

# ALOHA!

E komo mai, welcome! I would like to extend a warm aloha. We are honored to have you as our guests and we hope that your stay with us will be a memorable one. While you're here, we want you to feel like part of our 'ohana.

Kauai is known for its stunning natural beauty, its vibrant culture, and its welcoming spirit, which we strive to embody here at The Lodge at Kukui'ula. We are committed to providing you with the best possible experience. This binder outlines resort amenities, house information and instructions, Club information, property amenities, security and safety information, and a list of key phone numbers.

At The Lodge at Kukui'ula, you will find a range of amenities and services designed to make your stay as comfortable and enjoyable as possible. Stop by the Farm Stand near the Clubhouse to pick up some fresh herbs, flowers or greens for dinner tonight. Indulge in a spa treatment or fitness class at Hi'ilani Spa. Get in a round of golf at our Tom Weiskopf designed golf course. Relax by one of the Makai pools with a good book.

We hope that you will take some time to explore the beauty of our island and immerse yourself in the rich culture and traditions of Hawai'i. Our Island Hosts are here to assist you with any questions or needs that you may have, and we are committed to ensuring that your stay with us is a truly unforgettable one.

Mahalo nui loa for choosing to stay with us. We hope that you enjoy your time here and that you leave with memories that will last a lifetime.

A hui hou,

Brycen Campos  
Director of Operations  
The Lodge at Kukui'ula



# THIS RESIDENCE

Residence Number \_\_\_\_\_

Address \_\_\_\_\_

Phone number \_\_\_\_\_

Wifi Network **Kukuiula\_Guest** \_\_\_\_\_

Password **12345678** \_\_\_\_\_

We are pleased to offer you complimentary access to the world's newspapers and magazines. To start reading now, connect to WiFi, scan the QR code on the right, and download the PressReader app. To access PressReader from a laptop visit: <https://bit.ly/3G3wS4H>.



Happy reading!



# RESORT INFORMATION

## THE PLANTATION HOUSE – MEMBERS AND GUEST CLUBHOUSE

- Open Tuesday through Sunday 8am to 8pm
- **Closed Monday**
- Living Room, lawn areas, and game room
- Complimentary continental breakfast available dine in or to-go Tuesday through Sunday 8am to 10am

## CLUBHOUSE SERVICES, GUEST SERVICES & ISLAND HOSTS CONCIERGE – (808) 742-8000

- Open Tuesday through Sunday 8am to 5pm. Call for assistance 5pm to 8:30pm
- Closed Monday

## THE LODGE, FRONT DESK – (808) 742-3022

- Our Lodge Services Staff is available daily from 8:00am to 8:00pm
- Text messaging with Medallia Concierge (808) 698 – 7738

## MAKAI POOL & MAKAI GRILL + BAR – (808) 742-3114

- The Makai Pools are open daily at 7:00am for guests to enjoy
- The Makai Grill + Bar is also available daily
  - Monday Lunch Hours: 11:00am to 5:00pm. Special Happy Hour: 3:00pm to 5:00pm
    - Monday Taco Night (at the pool): 4:30pm to 7:00pm, no reservations needed
  - Tuesday through Sunday lunch is served: 11:00am to 4:30pm
  - Special Dinner: Sunday Grilling at 5:30pm. Located at the Pool at Makai Grill
- Towel service begins at 10:30am
- Food + beverage take out delivery available

## ‘UMEKE KITCHEN + BAR – (808) 742-3137

- Breakfast: 8am – 11am (Tues – Sun) Dinner: 5pm – 8pm (Tues – Sat)  
(Last seating at 8pm)
- Closed Monday



HI'ILANI SPA – (808) 742-3070

- 8am – 6pm (Tues – Sun)
- Closed Monday
- [spareservations@kukuiula.com](mailto:spareservations@kukuiula.com)

HI'ILANI FITNESS – (808) 742-3070

- 8am – 5pm (Mon)
- 7am – 6pm (Tues – Sun)

THE FARM

- Opens at 7am (Tues – Sun )

