



APARTMENT CLEANING AND MAINTENANCE SERVICES

Hours: 8:00 AM – 4:00 PM

Interval Beginning/Ending Dates occur on these days of the week. Cleaning services are provided these days each year.

2019: Mon, Tue, Wed, Thu, Fri

2020 (Jan-Feb): Tue, Wed, Thu, Fri, Sat 2020 (Mar-Dec): Wed, Thu, Fri, Sat, Sun

2021: Thu, Fri, Sat, Sun, Mon

2022: Fri, Sat, Sun, Mon, Tue

Holidays Observed-Staff Holiday: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas

Contact Fely Guieb, Manager-Resort Apartment Services

T 808.661-6018, service@whalertioa.com

Nell Guzman, Manager-Resort Administration Services

T 808-661-6017, admin@whalertioa.com

Call the Whaler front desk (dial 0) for emergency after hours services, water, fire, or repairs and the proper department will be notified.

CLEANING SERVICES

Day 1 of Interval: Apartments are cleaned on the first day of the interval and prepared for occupancy. Apartments will be released for occupancy as close as possible to 4:00 PM. Staffing and work requirements may cause delays.

Apartments contain basic soap and paper supplies for bathrooms and kitchens which is replenished on day 7. (personal products are not provided.) Additional supplies can be purchased at the local grocery stores. The apartment contains a vacuum and cleaning supplies for use during the week. Contact the Manager to report cleaning or maintenance concerns.

Day 7 of Interval: A mid-interval service cleaning is provided at no charge to include linens and towels, light dusting and vacuuming, cleaning the bathroom(s), wet mopping the kitchen floor and lanai, and garbage removal. The Manager will contact you to confirm the mid-service cleaning date.

Day 14 of Interval: The apartment must be vacated by 10:00 AM or earlier. Any special arrangements must be reviewed and approved by the Manager 48 hours or more before the departure date. Owners may incur additional charges for late departure.

For occupancy continuing into the next interval, a full cleaning will be provided on the first day of the interval. Personal items will not be moved for cleaning.

See Additional Services for procedures and costs.

MAINTENANCE SERVICES

The staff inspects the condition of the apartment furniture and fixtures during the cleaning process on the first day of each interval. Any maintenance and repairs items required are reported, addressed, or scheduled with service contractors. You will be notified when a service contractor is scheduled.

Owners and Guests are encouraged to immediately contact the Manager to report matters that require repair or maintenance. Work is scheduled with contractors to be completed as soon as possible.