

RDA Advantage Grand Travels Program

Frequently Asked Questions

1. Can you tell me more about Maui?

Maui is one of the six main islands that form the state of Hawaii; this island is the second largest island. From award-winning beaches to award-winning cuisine, Maui has it all. You can catch a show, catch a wave, or catch up on some rest. On “The Magic Isle,” there are endless activities to fill your days and nights. Maui’s golf courses are world-renowned and you can shop to your heart’s content. The average temperature in January is between seventy and eighty degrees Fahrenheit.

2. I thought the trip ended on 1/11/15, why am I getting home on 1/12/15?

The majority of flights leaving Maui for the US are late overnight Redeye Flights. You’ll get the chance to spend a whole day enjoying your last day on the island.

3. Is a passport required for travel to Maui?

Since Hawaii is the 50th state, you will only need to present a US Government Issued photo ID. You will not need to bring your passport unless you’re visiting from outside the United States or traveling to another country after Hawaii. If you’re a non-US Citizen, other entry requirements may apply. Contact Kristen McCann at the RDA Advantage Travel Desk for more information.

4. When will I receive my trip information?

Approximately two weeks prior to the departure date, you will receive all of your trip information including your flight itinerary and flight information, the daily itinerary, what to know before you travel brochure, destination information, and much, much more.

5. Will I have a direct flight to Maui?

Kahului Airport is the island’s main airport. While many airlines fly direct to Maui, the direct flights are limited and based on specific departure cities. We will do everything possible to ensure the least amount of connections on the way from your home city to Maui. The best way you can help is to register for the trip as soon as possible.

6. How do I know what my flight itinerary will be?

Once you and your guest have registered online, you will be contacted via email within 7 business days to confirm your flight itinerary.

7. Can I upgrade to First/Business Class?

Based on availability, you may have the opportunity to upgrade to a higher-class fare. Please keep in mind that the costs to upgrade are at your own expense and are considerably higher than an average ticket cost. Please contact the Landmark RDA Advantage Travel Desk for more details.

Please note: Upgrade requests cannot be processed until you have registered for the trip.

8. Can I upgrade using my frequent flyer miles?

Based on availability, you may be able to upgrade using miles. However, the opportunity to do so depends on the flights that are available from your home city, the availability of the upgrade and in many cases you will have to pay a difference in fare to a class of service that is upgradeable with miles. Please contact the Landmark RDA Advantage Travel Desk for more details.

Please note: Upgrade requests cannot be processed until you have registered online for the trip.

9. What will happen when I arrive at the airport in?

Upon arrival at the Kahului Airport on the island of Maui, you will deplane and go directly to baggage claim to claim your luggage where you will be greeted by local representatives displaying Grand Travels signs. Once you've identified your luggage, we have arranged for pre-tipped porters to assist you. Your luggage will be transferred from the airport directly to the hotel on separate luggage trucks. Once the luggage arrives at the hotel, it will be delivered directly to your room by pre-tipped bellmen.

You will then be directed to and driven on an exclusive RDA Advantage motor coach for the 45-minute ride to the Grand Wailea Resort and Spa for check-in. When you arrive at the hotel, the Grand Travels Landmark staff and hotel staff will greet you, check you in and introduce you to the property.

10. Can I extend my stay or visit other islands?

You may extend your stay or visit other islands on your trip at your own expense. Please keep in mind that space is limited and once your itinerary has been approved and ticketed, the tickets are non-refundable and any change in air itinerary will result in a charge by the airline.

For those who wish to arrive early or stay beyond the program dates, the cost for any additional room night will be \$338.00 per night. Space at the Grand Wailea for extensions, especially pre-trip over the holiday weekend, is limited.

Please note: No travel deviations can be processed until you have registered online for the trip.

11. What are my options to get to the hotel if I arrive early or leave late?

Should you arrive prior to January 5th or depart after January 11th, your options to get to and from the airport are: 1) take a taxi from the airport which is approximately \$55.00 plus gratuity, 2) take SpeediShuttle, a shared service which can be booked online at: <https://speedishuttle.com>, the cost is approximately \$45.00, 3) get a rental car at the airport. National Rent a Car is the designated service at the hotel. Note: valet parking is the only parking available at the hotel at a cost of \$30.00 per day, 4) arrange for private transportation through the RDA Advantage travel desk which will cost approximately \$125.00. In order to arrange for a deviation in your travel dates, please contact the Landmark RDA Advantage Travel Desk.

12. What if I want to rent a car to explore the island?

You can rent a car at the hotel. National Rent a Car is the designated rental service at the hotel. National's contact number at the Grand Wailea is 808-875-1234 extension 3957 or 808-891-3957.