GOLF PRACTICE RANGE - (808) 742-3038

- 7am – 6pm (Tues – Sun)
- Closed Monday

GOLF CLUBHOUSE – (808) 742-3038

- 8am – 5pm (Tues – Sun)
- Closed Monday
- [Golfshop@kukuiula.com](mailto:Golfshop@kukuiula.com)

GOLF COURSE - (808) 742-3038

- Lodge Guest Tee Times Begin: 12:40pm (Tues – Fri) , 11:40pm (Sat & Sun)

KUKUI'ULA REALTY - (808) 742-0234

KUKUI'ULA SECURITY – (808) 346-2904

- Kukui'ula Security is available 24/7 for emergencies and safety concerns



# RESORT INFORMATION

## WHAT'S HAPPENING ON PROPERTY

For the latest information on activities and events, golf, spa services, fitness classes, and dining menus, please scan this QR code.



Complimentary personal and toiletry items are available by request, including toothbrush, toothpaste, shaving kit, sewing kit, hair brush, comb, nail file, shower cap, and keiki toiletries.

Feel free to text us with any requests: (808) 698-7738

## FARM STAND

Just steps from The Clubhouse, the Farm Stand offers a range of complimentary items from our Farm. Stop by to collect flowers for your floral arrangement, select herbs to complement your cooking or choose greens for your dinner salad. This self-serve produce stand is replenished daily.

Contact Guest Services at (808) 742-3022 for help with package delivery, boarding passes, transportation arrangement, grocery deliveries, and any special requests.



# RESIDENCE INFORMATION

## WiFi CONNECTIVITY

1. On your computer or device open WiFi Settings
2. View Wireless Networks
3. Select the network and password listed on your arrival letter
4. Launch your internet browser

## ACCESS TO THE CLUB AT KUKUI'ULA

As a guest of The Lodge at Kukui'ula, you have access to The Club at Kukui'ula, and will be given a tour of the facility and its dining, spa, pools and sports/outdoor activities by our guest services team.

## AIR CONDITIONING

**Main House:** The rooms in the main house are individually controlled. There is an AC control pad in each room in the main house. The Main House living area AC control pad is located in the hallway that joins the living area and the master bedroom. If the living area sliding glass pocket doors are opened, the AC in that area will turn off. The sliders have to be closed and the AC will automatically re-engage.

If your residence is equipped with a fire pit and/or tiki torches, you'll find the switches on the wall by the lanai. (Villas and cottages) If your residence doesn't have a switch, please call Guest Services for assistance.



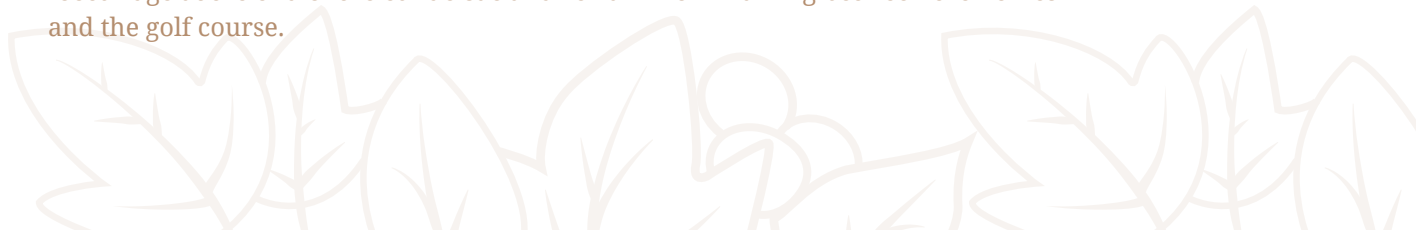
# HOUSE GUIDELINES

Welcome to your home away from home at The Lodge at Kukui'ula. For your comfort and enjoyment during your stay, please review the guidelines below for this home.

