



Vacation Rentals and Property Management



1012 Kapahulu Avenue, Suite 110, Honolulu, Hawaii 96816
Direct: (808) 738-5507 Fax: (808) 737-8733 Toll Free: (800) 854-8843
Website: www.captaincookresorts.com

Why Choose Captain Cook Resorts to Manage Your Vacation Rental?

*“Your vacation home is your little piece of paradise;
a place where you can escape the stresses of everyday life
to lay on the beach, take in a round of golf, or simply take a nap.”*

You may not think of your vacation home as a business, but when you set it up as a rental property, you’ve just entered into a potentially profitable business endeavor.

Tasks Involved in Renting Your Vacation Home

- Advertising
- Responding to inquiries promptly
- Taking reservations and payments from guests
- Collecting and remitting sales tax
- Handling guest requests and complaints
- Hiring service providers (housekeepers, handymen, etc.)
- Scheduling housekeeping between guests
- Managing maintenance issues

Captain Cook Resorts (CCR), a licensed travel agency, markets vacation rentals for **Captain Cook Real Estate**, which has successfully serviced the community’s real estate sales and property management needs since 1991.

- ❖ As specialists in vacation rental management in the Waikiki and Gold Coast areas of Honolulu, we care for your property as if it were our own.
- ❖ You will comply with the State of Hawaii’s legal requirement that all owners must have a property manager on the island on which the rental is located.
- ❖ Your property will be listed on our website www.CaptainCookResorts.com, and on our Japanese site, www.HawaiiRentals.jp (both sites are mobile-friendly, too!), as well as many top sites (which may include web partners such as HomeAway, VRBO, Airbnb, and others) reaching millions of global online consumers shopping for vacation rentals. This increased advertising exposure translates into increased revenue for our owners!
- ❖ All homes are professionally photographed for listing on both of our websites and partner websites; these listings include property details, floorplans, rates, and a booking calendar which is updated in real-time.
- ❖ FREE Floor Plans for listing.

- ❖ We provide monthly owner statements; offer an option for filing and paying Hawaii GET/TAT taxes, bill payment, and direct deposit of your monthly rental revenue.
- ❖ FREE online Owner Portal which allows owners easy access to an overview of their property's performance, the availability calendar, and more
- ❖ FREE credit card processing.
- ❖ FREE Accidental Guest Damage Repair Program (between \$1000 to \$5000) for accidental damages to your property.
- ❖ FREE installation of Keyless Locks - For all buildings permitting the installation of keyless locks, Captain Cook Resorts will install, at their expense, keyless locks that work with the system we have in place for all such properties, providing you with the following benefits.
 - Owners have their own PIN access code which works 24/7.
 - Each guest receives a unique, secure PIN code that works *only* during their reservation dates.
 - Avoid future locksmith charges
 - Increased security; no lost keys floating around!
- ❖ Bed Bug Warranty Program - Bed bugs have become a worldwide issue everywhere from campgrounds to five-star luxury hotels. Captain Cook Resorts is pro-actively doing all we can to ensure our properties are bed bug-free by being part of Sandwich Isle Pest Solutions' program which warrants our properties are bed bug-free. This program helps limit our responsibility in case new bed bugs are discovered.
- ❖ Our FREE Captain Cook Resorts mobile smartphone app which gives your guests custom trip info, weather, restaurants, tour, and event recommendations! It even helps guests locate their rental using their phone's GPS!
- ❖ Our local reservation specialists are available by telephone, Live Chat and email 7 days a week to assist guests in making their reservations. Properties can be booked online 24 hours a day, so you never miss a booking opportunity.
- ❖ A property manager is assigned to each property to be personally responsible for maintaining all aspects of your property. Your Property Manager also cares for your guests and provides/supervises day-to-day maintenance requirements for each stay. Our housekeeping staff carefully prepares your condo for each guest or owner to stay.
- ❖ A member of our guest services management team will meet each guest at your property to provide a personalized check-in and orientation to the property. The team is on-call 24/7 to handle any maintenance or service issues.
- ❖ We provide Japanese and English-speaking staff for owners and guests.
- ❖ Our high standards ensure a high ratio of return guests.

