

allure	Mail and Package Acceptance Policy	Page 1 of 3
		AWPP008
Adopted: 03/05/14	Version: 1.2	

The policies set forth herein are directives adopted by the Allure Waikiki AOUO Board of Directors to be carried out accordingly by the Allure Front Desk Ambassadors and the Management Office. If you have any suggestions on how to improve a policy or procedure, please put them in writing and they will be reviewed by the Board. Unless and until the Board votes to revise them, you must comply with current policies and procedures, otherwise notifications and/or fines may be issued to your Unit. The purpose of this policy is to establish a uniform set of guidelines and procedures which will be used by the Management Office and Front Desk Ambassadors to decrease the likelihood of issues and to promote the safety and security of all Employees and Residents since our resources are limited. The rules and regulations set forth in this policy supersede and replace all rules and regulations set forth previously.

### Disclaimer:

The Association is not responsible for any lost or damaged packages and it does not accept any liability for its content or condition.

### Front Desk May Accept:

- Mail and packages for Registered Residents only.
- Boxes that do not exceed 2 ft. x 2 ft. x 2 ft. in size, or 50 lbs. (or those that do not fit in the mail storage room).
- Envelopes which are sealed and labeled with the Unit # and the name of the Resident.
- Bags which are sealed and not damaged.
- Perishable items ONLY IF contact has been made prior to receipt of items to make arrangements for pickup. (If the Resident is unable to be reached, perishable items will be rejected. These items must be picked up the same day.)
- Refrigerated packages which are sealed and clearly state "refrigeration needed". (The package will be placed in Employee lounge refrigerator until pickup. These packages must be picked up the same day.)
- Flower or other personal deliveries. (The delivery personnel must first attempt to deliver by contacting the Resident via the EnterPhone. If the Resident is not present, the delivery will be held at the Front Desk. The Association takes no responsibility for the delivery of such items.)

### Front Desk Will NOT Accept:

- Keys: boxes and/or envelopes MUST NOT contain Unit keys. The Front Desk will refuse to accept any packages that they suspect contains keys.
- Damaged or unsecured packages: if accepted, they will be tagged. Any claims should be directed to the courier.
- Leaking packages.

- Oversized packages larger than 2 ft. x 2 ft. x 2 ft. in size, or 50 lbs. (Including, but not limited to, carpet rolls, furniture, or appliances). The Resident must be present at the time of delivery to pick up, otherwise the package will be refused and returned to sender.
- Packages addressed to a person that is not a Registered Resident.
- Certified or Registered Mail; the Resident must be present to sign.

### Storage:

Packages may be stored up to 72 hours (3 days), after which, packages not picked up will be returned to the sender.

### Notification:

Front Desk will attempt to contact the Resident the same day the package is received. However, in some instances it may take up to 24 hours. On the first attempt, a voicemail will be left if there is no answer. A courtesy call will be made 48 hours after first contact. If we do not hear from the Resident within 72 hours with a valid reason for not picking up the package (such as being off island), the Association has the right to return the package to the sender.

*The 72 hour pick-up period will not apply to Residents who have informed the Front Desk that they will be away from their Unit for an extended period of time (vacation, etc.). Any packages received for those Residents will be held for them for pick up when they return.*

### Signing Out Items:

Identification is required to pick up packages. You must date, print, and sign the Mail Out Log to acknowledge receipt of the items. Unless otherwise specified, any Registered Resident may pick up mail for the Unit. The Home Owner may deny these permissions in writing to the Management Office.<sup>1</sup> If a Registered Resident is unable to be present to receive mail, they must provide the name of the person authorized to accept on their behalf to Management, in writing, during office hours prior to pick up.

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<sup>1</sup> Written permission is required through a signed letter from a Registered Resident. Electronic communication will be valid if email has been previously registered/validated with Management.

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**Handling:**

Ambassadors are not authorized to deliver packages to the Units. A Resident of the Unit MUST come to the Lobby to retrieve any packages. If you need assistance, please contact a family member or friend.