- All of our properties are non-smoking. Hawaii State Law prohibits smoking within 20 feet of doorways, windows and ventilation intakes in public areas.
- Keep noise to a minimum before 8am and after 9pm. Loud, disruptive, boisterous behavior is not permitted at any time. Sound devices should be at a volume that does not disturb others.
- Adults are fully responsible for the behavior and safety of their children.
- Pets are not permitted on the property at any time. If you have a certified aid animal but did not make arrangements ahead of time with The Lodge at Kukui'ula guest services team, please contact them at (808) 742-3022 to complete the proper protocols.
- Refrain from feeding stray animals and birds on your lanai or around the property; we do not want to encourage animals to frequent the home.
- You are responsible for the inventory within your Lodge at Kukui'ula residence, as well as your own possessions. Please use the safes available to you for valuables. The Lodge at Kukui'ula is not responsible for lost or stolen property.
- Beach equipment may be provided for your use from the greeter's stand. Please be sure to rinse off sand and saltwater before you return the equipment to the proper storage area at the property.
- Park your vehicle in the designated area.
- Storage of personal property in the common areas is not permitted, other than footwear in entrance landings.
- Towels, bathing apparel and other items are not to be draped on lanai railings or in windows viewed from the outside of your residence.
- Flowers and tropical flora have been planted for everyone's pleasure. Enjoy them, but please leave them for others. Please visit the Farm Stand near the Clubhouse for complimentary fresh flowers from The Farm.



- Open flames, fires, firepits, tiki torches and cooking are not permitted on the lanai or elsewhere on the property, except in the barbecues provided.
- Fireworks and firecrackers are strictly prohibited at The Club at Kukui‘ula.
- Kaua‘i is a tropical climate and insects are present. Keep all screen doors closed and store food in air-tight containers. Food and crumbs left on counters and tables may attract ants.
- Geckos (small webbed-feet lizards) might be found indoors and are harmless. They eat insects and are good to have around.
- Fire extinguishers and smoke detectors are located in all units. Please check your residence for their locations.
- Fines up to \$500 may be assessed for non-compliance with house guidelines.
- Hawaiian custom is to remove shoes at the front door to minimize sand and red dirt tracking indoors. Excessive sand/red dirt in your property may result in additional charges.
- Please apply sunscreen outside as it stains and damages upholstery and carpets.
- The State of Hawaii has passed legislation banning oxybenzone sunscreens that damage our fragile reefs and marine life. We encourage you to use Reef Safe Sunscreen and avoid aerosol sunscreen. We provide sunscreen at the pool areas for guests.
- A washer and dryer are available for your use. Avoid damage by shaking out sand from towels and clothes before washing and drying. Clean lint filter before each use.
- Keep garbage disposal free of grease, glass, bones, fruit peel, paper and sand.
- We hope you enjoy the Kaua‘i-made Malie Organics bath products provided for your use during your stay. Please visit the Kaua‘i-made Malie store in The Shops at Kukui‘ula to experience their entire line of bath and beauty products.
- The Guest agrees to use the residence and The Club at Kukui‘ula and all facilities/equipment entirely at the Guest’s own initiative, risk, and responsibility. The Guest assumes sole responsibility for personal property of the Guest and those persons claiming under the Guest.
- Only registered guests (including children) are allowed in the residence or the Club’s facilities. All others are subject to eviction. Exceeding the maximum occupancy of the residence (which includes children and infants) will result in penalties.
- Villa Homes: Respecting the privacy of our neighbors, please use the pedestrian footbridge at the end of the cul-de-sac and refrain from walking between the homes and the golf course.



## BBQ

The gas BBQ for outdoor grilling is located in the back yard for our Villa and Cottage guests and on the back lanai for our Bungalow guests. Cottages and Villas are equipped with plumbed-in BBQs. Bungalows are equipped with BBQs that require a tank, should you require additional propane please contact us at (808) 742-3022. Grilling tools are located in the kitchen.

## BEACH GEAR

Beach gear can be obtained by going to the greeter's stand at the entrance to the club. They will assist you with obtaining the beach gear from our storage area in the lower parking lot. Please remember to return all beach equipment. We kindly ask that you respect your island residence by removing all sand and dirt before entering your home.

