Manager's Message - March 2015 Having trouble viewing this email? [~ViewInBrowser ~]View In Browser[~EndViewInBrowser~]

Aloha From Kauai

Aloha!

The resort has been blessed with exceptional weather for the past month; from the very colorful mornings, to not a cloud in the sky mid-days, to epic sunsets, all being followed with the night air rolling in to provide for a great night's sleep. We have also become more involved in local charities. Our Krispy Kreme donuts for charity drive has been getting a great response. Monies raised from the donut sales will be added to Hanalei Bay Resort funds donated to the Visitor Industry Charity Walk benefitting the United Way here on Kauai. Our Foodbank donations come from items donated by Owners/Guests and Hanalei Bay Resort Associates.

To add to the fun here at the resort, in addition to the ever popular Monday Mai Tai Party, a Tuesday Wine Tasting has been added to our weekly activities. Wednesdays we host two events; a Manager's Coffee Hour at 8am for guests to share a cup of coffee and share feedback about the resort with the manager, and a pool side gathering complete with a food truck from North Shore Grindz from 5-7 pm. Thursdays have become our Movie Night which is held in the conference room around 7pm right after sunset. The movies are filmed mainly on the island, offering favorites like Blue Hawaii, Donovan's Reef, The Descendants and many more. Free popcorn and trivia about each movie is provided and the event has become quite popular. One other new activity offered every Monday, Wednesday, and Friday at 10am is Feeding the Koi, Our younger guests (or





those young at heart!) get to feed the fish, learn a little bit about the koi, and also color a fish picture to hang in their unit. We are planning on adding more activities in the near future. If you have any suggestions on activities that you would like to see, please contact us at the resort!

In our effort to keep improving, we have made changes in policy to ensure better service. We will be implementing a new pool bracelet program to help curtail non-guest use of the pool and hot tub areas. Alongside of that program, we are rolling out a new pool towel program. The new pool towels are a standard at all Grand Pacific managed resorts. So say goodbye to the green and white striped towels we see all over the island! The resort has also implemented a new parking policy which will be posted on the website in the future.

The poolside desk has a new operator, Hanalei Beach Activities, who will be providing a wide range of activities from snorkel rental, to stand up paddle board rentals. These can all be accessed from the resort's shared beach activities area located on the beach so no need to haul equipment. The new Sundry Shop is ready to open this month in our new upstairs lobby area next to the restaurant. The new conference room is starting to receive bookings for







groups on island looking for a place to meet. Can you picture a better setting for a meeting! Our wedding program is seeing a big boost in business now that the lobby area has been completed. We are hoping for a very busy 2015.

In addition, starting this month there is a new massage vendor offering a wide range of massage options for both in-room and around the resort massages!! The big question everyone is asking is when will the restaurant open. Additional work has to be completed for permit approval. The general manager and executive chef are assisting to speed the opening and all arrows are pointing toward late spring.

Please note that there will also be some light spalling work at the **4121-4324** Building along with the starting of the tennis court resurfacing project for both the lower and upper courts. The lower courts will be worked on first, allowing for some courts to be open during the estimated 6 week period.

We at the resort keep striving to show every guest our "Aloha" spirit. Many mahalos to our owners for your great support and ideas to make Hanalei Bay Resort a wonderful vacation home!

Lastly, a reminder that today is the last day to turn in your nomination forms for this upcoming election. Click here to access the <u>VOA</u> and <u>AOAO</u> nomination form. Any questions or

concerns, feel free to contact us at the resort.

Mahalo,

Scott and Jim

© Hanalei Bay Resort - [~Physical_Mailing_Address~]

To unsubscribe from these emails, [~ListUnsubscribe~]click here[~EndListUnsubscribe~]. If you are experiencing difficulty being removed from our e-mail list, please contact us at 1-888-477-6967 for personalized assistance.

For Canadian residents only: We have updated our records and intend only to send e-communication to residents who have consented to receipt of this communication. We will make all corrections necessary. If you believe an error has been made, please contact us at [~ListUnsubscribe~]Unsubscribe[~EndListUnsubscribe~].