
PLEASE READ: Important Information Regarding Your Stay at the Sheraton Kona Resort & Spa at Keauhou Bay

1 message

Guest Relations <GuestRelations@marriott.com>
To: "SONOMA124@GMAIL.COM" <SONOMA124@gmail.com>

Thu, Jul 29, 2021 at 10:54 AM



Guest Relations
Office of Consumer Affairs
Marriott International, Inc.
GuestRelations@marriott.com

July 29, 2021

Dear Igor Astashkin:

Our records indicate that you have a future Marriott Bonvoy Award Stay redemption reservation at the Sheraton Kona Resort & Spa at Keauhou Bay. Effective August 25, 2021 the hotel will no longer be associated with Marriott, but will continue normal operations as the Outrigger Kona Resort & Spa and your reservation will be honored.

- If you would like to keep your existing redemption reservation at the Outrigger Kona Resort & Spa (former Sheraton Kona Resort & Spa at Keauhou Bay) no action is required.
- **Please note the following:**
 - You will receive a cancellation notice for your existing reservation and certificate.
 - The points will be returned to your account. Within 7-10 business days, the certificate will be re-issued, and points withdrawn.
 - If there are not sufficient points for a new certificate, your reservation will not be honored, and you will receive a cancellation notice.
 - Special considerations, should you decide to stay at the Outrigger Kona Resort & Spa:
 - **Reservation changes must be made prior to August 19th**
 - Bonvoy membership amenities and benefits will not be honored.
 - Bonvoy points and Elite night credits will not be earned.
 - Marriott gift cards or additional certificates will not be accepted.
 - The current cancellation policy in place for your reservation will transfer to your new reservation.

ACTION REQUIRED:

- Prior to **August 25, 2021** If you wish to cancel or seek alternate Marriott accommodations utilize www.marriott.com or the Marriott Bonvoy app.
 - If you need to make changes after August 25, 2021, you must contact the hotel directly at (808)930-4900.

Sincerely,

Marriott Customer Care



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