CONTACT US TODAY!

Kathie Schmid RA – License #79356

Director of Business Development & Client Success

Kathie@captaincookresorts.com

808-791-4380

OUR WEBSITE

(www.captaincookresorts.com)

The screenshot displays the Captain Cook Resorts website. At the top, there is a navigation bar with the company logo and contact information. Below this is a large banner image of a modern living room with a view of the ocean. A search bar is overlaid on the banner, and a sidebar on the right contains a chat window with an agent named Kana. Below the banner, there are several category tiles for Featured Rentals, Rental Specials, 2 Bedroom Condos, Waikiki Monthly, Rental Management, and Real Estate Sales. The main content area features three property listings, each with a photo, title, description, and a 'Rates & Availability' button.

WAIKIKI SHORE #918
 Luxury 2 bed/2 bath corner Waikiki Shore condo w/ocean views! **41 Rental reviews**
 Free parking!
 2 Bedrooms - for 6 guests (max). Price per night from **\$529 to \$679 USD** Plus taxes and fees.
 Beautifully remodeled corner unit with panoramic ocean views, custom kitchen with granite counters, large lanai, split A/C, 60" & 40" flat screen TVs, washer/dryer, Washlets, FREE adjacent parking, WiFi! Sleeps 6.

MARINE SURF PH4
 Large Penthouse 1-Bedroom with Washlets, WiFi, AC, one Parking - Sleeps 6 **69 Rental reviews**
 1 Bedrooms - for 6 guests (max). Price per night from **\$265 to \$385 USD** Plus taxes and fees.
 Best Value for a family of six or two couples. Extra-large (1037 one-bedroom, two-bath condo with ocean and city views. One FREE parking, WiFi, calls to Canada and US mainland. Short walk to beach. Close to shops, restaurants & night life

WAIKIKI PARK HEIGHTS #1803
 Relaxing Ocean Views and central A/C; 5-10 min. walk to beach **54 Rental reviews**
 Sleeps 4.
 1 Bedrooms - for 4 guests (max). Price per night from **\$120 to \$175 USD** Plus taxes and fees.
 Beautiful, quiet, one-bedroom condo with central AC, compact kitchen and ocean views. Excellent location; 5 min. walk to best beach in Waikiki, shopping and the NEW International Marketplace. FREE WIFI and local calls included. Sleeps 4.

- Live Chat and email 7 days a week to assist
- Reservation Calendar in Live Time
- Properties can be booked online 24 hours a day
- Floor Plans in each unit description

The screenshot shows a website interface for vacation rentals. At the top, there is a search bar with a date input field (mm/dd/yyyy) and a 'SEARCH' button. Below the search bar is a calendar for July and August 2018. To the left of the calendar, there are 'Featured Rentals' with images and descriptions. To the right, there is a live chat window with an agent named Kana (かな) who says 'Welcome back! Can we help you with anything?'. A 'Chat now' button is visible at the bottom right of the chat window.

Seabreeze #6 - MESMERIZING Oceanfront Views; Impressive 2 Bedroom, 2 Bath with Washlets!

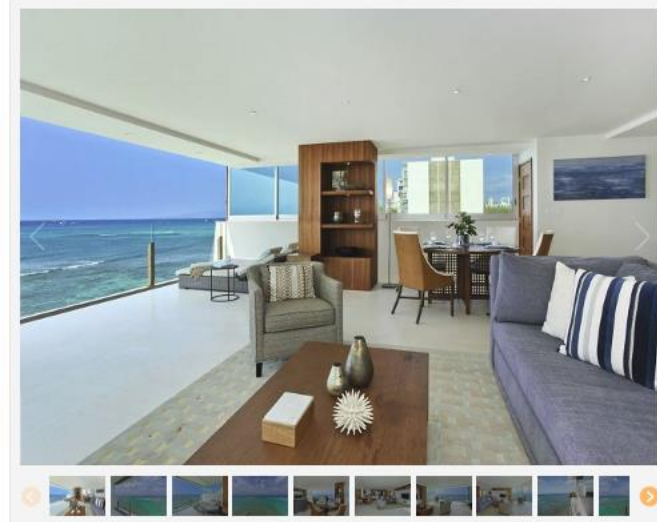
★★★★★
4 Rental reviews

2 Bedrooms for 4 guests (max. 4) • 3065 Kalakaua Avenue, #6, Honolulu

Arrival date: # of Guests:

Departure date:

from \$250 to \$335 USD per night excluding taxes and fees
Plus taxes and fees. Enter dates of stay to receive complete price quote.
30 day minimum stay



Like 0

Contact a rental agent
Call us
US 808-738-5507
Canada 1-800-854-8843
or [use Contact Us form](#)

Property floorplan [see floor plan](#)

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|--|---|
| Property ratings 4 Rental reviews ★★★★★ Overall satisfaction ★★★★★ Location ★★★★★ Cleanliness ★★★★★ Property condition | Manager rating 4599 Rental reviews ★★★★★ Overall satisfaction ★★★★★ Location ★★★★★ Cleanliness ★★★★★ Property condition |
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100%
of our reviewers would recommend this property

recommended by

Trip Advisor
RECOMMENDED ON
tripadvisor
Captain Cook Resorts
00000

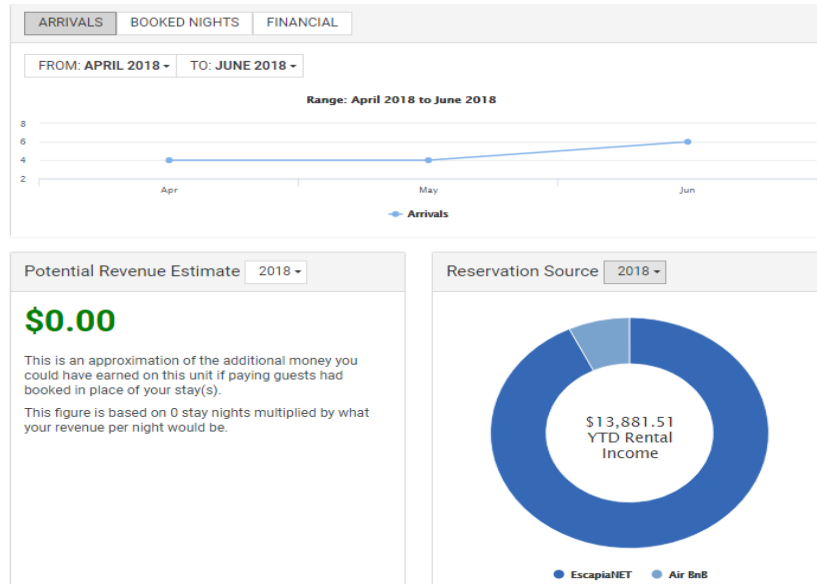
Waikiki Information
Waikiki Guide
WINNER 2012
Top Rental Manager
Captain Cook Resorts
Awarded by FLPIKEY

Owner's Portal

Welcome to Captain Cook Resort's Owner Portal!

