

VI's COVID-19 UPDATES

We are vacationing again!

VI continues to monitor the Centers for Disease Control and adheres to local and federal government mandates regarding the novel coronavirus (COVID-19).

The wellbeing of VI Owners, guests, and team members are of the greatest importance. We hope you are staying healthy and safe.

We are working through changes as they happen and we will post updates to Resort closures, how best to reach us and all other pertinent information here.

How to Reach Us:

- VI Owner Services is open and can be reached by phone at 1.800.444.6633 or email frontdesk@viresorts.com.
Owner Services hours are M,W,F: 8AM – 7PM and T,Th: 9AM – 7PM.
- For communications regarding all Wait List issues such as claiming a matched Wait List or requesting a new Wait List, email waitlist@viresorts.com.
- For questions about your Operating Fund. Email us at VIOpsCollections@viresorts.com (please include your Owner number).

How to Cancel your Upcoming Reservation: [Click here to cancel your reservation](#)

- You may always cancel at greater than 30 days in advance of a check-in date, for a full refund of your VI Points.
- Due to the pandemic, we will continue to waive cancellation restrictions for those traveling through July 31, 2020, or to reservations at a VI Resort which is closed due to government mandate (see full list of closures below). If your reservation used VI Points that have an expiration date of 6/30/2020, VI will extend those points to use for travel completed by 6/30/2021.
- As of August 1, 2020, any reservations that are cancelled will follow the VI cancellation policy of 30 days in advance for a full refund of points.
- Rental specials and exchange reservations cannot be cancelled, changed or refunded.

Make a Future Reservation: [Click here to make a reservation](#)

Border Info:

- Due to the border closure, our Canada resorts are open and accepting reservations for our Canadian members or anyone residing in Canada, including the following - Rosedale on Robson, Vancouver, BC, Rosewood Inn, Vancouver Island, BC and Pinnacle Lodge, Sun Peaks, BC.
- Our Canadian and Mexico resorts are open. Please check with each country's governmental agencies for specific border information.

Hawaii Resorts Reopening 10/15/2020:

Fairway Villa, Oahu, HI
Hololani, Maui, HI
Kapaa Shore Resort, Kauai, HI *
Kihei Kai Nani, Maui, HI *
Papakea, Maui, HI *
Pono Kai Resort, Kauai, HI *
Royal Kuhio, Oahu, HI
Sea Mountain, Big Island, HI
Sea Village, Big Island, HI
Valley Isle, Maui, HI

VI's Hawaii resort locations will re-open on October 15, 2020. We are looking forward to welcoming vacationers who have met all requirements for travel to Hawaii without self-quarantine.

The Hawaii Pre-Travel Testing Program begins October 15th. With a negative result of your COVID-19 test within 72 hours of travel, you may bypass the mandatory 14-day quarantine. Upon check-in at the resort, you will be required to show proof of a negative COVID-19 test for each member of your party. You will be required to sign a release of liability.

* Current state and local mandates do not allow for quarantine at our resort locations in Kauai and Maui. We DO NOT recommend guests to quarantine at our other Hawaii resort locations, as VI Resorts personnel will not be able to assist you during quarantine. The State has mandated that VI, as the host is liable for enforcing the quarantine and reporting violations.

For more information about the travel requirements, please visit

<https://hawaiitourismauthority.org>.

Prior to travel, you will need to register and complete health forms located at

<https://travel.hawaii.gov>.

Please note that local activities and tourist attractions may be impacted during your stay, along with Covid-19 protocols that may limit onsite amenities.

Should you wish to cancel your upcoming reservation to Hawaii, you may do so, without any penalty for travel through November 30, 2020. The VI Points used to book the reservation will go back to their original status.

List of VI Resort Locations which are closed:

Closed through October 31, 2020:

Makai Club, Princeville, HI

Closed due to Fire:

Royal Victoria Suites– currently under renovation

We appreciate your understanding and patience as we work our way through this unique time and you have our commitment that we are here to support you.