Hawaiian</b>		<b>Princess Kaiulani</b>	
Garden View	\$270.00	<b>**City Side</b>	<b>\$ 95.00</b>
Royal Ocean View	\$405.00	City View	\$115.00
Tower Ocean View	\$415.00	Partial Ocean	\$130.00
		High Ocean View	\$140.00

**\*\*Previously used as airline crew accommodations, these intimately sized City Side guestrooms provide limited city views with one queen bed, allowing for single or double occupancy only. Comfortably appointed with an arm chair, work station and bath amenities. Accommodations include an in-room safe, coffee maker and cable television with movie channels. Guestrooms do not have balconies and cannot accommodate a rollaway.**

Rates are based on single/double occupancy and will be confirmed based on availability at time of booking. Our additional person rates are as follows: \$90 at the Sheraton Waikiki; \$125 at The Royal Hawaiian; \$90 at the Moana Surfrider and \$60 at the Sheraton Princess Kaiulani. Additional party rates are subject to change without notice.

All suites requested will be honored at 50% off prevailing published rack rates.

Guest room rates are offered on a net, non-commissionable basis and are subject to an occupancy tax of 9.25% and local tax of 4.712%. **(Note: All taxes are subject to change without notice.)**

For comparison purposes, our rack rates at Sheraton Waikiki are from \$450 - \$855; Royal Hawaiian from \$630 - \$950; Moana Surfrider from \$480 - \$799; and the Sheraton Princess Kaiulani from \$310 - \$435.

The Preferred Corporate Rates are valid through December 31, 2011.

Starwood Hotels & Resorts Waikiki commits to honor this rate and CHAMBER OF COMMERCE OF HAWAII agrees to communicate with its frequent travelers, naming Starwood Hotels & Resorts Waikiki as one of the preferred hotel vendors in Honolulu.

**PRODUCTION:**

Each account is encouraged to generate a minimum of 25 total room nights annually.

**RESERVATIONS:**

Individual reservations can be made through your preferred travel agency or our reservation department.

Starwood Hotels & Resorts Waikiki  
Reservations Center  
Call: 800-782-9488  
Fax: 808-921-4697



Ask for the specific rate plan: **HIHOKUK (Kama'aina)**  
**HIHOKU (Mainland residents)**

*\*\*please mention company name: CHAMBER OF COMMERCE OF HAWAII when making reservations\*\**

**RESORT AMENITY  
CHARGE:**

A daily resort amenity charge will be applied to any new reservation.  
Please see below the details for each property:

**SHERATON WAIKIKI  
DAILY RESORT CHARGE**

Please find below information on the benefits & amenities guests receive for this charge:

- High-speed internet access in guest room
- Self-parking for one (1) vehicle
- Unlimited local and 1-800 telephone calls
- Up to 60 minutes of long distance telephone calls per day
- Bottled Water, replenished daily (based on usage)
- Children 12 & under eat for free from Children's Menu in designated dining outlets with paying adult
- Adult Pool Floats
- Fresh Fruit served twice daily by Pool Staff at the Infinity Pool
- Use of MP3 player, Portable DVD, and stocked Movies
- Fitness Classes

This will be charged directly to all guests, at a Daily Rate of \$20.00 plus tax, per room per day.  
**RESORT CHARGE RATE AND INCLUSIONS ARE SUBJECT TO CHANGE**

**THE ROYAL HAWAIIAN, A LUXURY COLLECTION RESORT  
DAILY RESORT CHARGE**

Please find below information on the benefits & amenities guests receive for this charge:

- High-speed internet access in guest room
- Self-parking for one (1) vehicle
- Unlimited local and 1-800 telephone calls
- Up to 60 minutes of long distance telephone calls per day
- Two (2) bottles of water in room per day
- Children 12 & under eat for free from Children's Menu in designated dining outlets with paying adult
- Non-Alcoholic Blue Hawaii (two drink coupons per three night stay) – available at the Mai Tai Bar only

This will be charged directly to all guests, at a Daily Rate of \$20.00 plus tax, per room per day.  
**RESORT CHARGE RATE AND INCLUSIONS ARE SUBJECT TO CHANGE**



**MOANA SURFRIDER, A WESTIN RESORT & SPA  
DAILY RESORT CHARGE**

Please find below information on the benefits & amenities guests receive for this charge:

- High-speed internet service in guest your room
- Wireless high-speed internet service in public areas to include lobby, pool area and Banyan Courtyard
- Overnight self-parking for one vehicle
- Unlimited local and 1-800 calls
- Up to 60 minutes of long distance telephone calls per day
- Children 12 and under eat for free from Children's menu in designated dining outlets with paying adult
- Surfing Instruction – sand demonstration by Beach Services
- Moana Historical Tour (Monday, Wednesday, and Friday)
- Admission to Yoga Classes (Wednesday through Sunday)

This will be charged directly to all guests, at a Daily Rate of \$20.00 plus tax, per room per day.  
**RESORT CHARGE RATE AND INCLUSIONS ARE SUBJECT TO CHANGE**

**SHERATON PRINCESS KAIULANI  
DAILY RESORT CHARGE**

Please find below information on the benefits & amenities guests receive for this charge:

- High-speed internet access in guest room
- Self-parking for one (1) vehicle
- Unlimited local and 1-800 telephone calls
- Up to 60 minutes of long distance telephone calls per day
- Two (2) bottles of water in room per day
- Children 12 & under eat for free from Children's Menu in designated dining outlets with paying adult
- Beach Experience (use of sand chair and fresh towels; whole fruit and water service provided twice daily between 10am & 2pm when seated in designated area on Waikiki Beach)
- Two (2) Princess Punch Drinks per stay

This will be charged directly to all guests, at a Daily Rate of \$12.00 plus tax, per room per day.  
**RESORT CHARGE RATE AND INCLUSIONS ARE SUBJECT TO CHANGE**

**TRAVEL AGENCY INFORMATION**

If your company uses a travel agency or 3<sup>rd</sup> party to reserve your hotel accommodations, please complete the following information:

Agency Name/Address: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Phone Number: \_\_\_\_\_

Contact Name: \_\_\_\_\_

Email Address: \_\_\_\_\_

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Hotels and  
Resorts Waikiki

If you would like your rate to be loaded in the CRO please provide:

IATA #: \_\_\_\_\_

PSUEDO CITY CODE: \_\_\_\_\_

SYSTEM: \_\_\_\_\_

3 LETTER ACCESS CODE: \_\_\_\_\_

MEETINGS AND  
CONVENTIONS:

**The proposed rates are for individual travel only and may not be utilized for group or convention attendees.** Group rates will be negotiated on a case by case basis according to market conditions and the meeting's specifications.

REQUEST FOR  
SPECIAL  
ACCOMMODATIONS:

Requests for specific rooms, suites or bed types will be accommodated whenever possible. We consider it part of our standard of service to arrange for any necessities your valued associates may require while in Honolulu.

GUARANTEE:

Reservations can be guaranteed for late arrival with a credit card or deposit. In the event that a reservation is guaranteed for late arrival and the guest "no-shows", the appropriate room and tax charges will be charged against the form of payment used to guarantee the room for late arrival. Reservations can be cancelled without penalty prior to 72 hours before the date of arrival. A cancellation number should be obtained from the reservations agent for reference.

BILLING  
PROCEDURES:

All guestroom charges including room and tax and/or incidentals will be the responsibility of the individual traveler. If a traveler does not have a credit card, a cash deposit will be required upon check in at the front desk.

If charges are to be direct billed to CHAMBER OF COMMERCE OF HAWAII, a credit application is due 45 days prior to arrival to the accounting department. Pending approval of direct billing, all reservations are the responsibility of the individual traveler. In addition to a completed credit application, we require a letter on company letterhead authorizing billing. This information must be updated annually. All direct billing authorized by your company is guaranteed for payment and payment is due upon receipt of invoice, but no later than ten days after Starwood Hotels & Resorts Waikiki billing date. **All reservations using direct billing must be made by calling 808-931-4560 between the hours of 8am and 4pm Hawaii Standard Time. No exceptions will be made.**

Starwood Hotels & Resorts Waikiki reserves the right to institute an early departure charge at any time based upon our local needs. Currently, the early departure charge is 1 night room and tax. This fee is subject to change without notice. Traveler has up until and including check-in to change departure without a penalty.

Check in time is 3:00pm and check out time is 11:00am (*the check out time for The Royal Hawaiian, A Luxury Collection Resort and the Moana Surfrider, A Westin Resort & Spa is 12 noon*), however in our continuing effort to provide a pleasant stay, guests will be able to check in as early as rooms are available.

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TRAVELER  
BENEFITS:

**Starwood Preferred Business and Starwood Preferred Guest** is our frequent guest programs designed to provide awards and benefits to the businesses and individuals that frequent any Starwood Hotel. Samples of benefits that the member receives are Airline Miles, Points to be used towards Free Nights, Vacation Packages, and express Check in and out.

CHAMBER OF COMMERCE OF HAWAII can become a member of **Starwood Preferred Business** and **receive points for all reservations booked including leisure travel!** Go to **SPG.com** or ask me for more information!

Other restrictions in this agreement may apply and are subject to change without notice.

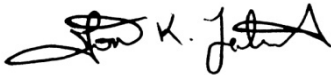
Terms of this agreement are subject to review at which time room night production will be measured and evaluated. Starwood Hotels & Resorts Waikiki reserves the right to cancel or alter terms of this arrangement with thirty days written notice if volume is not on pace to meet the annual room night commitment.

**Deposit and Cancellation Policy:**

- ◆ A one-night deposit or credit card number is required to guarantee the reservation.
- ◆ Cancellation must be made 72 hours prior to the arrival day to avoid a one night penalty.
- ◆ For reservations with stays from December 26, 2011 through January 3, 2012, cancellation policy is 14 days prior to arrival. Cancellations within 14 days will incur a one night penalty.

Bryna, mahalo once again for your business and support of Starwood Hotels & Resorts Waikiki. If there is anything else that I may assist you with, please let me know. Until then...ALOHA & MAHALO!

With warmest aloha,



Jon K. Takushi  
Sales Manager  
Starwood Hotels & Resorts Waikiki

Kyo-Ya Hotels & Resorts, LP, a Delaware limited partnership, as Owner of The Royal Hawaiian, Sheraton Waikiki, Sheraton Princess Kaiulani and Moana Surfrider - A Westin Resort & Spa

By: Starwood Hotels & Resorts Management Company, Inc., a Delaware corporation and Sheraton Hawaii Hotels Corporation, a Hawaii corporation Its Operator