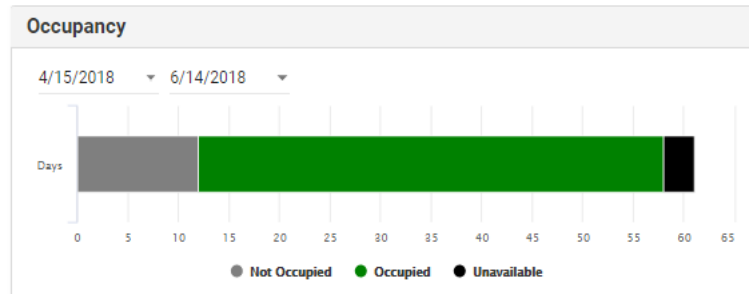
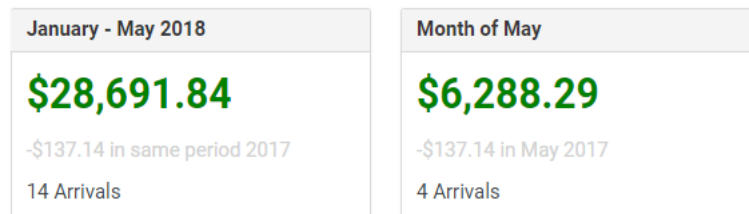
The Owner Portal allows you easy access to an overview of your vacation rental(s) performance, bookings summary, occupancy, reservation calendar, and allows you to reserve the condo for you or your family any time! Once registered, you'll then be able to log in to access these owner tools 24/7.

Performance [↶](#)



Dashboard [↶](#)

Activity: Income – Expenses for the Period



Our Team

All of our team are dedicated experienced professionals, who work together to ensure we are providing excellent customer service for a positive Guest and Owner experience.

Property Manager/Guest Services - Caring for your property and guests. One Property Manager is assigned and is responsible for maintaining each property. English/Japanese speaking.



Barbara



Paul



Byron



James

Reservations Specialists - Available 7 days a week to assist guests. Japanese-speaking agents available for guests



Ingrid



Wendy



Kana

Business Development

Operations

Reservations

Management Focused on Client Success



Kathie



Petra



Lauri

Marketing Approach

Captain Cook Resorts understands it is a digital world and we know the importance of utilizing all the tools available for Marketing, including social media, videos, internet, and web. We do not forget the power of Print, we do print venues in English and Japanese such as direct mailings and magazine ads.

Web and Other Marketing Partners

Vacation rentals listed with Captain Cook Resorts enjoy increased advertising exposure on many of the following websites (sites may be changed and/or updated):



Home Away is dedicated to building the world's largest and most complete online marketplace for vacation rentals. Their 145,000+ property listings receive 36 million annual visits from travelers who want to book their next vacation rental.

Captain Cook Resorts has attained the Premier Partner status on HomeAway/VRBO, which means our listings stand out in searches and carry the exclusive Premier Partner badge on all of our properties letting travelers know we are a top performer and that they can expect a great stay.



VRBO (Vacation Rentals by Owner) – Search over 190,000 vacation rentals worldwide and make money from your vacation home. 153 million visits in the last year.



Expedia Group is the world's travel platform, with an extensive brand portfolio that includes some of the world's most trusted online travel brands.



Hotels.com® is a leading provider of hotel accommodation worldwide, offering booking services through its own network of localized websites



Booking.com is available in 43 languages and offers more than 28 million reported accommodation listings, including over 6.2 million homes, apartments, and other unique places to stay. Wherever you want to go and whatever you want to do, Booking.com makes it easy and supports you with 24/7 customer support.



Agoda.com is one of the fastest-growing online accommodation platforms worldwide listing over 925,000 properties providing services in 38 different languages, 24/7 multilingual customer service & support around the world. We are also part of Booking Holdings Inc., a world leader in online travel & related services.



BeachHouse.com offers vacationers a web-based directory of beach owners worldwide.



Glad To Have You is our smartphone mobile app designed for guests vacationing at properties managed by and visitors interested in learning about what Waikiki and the island of Oahu has to offer while on vacation! Those with the app can view the complete inventory of CCR managed properties and make bookings right from their smartphone!



Perfect Places.com The Perfect Places Vacation Rental Network has already delivered millions of dollars of bookings using EscapiaNET and has increased bookings over 50% in 2011.



Aloha Condos and Homes has provided hundreds of thousands of guests to Hawaii with an easy way to book some of the finest Hawaii vacation rentals. Their real-time booking website provides guests assurance that "What You See is What You Get"



Airbnb is a trusted community marketplace for people to discover, and book unique accommodations in more than 34,000 cities and 191 countries.