## BEACH TOWELS

You have been provided two beach towels per each of your bedrooms during your stay. Please be sure to return all towels to your home. A \$65 restocking fee will be charged per missing beach towel.

## PLANT SERVICE

Gardeners may visit your residence during your stay to care for the landscaping.

## DEPARTURE AND CHECK-OUT

- Check-out time is 11am unless a late check out time has been previously arranged.
- Please return all keys to our guest services team or leave the keys on the kitchen counter prior to departure. A \$50 charge to the guest is assessed for each missing key.
- Energy costs are very high on our island home. Please help us conserve by turning off lights and setting the AC to 74 degrees when leaving your property.
- Close and lock all windows, sliding doors and front door upon leaving the property.

Please contact our Residential Services team at (808) 742-3022 for any service needs.



## CLUB AT KUKUI'ULA RULES

As a guest of The Lodge at Kukui'ula, you are able to access the services and amenities offered at the private membership club, The Club at Kukui'ula. For your comfort and enjoyment, please be aware of the following important Club guidelines. Mahalo for your kōkua.

**TIPPING AND GRATUITIES:** Tipping is not permitted for any services at Kukui'ula. Club staff are not allowed to accept any cash gratuities or gifts. Standard gratuities are automatically added for Food & Beverage, Spa and Huaka'i Outfitters' services.

**PERSONAL PROPERTY:** As a condition of using the club amenities, each Member or Guest must assume sole responsibility for his/her personal property. The Club shall not be responsible for any loss or damage to any personal property, used, left or stored at The Club.

**SMOKING:** The Club is designated as a non-smoking facility. There shall be no smoking at the Plantation House, Makai Pools, Golf Clubhouse or Spa and Fitness Center. Smoking is allowed while on the Golf Course.

**CELL PHONES:** Cell phones shall be kept on "silent" or "vibrate" while on the golf course or in any indoor or covered portion of The Club. Under any covered area, cell phones are not to be answered. Discretion shall be used in answering or placing calls anywhere else on Club property. Please keep conversations short, and speak quietly so as not to disturb others. Headphones should be worn when listening to music or watching a movie.

**GUESTS:** Only guests registered to homes within The Lodge at Kukui'ula are allowed to visit The Club. Lodge guests are not allowed to invite guests who are not registered to their Lodge home and who live or are staying off property (i.e. a Lodge Guest cannot invite a friend who is staying at the Hyatt to come to The Club for a day).



**CLUBHOUSE RULES:** All children 12 and under must be accompanied by an adult while at the Clubhouse. Footwear and cover ups must be worn at all times except while around the pool deck.

**FITNESS ATTIRE:** Proper athletic shoes must be worn while using any fitness equipment in The Club Gym. Shirt and shorts or other fitness attire are required. No one under the age of 16 is allowed to use the Gym facilities.

**GOLF ATTIRE:** The Club requires all players to wear appropriate golf attire. No denim pants, shorts or swimwear are allowed on the golf course. Players must be 16 or older with a valid driver's license.

**ALCOHOL:** The Club reserves the right to refuse service to any person under the legal drinking age or any person who appears to be intoxicated or exceeding the legal limit for Kaua'i County. No outside liquor is allowed at The Club with the exception of wine or specialty liquor that is brought to be consumed within one of our restaurants and which is subject to a corkage fee.

**COMPLIMENTARY FARM STAND:** The Lodge at Kukui'ula offers complimentary fruits, vegetables, flowers, and herbs picked from The Farm. Guests may help themselves to the farm stand located on the grass lawn in front of the Lodge.

**The Farm:** Visit our 10-acre upcountry farm to pick your own fresh flowers, and gather fruits, vegetables and herbs for your kitchen. Open daily from 7am to 6pm.

**Game Room:** Enjoy a game of chess, checkers, shuffleboard, ping pong or vintage Pac Man. All ages welcome.

**Sunscreen:** Please only apply spray sunscreen outside. Do not apply inside the Club or on the lanai. Sunscreen can stain and damage upholstery and flooring and may be a slipping hazard.



