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WANDERLY ADVENTURES

Aulani, a Disney Resort & Spa FAQ

Are there additional resort fees?

Aulani never charges a resort fee. All room rates include all applicable taxes.

What are the standard hotel room amenities?

The room is equipped with many convenient amenities—so you can pack lightly and take home more memories from your vacation.

- Flat-panel television and Blu-ray Disc player
- Private porch or balcony
- Deep soaking tub
- In-room electric beverage cooler
- Coffee maker and tea service
- Ceiling fan
- Wireless Internet access
- Clock radio with mp3 capability
- In-room safe (laptop-sized)
- Iron and ironing board
- Pack 'n Play playard
- Shampoo, conditioner, bath gel, bath soap, facial soap, lotion

Available Upon Request:

- Bed rails
- Outlet covers
- High chair

Will I need a power adapter to use the power outlet in my room?

Aulani features standard US-style power outlets, which emit approximately 110 to 120 volts at a 60-hertz
current. International power adapters are available at the Front Desk.

What is the smoking policy at Aulani?

This Resort is a smoke-free environment, excluding designated outdoor smoking locations. A $250 to $500 room recovery fee (plus tax) will be charged for smoking in Guest rooms, on balconies or on patios. Please check with the Front Desk for information about designated outdoor smoking area locations.

Are diapers and baby supplies available at Aulani?

Disposable diapers are available for purchase at our gift shop—Kalepa's Store—located near the Maka'ala lobby on the 'Ewa Tower side.

Does Aulani Resort have strollers and cribs?

While all rooms at Aulani Resort come with a complimentary Pack 'N Play® Playard, we do not rent strollers or cribs.

Does Aulani have outdoor grills?

Yes. Aulani features a limited number of outdoor gas grills, located beside Halawai Lawn. To check availability and request grilling tools, please visit the Pau Hana Room.

What is the policy on alcoholic beverages?

The drinking age is 21 at Aulani, A Disney Resort & Spa. Valid photo I.D. is required.

What is the dress code at Aulani restaurants?

Most restaurants at Aulani feature a Resort Casual dress code policy. The following guidelines apply to most Table Service and Buffet Dining restaurants:

Dress Code Guidelines

Ensuring that this resort is family friendly is an important part of the Disney experience. In that spirit, we ask you to use your discretion and common sense.

- Proper attire, including shoes and shirts, must be worn at all times
- If wearing a swimsuit, a cover-up is also required
- Costumes may not be worn by Guests 14 years of age or older
- Attire that is not appropriate for Walt Disney Parks & Resort Guests includes, but is not limited to:
  - Clothing with objectionable material, including obscene language or graphics
- Excessively torn clothing or loose fitting clothing which may drag on the ground and create a potential trip hazard
- Clothing which, by nature, exposes excessive portions of the skin that may be viewed as inappropriate for a family environment
- Visible tattoos that could be considered inappropriate, such as those containing objectionable language or designs
- Wedding attire including, but not limited to, white gowns, veils, tuxedos and other types of formal attire

What are the resort spa policies?

- Once you leave Laniwai, you cannot return to use Kula Wai, the outdoor hydrotherapy garden. Kula Wai is open during Laniwai operating hours only.
- Cell phones and pagers must be turned off while you are in the spa.
- Arriving late will simply limit the time of your treatment. Your treatment will end on time so the next Guest will not be delayed. The full value of your treatment will be charged.

- If you must reschedule or cancel your appointment, please notify the spa at least 6 hours in advance to avoid being charged the full service fee. Please inquire regarding large parties, spa packages or group cancellations.
- For your convenience, a 20% service charge will be added to each spa service received. 18% is dispersed to the spa practitioner and the remainder is allocated to the spa. Additional gratuities are at your discretion.
- Please notify the spa attendant or therapist if you have high blood pressure, allergies, any physical ailments or disabilities, or if you are pregnant. (There are a few services that should be avoided during pregnancy, specifically in the third trimester.)
- Upon arrival at the Resort, please check for the most up-to-date policies.

Is the beach exclusive to Resort Guests?

No. There are no private beaches in Hawai'i. All beach areas have public access. Fortunately, O'ahu has beautiful sandy beaches at every turn.

Can Aulani ship purchases that I make on my vacation that I'm unable to take aboard my flight?

Unfortunately, Aulani does not have the facilities to ship packages for you at this time.

What is the tipping policy at Aulani?

For your convenience, an 18% gratuity is automatically added for parties of 7 or more and general excise tax of 4.71% will be added to all transactions in all Food and Beverage bills at Table Service Restaurants and bars. A 20% gratuity is added for private dining experiences as well as spa and salon treatments at Laniwai. You are, of course, welcome to tip more in recognition of exceptional service.

We also offer the following tipping guidelines, but the amount you give is at your discretion:

- Luggage handling: $5 per person at arrival and departure, based on one suitcase and one carry-on bag
- Valet parking: $5 per retrieval of car
- Housekeeping: $3 per night of stay for double occupancy