LeaLea by Hawaii HIS represents properties in Hawaii for travelers from Japan.



BookingPal is a travel technology company, providing a global distribution system for vacation rental properties. Vacation rental property managers can increase their online presence and number of bookings by distributing their inventory via BookingPal's global distribution channels.



The Snowbird Company is a world leader in bringing snowbird renters and rental owners together. This is part of a network of websites connected to the American Snowbird Company.



Corporate Housing by Owner (CHBO) is an online marketplace that specializes in connecting property owners with corporate renters and companies looking for short-term furnished rentals. CHBO also syndicates with various partners to other non-CHBO websites listed below.

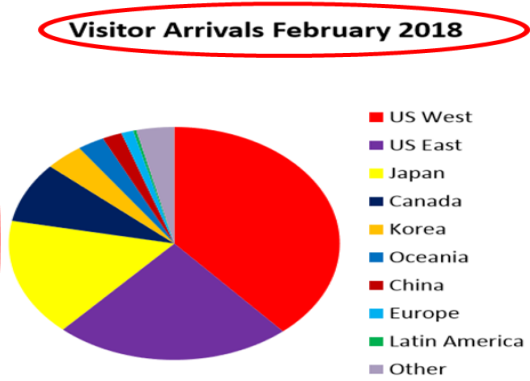


We also work with several Japanese tour companies who provide us with booking for many of our Japanese clientele.

Most of our bookings are from the US, Canada, Japan, and Australia; many of these guests are repeat customers. With the advent of online booking capability, we are now experiencing new booking requests from Europe, Brazil, New Zealand, and countries in Asia such as the Philippines, South Korea, and China, to name a few.

Hawaii Inbound Travel Data by air – count (2018 February)

| | February 2018 | February 2017 | % Change |
|----------------------|---------------|---------------|----------|
| Total Hawaii Inbound | 764,043 | 692,709 | ↑ 10.3% |
| US West | 294,082 | 261,415 | ↑ 12.5% |
| US East | 176,435 | 159,940 | ↑ 10.3% |
| Japan | 124,648 | 123,577 | → 0.9% |
| Canada | 63,863 | 60,905 | ↑ 4.9% |
| Korea | 28,696 | 23,306 | ↑ 23.1% |
| Oceania | 20,073 | 18,633 | ↑ 7.7% |
| China | 14,568 | 12,668 | ↑ 15.0% |
| Europe | 9,028 | 7,938 | ↑ 13.7% |
| Latin America | 2,348 | 1,650 | ↑ 42.3% |
| Other | 28,108 | 20,432 | ↑ 37.6% |



PROPERTY STANDARDS

Guests expect the properties at Captain Cook Resorts to be a cut above the rest. From the moment they book to the day they reluctantly return home; we strive to make their vacation dreams come true. Imagine the guests who might be drawn to your vacation home. What sets your condo apart from the others? Do you have great ocean views? Is your condo family-friendly? Try including a selection of boogie boards, snorkel equipment, or beach toys that will do the trick! We're happy to work with you to achieve these goals.

Our standards are for accommodations that are comfortable, inviting, and reflect current styles. Overall the decor is attractive and well-coordinated. Kitchens and baths are in good condition with upgraded appliances. As an owner, it's always important to find a balance between what is convenient for you and what speaks to your guests' comfort.

We work hand-in-hand with our owners to provide the best possible vacation rentals. There is high demand (and occupancy) for those units that offer quality design and furnishings; it's a solid return on your investment. If you are in need of upgrading or renovations of your property, we can recommend reputable contractors as well as coordinate, and oversee these types of projects. We are also able to help choose and purchase furniture which we do at no additional cost. We have discounts with many stores and outlets.

We recommend walking through your vacation home and removing any clutter and all valuable or irreplaceable items. Create a lockable closet for storing personal effects and supplies you want to have on hand. Since space is at a premium and guests do need space for their things, it's helpful for you to keep your personal storage to a minimum.



