

# *Hualālai Resort*

## Mailing and Shipping Information

Packages and envelopes are delivered to the resort via the two methods below. The address to be used is different for each of them.

### 1. US Postal Service

- Please do not use 100 Ka`ūpūlehu Dr. as your address when using the U.S. Postal Service. That address is not recognized by the Postal Service and items may not be delivered in a timely manner.
- Please do not use your residential street address when using the U.S. Postal Service. Your street address is not recognized by the Post Office and mail may be returned to sender or may go to a resort other than Hualālai.
- All packages and envelopes being sent to the resort via the U.S. Postal Service should be addressed as shown below.

Your Name  
P.O. Box 1596  
Kailua Kona, HI 96745-1596

### 2. FedEx & UPS

- All packages and envelopes being sent to the resort via a courier service (FedEx/UPS) should be addressed as shown below.
- 100 Ka`ūpūlehu Dr. is the address used by FedEx and UPS for the entire resort so it is especially important that the address includes “Hualālai Villas & Homes”.

Your Name  
Hualālai Villas & Homes  
100 Ka`ūpūlehu Drive  
Kailua Kona, HI 96740

Please do not use **“Four Seasons Resort”** or **“Four Seasons Hotel”** in the address. If you do, the Post Office, FedEx and UPS will most likely direct the package to the Four Seasons Hotel no matter what address or name was used. This may result in packages being returned to the sender and will likely result in delays with receiving your shipments.

Additionally, there are some items you will need to consider when shipping parcels to your Hualālai residence:

- If you will not be in-residence when your packages arrive, please make arrangements with your property manager to pick up the packages and deliver them to your residence
- Storage for parcels is not available at the Hualālai Villas & Homes office.

# *Hualālai Resort*

## Mailing and Shipping Information (Continued)

Outgoing packages and envelopes can utilize one of the services below.

### 1. U.S. Postal Service

- Outgoing letters and envelopes with postage affixed can be put in the letter drop at the Trading Company. Mail dropped in this box Monday to Friday (excluding Federal & Hualālai Resort holidays) by 12:00 noon will be transported to the Kailua-Kona Post office that day.
- Stamps are available at the Trading Company.
- Oversize envelopes and packages can be left at the Club Concierge Offices. They will be picked up and transported to the Post Office along with the mail from the Trading Company.
- Mail or packages requiring postage may be left with the Club Concierge. The correct postage will be provided and the cost will be applied to your Member Account.
- Mailing supplies for Priority Mail, Express Mail, Certified Mail and International Mail are also available from the Club Concierge.

### 2. FedEx & UPS

- There is a scheduled daily pick up of FedEx Express packages at the resort. Packages that require preparation of FedEx shipping documents can be dropped off at the Club Concierge until 9:30am for same day pick up by FedEx. Packages with documents already prepared can be dropped off until 10:15a.m.
- The Club Concierge will prepare shipments for homeowners who do not have a personal FedEx account and charges will be posted to Hualālai's corporate account. The shipping charges will then be applied to your Member Account once we receive the billing from FedEx.
- UPS does not have a scheduled pick up at the resort but are usually here daily making deliveries and will pick up outgoing packages at no charge. As their schedule varies, we cannot guarantee same day pick up.
- FedEx Ground does not have a scheduled pick up at the resort. If you have a return label from a retailer, we will arrange pick up of the item. FedEx Ground does not levy a pick up charge for returns. If you use FedEx Ground for other shipments, a pick up charge will be applied to your shipment.
- FedEx shipping supplies are available from the Club Concierge.