# CLUB AT KUKUI'ULA RULES

## SPA FACILITIES

- Individuals age 18 and older may access all of the Spa facilities.
- Minors under 18, even when accompanied by an adult, will not be permitted entry. This includes the spa locker areas, saunas, steam rooms, hot tubs, lap pool and treatment areas.
- Fitness Center, movement and group classes are limited to those 16 and over, except for specific Keiki Classes.

## MAKAI POOLS

- There is no lifeguard on duty.
- Jumping, diving or any other hazardous behavior is prohibited for Club member, ohana and guest safety.
- Children under 12 must be accompanied by a parent or an adult and supervised at all times.
- Toddlers must be potty-trained and use swim diapers.
- Food and beverages purchased outside The Club are not to be consumed at the Makai Pools.
- Electronic devices should be on silent mode and headphones should be used when listening to music.
- There is no smoking allowed in the entire pool area.

**Sunscreen:** Please only apply spray sunscreen outside. Do not apply inside the Club or on the lanai. Sunscreen can stain and damage upholstery and flooring and may be a slipping hazard.



## AREA ATTRACTIONS:

We encourage you to explore Kaua'i and everything it has to offer!

### DINING: OUR FAVORITE RESTAURANTS ON KAUA'I

- Eating House 1849
- Merriman's Kauai
- Bubba Burgers
- Living Foods
- Kiawe Roots
- Hamura's Saimin Stand
- Koloa Fish Market
- Koloa Town Food Trucks
- Anahola Café

### SHOPPING:

- The Shops at Kukui'ula
- The Shops at Koloa Village
- Kukui Grove Center
- Harbor Mall
- Princeville Shopping Center

### HIKING:

#### **Māhā'ulepū Hike**

The 7-mile coastline hike begins at Shipwreck's Beach and includes the Makauwahi sinkhole.

#### **Kōke'e Hike**

A daylong adventure hiking the mountain trails of Kōke'e State Park, from 2 to 12-mile loops. Terrain difficulty varies. Views include highland swamps, tropical rain forests, canyon rims, sheer cliff sides and ocean panoramas.



### **East Side Hike**

Enjoy a daylong excursion which can include Kuilau, Moalepe, and Nounou, otherwise known as Sleeping Giant.

### **A'epō'ēha Hike**

An easy 2-mile hike around the The Farm can also include fishing for peacock bass.

### **BEACHES:**

South Shore beaches are sun-drenched and known for their summer swells. Near Kōloa, **Maha'ulepu** is one of the most tranquil and isolated, located at the end of an old cane-hauling road. Meanwhile, the Travel Channel named **Po'ipū Beach**, which has lifeguards on duty, 'America's Best Beach'.

The island's West Side is the dry side, and where the towering dunes and fine white sands of **Polihale** beach stretch for 17 amazing, uninterrupted miles. Gusty **Lydgate Park** in Kapaa on the east side is so family friendly, you may leave with a few new Aunties, Uncles and Cousins.

On the North Shore, Makua, also known as **Tunnels**, has deep-water near-Shore caverns and some of Kaua'i's most impressive snorkeling thanks to its half-moon shaped reef.

### **SIGHTS & EXCURSIONS:**

Contact Huaka'i Outfitters, (808) 742-8800, to book excursions and activities, including guided hikes, surf lessons, paddleboarding, fishing trips, and more.



# SAFETY AND SECURITY

The following guide includes ocean safety, natural disaster preparedness and emergency information. The Lodge at Kukui‘ula is committed to assisting our guests before and during an emergency. Each residence is equipped with a first aid kit, located in a red bag in the laundry room.

Please review these important safety tips.

## EVERYDAY BEACH SAFETY

- Always keep your eyes on the waves and never turn your back on the ocean!
- Swim and play at beaches with lifeguards.
- Read and observe posted warning signs for currents, rip tides, jellyfish, shore break and more.
- Watch the surf for at least 15 minutes before entering the water. Waves come in sets so it can seem calm when you first arrive.
- Watch children constantly and hold onto younger ones; the undertow is very strong.
- During big surf, stay back behind the wet sand line and never attempt to swim at the water’s edge.
- Unless you are an expert, never surf or body board in big waves.
- Be honest about your swimming ability and stamina; never rely on your board as a flotation device.
- Always use a flotation device when snorkeling, even if you think you are a strong swimmer!
- Do not enter the ocean under the influence of alcohol or drugs.
- Watch out for local “Grommits” surfing, keep yourself and your children out of the way of surfers and body boarders.
- Standing on rocks or ledges on the ocean’s edge is always dangerous, rogue waves can crash at any time.