13. Can I bring additional guests?

Additional guests may be added to the trip at the full cost of the trip and subject to airline flight availability. Please note that additional guests who wish to have their own room are subject to availability at the hotel. All additional guests must be registered through the Landmark RDA Advantage Travel Desk. Please refer to the guest policy link on the registration website.

Please note: Additional guests cannot be confirmed until you have registered online for the trip.

14. Can I bring my children?

If you wish to bring children on the trip, they must be registered through the Landmark RDA Advantage Travel Desk and there is an additional cost which will be at your own expense. Please refer to the guest policy link on the registration website.

Please note: Additional guests cannot be confirmed until you have registered online for the trip.

15. What time zone is Maui on?

Maui is 5 hours behind Eastern Standard Time on the dates of travel. Maui, Hawaii is on Hawaii-Aleutian Time Zone.

16. Are ATM's available at the hotel?

There are two ATM machines in the hotel for your convenience located by the shops in Café Kula and by the Concierge Desk.

17. How can I access the Internet at the Grand Wailea Resort and Spa?

High-speed internet access is available at the Grand Wailea Resort and Spa to keep you connected while you are away from home. There is a complimentary 128k connection in all of the guest rooms. For second tier internet, there is a \$14.99 daily fee, for high speed Internet connection; there is a charge of \$25.00 daily starting at 12:00pm for 24 hours. Complimentary wireless Internet on your laptop is available in the lobby and Café Kula. Please note there is a business center available for your convenience open from 8:00am-5:30pm Monday-Friday and 8:00am-4:30pm Saturday-Sunday for \$7.50 per ten minutes. (Hours of operation are subject to change by travel date).

18. Will my cell phone work in Maui?

It depends on the service and equipment you are using to place your phone calls. Please call your appropriate wireless carrier to obtain this information.

19. What should I pack?

Bring shorts, short-sleeved shirts, light slacks, casual skirts, comfortable walking shoes, and swimwear for day time. The sun is strong so include a hat and sunscreen. Don't forget a rain jacket in the event of rain.

Resort Casual Attire is required if you have dinner in any of the Grand Wailea restaurants. This includes: collared shirts and shorts or slacks for men, and casual dress, skirts or pants for women, dress sandals allowed. No tank tops allowed for men.

The hotel offers laundry service. A laundry bag and price list can be found in your closet. An iron and ironing board can also be found in your closet.

20. What type of voltage is used in Maui?

The current in Maui is 110 volts, the same as the United States. You will not need an adaptor or converter.

21. What amenities will I find in my guestroom?

Each room features ocean view, air conditioning and thermostat (adjustable), ceiling fan, balcony (excluding ground floor rooms), mini refrigerator, alarm clock, safe, coffee maker, internet access, iron/ironing board, hairdryer, TV and cable, workstation and bathrobes.

22. Can I upgrade to a suite at the hotel?

Yes, contact the travel desk for further information. Upgrades are based on availability.

23. Is there babysitting/childcare at the hotel?

The resort does not have an on-site babysitting service; however, the following two companies are recommended:

1. Nanny Connection- visit the website at <http://www.thenannyconnection.com/> or contact them by phone: (808) 875-4778
2. Happy Kids- visit the website at <http://www.happykidsmaui.com/> or contact them by phone: (808) 667-5437

24. How do I book activities for my trip?

During the registration process you will have a chance to view available activities as well as sign up for them. You'll be able to sign-up onsite as well.

25. Can I make advance Spa Reservations?

You may call the Spa Grande and Grand Spa directly to book services or packages at 1-800-SPA-1933. All Grand Travels Participants will receive \$10 off any service.

Important note: To receive the discount, identify yourself as RDA or Grand Travels when making your reservation.

26. How do I book a tee time for golf?

For golfing at the Wailea Golf Club, you may book this directly with Jennifer McNally at the golf course. Her email is jmcnally@waileagolf.com. Wailea Golf Club has three award winning golf courses, the Gold, Emerald and Blue. The Gold and Emerald courses are Robert Trent Jones II designs, with ocean views from every hole. The Blue course is a picturesque Arthur Jack Snyder design with ocean and mountain views. For more information on the golf courses visit: <http://www.waileagolf.com/>

Fees Include: Greens fees and a shared cart equipped with GPS and a cooler stocked with 2 bottles of water; range balls and use of the practice facility to warm up prior to play

Gold and Emerald Courses: \$195 per player

Blue Course: \$170 per player

Standard rental clubs: \$60 (currently TaylorMade, may change by 2016)

Premium rental clubs: \$75 (limited inventory from various makers: Ping, Cobra, TaylorMade, Callaway, Titleist)

Rental shoes: \$20

If you have any questions pertaining to any of the FAQ's, please contact Kristen McCann at the RDA Advantage Travel Desk at (800) 219-4067.