

WAVE 808

STORE POLICY

Room Rates: See www.wave808.com | Hawaii tax applies to all bills.

Parties of 6 or more: 18% gratuity applies to room charges, food, and drinks.

CHECK-IN, ROOM USE & BILLING

1. All guests entering a karaoke room must sign in and out so that the party size and bill can be calculated correctly, unless the reservation is under one individual who accepts responsibility for the entire party.
2. The person who checks in or provides the Card on File is responsible for the room, equipment, charges, and conduct of all guests in the party.
3. Wave808 staff monitors the number of guests in each room and the duration of each party's stay. Your bill will be adjusted accordingly. Guests are responsible for managing their own time unless another reservation immediately follows.
4. A valid credit card is required at check-in. The card will be securely saved as a Card on File through our POS system. We do not keep the physical credit card during your stay. By providing a credit card at check-in, you authorize Wave808 to charge the Card on File for any unpaid balance, applicable replacement fees, cleaning fees, or damage charges incurred by your party.
5. For parties of 6 or more, an 18% gratuity will be added to the final bill, regardless of the length of stay. This applies to room charges, food, and drinks. If there is a service-related issue, please speak with a manager.
6. For separate food/drink checks, please use the QR menu provided in each room or ask a staff member. Separate checks must be paid before the room time ends. Otherwise, unpaid separate orders will be combined with the room charge. Maximum: 4 split checks.
7. Room capacity limits must be followed at all times. Wave808 reserves the right to move a party to a larger room or deny additional guests when the maximum room capacity is reached.

EQUIPMENT & RESTROOM ACCESS CARD

8. At check-in, each room is provided with an iPad, microphones, and restroom access cards for use during the stay. Each room receives 2 microphones, except the Large Party Suite, which receives 4 microphones. Each room receives 2 restroom access cards, except the Party Suite and Large Party Suite, which receive 3 restroom access cards. All provided items must be returned to the reception desk at check-out.
9. Guests may not move, disconnect, tamper with, or modify Wave808 equipment without staff permission.
10. A \$50 replacement fee will be charged for each lost, damaged, or unreturned restroom access card. This includes cards accidentally taken home or otherwise not returned before leaving Wave808. The replacement fee may be charged to the Card on File.

FOOD, DRINKS & ALCOHOL

11. No outside drinks are allowed on the premises, including water and alcoholic beverages. Outside food is permitted.
12. Underage drinking is illegal and will not be tolerated at Wave808. Violations may result in immediate removal from the premises and may be reported to the appropriate authorities.
13. Alcohol may not be consumed in public/common areas, including the balcony, stairs, or public restrooms, in accordance with Hawaii liquor laws.

SAFETY, CONDUCT & SMOKING

14. Illegal drug use, sexual misconduct, fighting, or any form of violence will not be tolerated. Guests may be removed from the premises immediately and may be held financially responsible for any damage, cleanup, or other costs resulting from such conduct. Any sexual misconduct involving a minor will be reported to the police immediately.
15. No cigarette smoking is allowed in karaoke rooms, hallways, restrooms, or the outside lounge area. Smoking is permitted only in the sidewalk area where legally allowed.
16. No pets are allowed in the store except service animals.

PROPERTY, DAMAGE, CLEANING & LOST ITEMS

17. Wave808 is not responsible for lost, stolen, or damaged personal property. Lost-and-found items will be kept for up to 30 days. After 30 days, unclaimed items may be discarded. Please keep your belongings secure at all times.

18. Guests are responsible for any lost, damaged, or unreturned Wave808 equipment. Replacement charges may include: TV \$1,000; microphone \$300; speaker \$800; amplifier \$500; iPad \$500; remote controller \$100; party lights \$100; camera \$500; and table \$150. Charges for damage to walls, couches, furniture, or decorative items will be based on the extent of the damage.

19. A cleaning fee of \$50 or more may be charged for excessive cleaning, including vomit or similar conditions. Additional charges may apply if professional cleaning or repair is required.

AGE, DECORATIONS & RESERVATIONS

20. All ages are welcome until closing. After 10:00 PM, each group must have at least one person age 18 or older present.

21. Decorations are permitted as long as they do not interfere with operations or create a risk of injury or damage to staff, guests, or the room. Confetti, glitter, silly string, and other difficult-to-clean materials are not permitted. Do not use nails, screws, staples, strong adhesive tape, or any material that may damage walls, furniture, or fixtures.

22. Reserved rooms may be held for up to 30 minutes. Reservations are not guaranteed after 30 minutes past the scheduled reservation time. If your party has not arrived and another party is waiting for the room, we may release the room to the waiting party.

Thank you for helping us keep Wave808 safe, clean, and enjoyable for everyone.

Wave808 Karaoke | www.wave808.com