- If caught in a rip current, relax, float and ride it out. Wave an arm to signal for help. Don't exhaust yourself by trying to swim.
- Yellow Rescue Tube Stations are located at all beaches around the island. These are not toys! Only use it to rescue a swimmer if you are an experienced swimmer.
- Call 911 if you see a swimmer, surfer or boater in trouble.
- When in doubt, don't go out!

### HIGH SURF

All coastlines are vulnerable to high surf. If a high surf advisory or warning is issued, use caution during all beach activities. Stay alert. Leave areas that are threatened. Drive with extreme caution on shoreline roads, especially at night. Follow public safety and county instructions.

### FLASH FLOODS

- Rapid flooding of streams, rivers, valleys and other flood-prone areas.
- Flash floods occur during heavy rains in the mountains, which cause raging waters down below.
- If a "Watch" is issued, flooding is possible.
- If a "Warning" is issued flooding is imminent or already occurring.
- When visiting a stream, waterfall or river always search out an evacuation route should a flash flood occur. Immediately get to higher ground.
- Do not enter or drive on flooded roads, paths or streams. Be especially careful and postpone travel.
- Be aware of small streams, gullies, creeks and culverts that appear harmless during dry weather but turn deadly during flash floods.
- Warn children to stay out of drainage channels.
- Due to contaminated water, stay away from flood water.
- The Hanalei Bridge and smaller bridges on the road to Haenna regularly close during heavy rains and possible flooding. Please plan accordingly.



## NATIONAL WEATHER SERVICE NOTIFICATION

(808) 245-6001

The National Weather Service and the Pacific Tsunami Warning Center coordinate with the Civil Defense System to issue weather advisories, bulletins, watches and warnings. They inform the public through local radio (KONG FM 93.5), television and The Garden Island newspaper.

## HAWAII POLICE EMERGENCY WEATHER AND TRAFFIC UPDATES

(808) 241-1725

The Hawaii Police Department provides updates during emergency weather and traffic to inform the public of emergency conditions and road and bridge closures.

## HURRICANES

High winds, heavy rains, flooding and damaging surf can occur during a hurricane. During a hurricane watch, listen to the radio (KONG at FM 93.5) or watch the news for instructions. Fill your car's gas tank. Store water in containers such as the bathtub for three days, and have food on hand. We will assist you in securing outdoor furniture or objects that might blow away in the event of high winds. During the storm, stay indoors. Should there be a need to evacuate, the local authorities will sound the emergency siren.

## TSUNAMI

Tsunamis are usually created by an underwater disturbance or earthquake. They may occur at any time with limited or no warning. Persons on shoreline or beach area should seek high ground immediately. If a tsunami warning is issued, do not go to coastal areas. Refer to the Evacuation Maps at the first section of your Kaua'i phone book. If the emergency sirens sound, listen to the radio or TV for further information.

EMERGENCY ALERT SIRENS ARE TESTED THE FIRST STATE WORK DAY OF EVERY MONTH

Kukui'ula Security is available 24/7 for emergencies and safety concerns.

Please call (808) 346-2904.





# *Find your* **DREAM HOME**

Many of our visitors choose to become residents and Members, turning Kukui'ula into not just a vacation destination but a forever home and family legacy.

We invite you to explore our current real estate opportunities by visiting our Real Estate Office located to the left of the Golf Pro Shop, Monday through Saturday, 9am - 5pm.



  
**Kukui'ula**<sup>®</sup>

SOUTH SHORE, KAUAI

808.742.0234 | [info@kukuiula.com](mailto:info@kukuiula.com)