Required Household Furnishings

Kitchen

Cooking utensils, wine opener, grater, peeler, can opener, colander
Complete set of stainless-steel pots & pans plus large & small fry pans (non-stick preferred)
Toaster
Coffee maker
Tea Kettle
Dinnerware (2 sets per person the unit sleeps)
Flatware (2 sets per person the unit sleeps)
Glassware (2 per person the unit sleeps)
Wine Glasses (1 per person the unit sleeps)
Coffee Mugs (1 per person the unit sleeps)
Cutting Board
Rice cooker
Paper towel holder
Blender
Mixing bowls
Oven mitts, hot plate holders, placemats, 2 kitchen towels
Under sink trash can
Cookie sheet
Casserole Dish
Glass storage containers
Knife set
Measuring cups (1 dry/1 liquid)
2 dishcloths; 2 dish towels

Dining

Dining table should seat the number of people the unit sleeps
If there is no room for a dining table, *comfortable* bar stools are required

Living Area

SMART Flat Screen Television (minimum 42" screen) (Guests prefer BIG!)
Coasters
If condo has a sleeper sofa, a memory foam mattress is required. Queen-size is standard.

Bedroom

Flat Screen Television (minimum 36" screen) (where applicable)
Alarm clock/radio with CD player/optional
White plastic hangers 24 for each closet

Bathroom

Plunger, toilet scrubber
Hair dryer (1 per bathroom)
Small trash can

Household

(2) Coverlets per bed
Blanket for each bed (including sofa beds)
Bed skirt (unless bed is platform) for each bed
Kitchen – 2 dishcloths, 2 kitchen towels, oven mitts, placemats
Mattress pad for each bed (including sofa bed)
Where applicable, bridge to convert twin beds to king, coverlet, sheets and mattress pad
Cordless phone
Ironing board, steam iron
Mop, broom & dustpan
Vacuum cleaner- in properties with rugs or carpets
Laundry basket
Swiffer set
Beach Chairs (2-4)

If you are in the process of remodeling, flooring preference is wood, or laminate wood or tile/stone floor as opposed to carpeting.

For more complete information on these items, please contact Petra Rofoli, Director of Operations: Petra@captaincookresorts.com or (808) 781-3734.

Linen/Towel Lease Program

Quality linens and towels rank high on a guest's list of expectations. We are proud to present our guests with the cleanest and highest quality linens and towels.

Most of the condos we manage take part in our **Linen/Towel Lease Program** which provides premier quality sheets (60/40 cotton blend), plush 100% cotton European styling terry towels, and thick terry beach towels. Our eco-friendly commercial facility is able to launder these items at extremely high temperatures which provide us with a cleaner product. Stained or damaged linens and towels are replaced at no additional charge.

The program is consolidated into one annual charge to owners and includes:

- A portion of the cost to lease towels, sheets and beach towels,
- The purchase and laundering of kitchen towels, dishcloths, and shower curtain liners,
- The purchasing of tub mats, batteries and light bulbs (except specialty bulbs).

Deep Cleaning

To keep your investment in top condition, yearly deep cleaning is a necessity. Deep cleaning includes cleaning behind all furniture, carpet, pulling out appliances and going through all the drawers, cabinets and shelving.

These cleanings are scheduled once a year during off-seasons and will take place at the end of a guest stay so that guest's departure cleaning can go toward the deep cleaning cost (making the cost to the owner half the regular cost).

Telephone/Internet/Cable

"Free local calls and long-distance calls to the U.S. mainland and Canada" is recommended.

We recommend purchasing a bundle (price varies) which includes:

- *High-Speed Internet (includes DSL/WiFi)*
- *Home Phone*
- *Unlimited Long Distance (local, nationwide, and Canada)*
- *24/7 local technical support*

Be sure to specifically request International-call block!

If your AOAO does not provide cable service, Spectrum cable is a good choice. Call to see if they provide this service to your building and ask about their bundles which include digital cable.

Spectrum Bundles

Telephone: (808) 643-1616

<https://www.spectrum.com/services/hawaii/honolulu>

