

## TERMS & OPERATION

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Contact us anytime to request a quote or reservation; you will hear back from us within 24 hours, 7 days a week! For answers to your most frequently asked questions, visit [RockAHulaHawaii.com/frequently-asked-questions](http://RockAHulaHawaii.com/frequently-asked-questions).

Department	Hours (Hawaiian Standard Time)	Phone	Toll Free	Email
Event	9:00AM – 5:00PM	808-983-7884	1-800-334-6191	events@rockahulahawaii.com
Reservations	7:00AM – 8:00PM	808-629-7469	1-855-805-7469	info@rockahulahawaii.com
Physical Address	Rock-A-Hula®: Royal Hawaiian Center 2201 Kalakaua Avenue, Bldg. B, 4th Floor, Honolulu, HI 96815			
Mailing Address	ATTN: Accounting / Event, "Stars of Paradise Tours & Attractions" 2277 Kamehameha Highway, Honolulu, HI 96819-2309			

### QUOTE / CONFIRMATION / PAYMENT / CANCELLATION TERMS

Information Needed to Receive a Quote: Date of your event / charter, group count, budget, and event product (See event products RHE1 – RHE7 on website at [RockAHulaHawaii.com/evening-events](http://RockAHulaHawaii.com/evening-events)). A virtual tour is also available online at [RockAHulaHawaii.com/virtualtour](http://RockAHulaHawaii.com/virtualtour).

Quote: Our quote is based on your written order by email or phone.

All Deposits / Payments: Are non-refundable. See above for our mailing address.

Confirmation: Requires the following non-refundable deposit. Then, your venue / room is reserved and we will issue you an event / charter agreement.

	Payment for Event / Charter	Cancellation Charge for Event / Charter
Standard	Rock-A-Hula® Standard Event Packages	
	<u>Confirmation:</u> 10% deposit <u>30 days prior:</u> 40% deposit <u>72 hours prior:</u> Balance of 50%	<u>Within 60 days:</u> 10% <u>Within 30 days:</u> 50% <u>Within 72 hours:</u> 100%
Primetime Buyout	Rock-A-Hula® Stageside VIP®; Series of Events / Charters	
	<u>Confirmation:</u> 10% deposit <u>90 days prior:</u> 40% deposit <u>72 hours prior:</u> Balance of 50%	<u>Within 90 days:</u> 50% <u>Within 72 hours:</u> 100%
	Rock-A-Hula® Prime Time Whole Place Buyout (Saturday – Thursday)	
	<u>Confirmation:</u> 10% deposit <u>10 months prior:</u> Balance of 90%	<u>Within 10 months:</u> 100%



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**ADA COMPLIANT** 

Accessibility of Venue: Rock-A-Hula® complies with the ADA (Americans with Disabilities Act). The Green Room® package has limited access to the "be onstage" portion of the backstage tour.

Advance Reservation: is absolutely necessary. We will advise you based on your request.

**EVENT / DOOR OPENING AND CLOSING TIMES**

Doors Open: 30 minutes prior to start of event / charter time.

Doors Close: 30 minutes after the end of event / charter time.

**PHOTO & ACTIVITY POLICY AT ROYAL HAWAIIAN CENTER**

In a Public Space at the Building: We need approval from the Royal Hawaiian Center.

We Do Recommend: The use of our services: photo, lei greeting and other services for easier operation. We take care of all permits, prearrangements and coordination.

**SMOKE-FREE POLICY**

Royal Hawaiian Center: Is a non-smoking building.

**CONSUMABLES POLICY**

No Beverages or Food: Should be brought in for packaged event. Ask for whole place event / charter.

No Alcoholic Beverages: Should be taken out from the venue.

**LOST AND FOUND**

Rock-A-Hula®: Is not responsible for any lost items. Charterer / customer shall be responsible for the cost to return item (if applicable).

The Chartering Party: Should check for any items left in the venue before exiting.

**DAMAGE AND PROTECTION**

We Retain the Right: To refuse any event / charter, or to require charterer to pay for security, additional fees, deposits, or any damage to the venue, at our sole discretion.

We Have the Right: To refuse to serve alcohol if we judge that a person is too intoxicated to be responsible of his or her own conduct. Hawaii state liquor law states that alcoholic beverages can only be served to guests 21 years and older, and a photo I.D. is required.

**FORCE MAJEURE**

Rock-A-Hula® shall not be liable for any delays or failure in performance or interruption of its services resulting directly or indirectly from any cause or circumstance beyond its reasonable control, including but not limited to, Acts of God and of war, strikes, adverse weather which curtails show operations, labor disputes, postal delays, explosions, governmental order, regulations, failure of machinery, or other unexpected events prohibiting services. In no event shall Rock-A-Hula® be liable to Booking Party for the loss of profit or for other similar or dissimilar collateral or consequential damages whether based on breach of contract warranty, or otherwise, exceeding the actual amount of consideration paid by the Booking Party.

