

Services at Hale Pohaku Managed by Mauna Kea Support Services

Lodging Services:

1. Lodging is provided in three buildings, B, C & D, which have a total of 72 rooms. Reservations are made by the sponsoring organization to the MKSS Administration. Building B, D and half of C are nonsmoking. Reservations should include preferences for non-smoking/smoking, along with any special meal requirements (e.g. vegetarian).
2. All guests should register at the Front Desk at the time of arrival at Hale Pohaku.
3. Two keys are assigned per room. One key is for the room door and the other is for the outside door. To lock your room when you leave, you must use the key. Please return keys when checking out.
4. Cold weather clothing is available for guests' use. Parkas and coveralls are available. A nominal rental fee is charged to cover cost of cleaning and repair.
5. Electronic alarm clocks are installed in each room 4.
6. Personal laundry service is available for long-term guests at Hale Pohaku. Please coordinate your requirements with the front desk. Each washer load consumes about forty gallons of water and should be efficiently used.
7. Linen is only changed after checkout. Request can be made for a linen change during longer stays. Additional towels are available on request.
8. General cleaning of rooms is done only after checkout. Additional cleaning will be done on request.
9. Room assignments are made on an "as available" basis. If there are special requirements for rooms, please make them known in advance of arrival.
10. Pillows for the bed are located in the drawers beneath the bed.
11. Personal items (cigarettes, toothpaste, etc) are not available and sufficient supplies should be brought with you for the length of your stay. Soap and shampoo are provided.
12. Check-In: Please make known your approximate check-in time when your reservation is made. When you enter through the main door, your key and

a document describing your reservation are on the counter on the left. Check and sign the registration document - if there is an error, please note it on the form, and inform your sponsoring agency. A map is available at the check-in desk, which shows the layout of Hale Pohaku, and can be used to locate your room. There is a key to the main door at Hale Pohaku on the vehicle key ring. It is marked "HP".

13. Check-out: To check out, simply place keys in the deposit box located on the front desk. Check-out time is 2:00 p.m. If you need your room later than 2:00 p.m., please ask the manager whether this is possible. If you are departing Hale Pohaku late in the day, your luggage can be stored. Please see the manager. It is very important that you remember to leave your keys in the check-out box before you leave HP. Please check carefully - if you forget to leave your key, you will be charged for an extra day of accommodation.

14. Room and board charges: Residents at Hale Pohaku are charged a flat rate, which includes accommodation and meals. Meals consumed before 2:00 p.m. on the check-in day or after 2:00 p.m. on the check-out day are charged at the meals only rate. Non-residents are charged for meals consumed. All billing is done through the sponsoring agency (for the IRTF, billing is done through the University of Hawaii). The costs for accommodation and meals, effective January 1, 1996, and subject to change without notice are:

Rooms and meals (per day)	\$90
Breakfast	\$6
Brunch/Snack	\$2.50
Lunch	\$8
Summit Lunch	\$9
Dinner	\$13
Late Dinner	\$13
Night Lunch	\$8

Library:

A library is located on the second level of the main building for your use. It is equipped with a Sky Atlas, Polaroid camera, photocopier, workstation with CD-ROM drive for access to electronic catalogs, electric typewriter, technical and professional books, journals, and other publications.

Offices:

Offices are located on the second floor of the main building as follows: CFHT-Rooms 200-201 ; Keck-Room 202., CSE-Room 203., UKIRT-Room 204; UH 2.2 meter-Room 205; 1RTF-Rooms 206 and 207. Keys and usage of these offices are controlled by the User Organization.

Locker Services:

Assignment of lockers is done by the User Organization.

Mail Service:

Incoming and outgoing mail service is provided daily, Monday-Friday. The incoming mail address is:

NAME

Hale Pohaku
177 Makaala Street
Hilo, Hawaii 96720

Telephone Service:

Telephones are provided in each dormitory room. The phones are analog and have a jack in which to connect a computer modem. Noise in the rooms is a serious problem in the dorms, so conversation should be kept short. Toll-free long-distance calls and local calls may be made from your room phones.

Local and inter-island calls may be made from the IRTF offices, but interstate and international calls are blocked. Be sure to bring a telephone credit card if you wish to make these long-distance calls.

Credit-card calls can only be made by dialing 1-800 access number (e.g., 1-800- CALL-ATT for AT&T).

Water, Electricity and Heat:

Water and energy are expensive at Hale Pohaku. Water and Fuel must be hauled from Hilo (58 km) and transport charges are high. Electricity is provided by HELCO. Please make every effort to conserve water and energy.

Vehicle Gasoline:

Gasoline is available at the maintenance facility for authorized users. The key for gas pump is located at the front desk attached to a clipboard. An honor system is employed - indicate the amount of gasoline taken on the log sheet attached to the clipboard.

Fire:

Fire is always a hazard, especially at Hale Pohaku, which is 58 km (36 miles) from a fire station. Each room has a fire extinguisher. If you must smoke, do so awake and in a vertical position.

Food Service:

1. All meals are cafeteria buffet style with the exception of night lunches.
2. A weekly menu is displayed on the bulletin board in the dining room. We will try to accommodate guests with special dietary requirements – please provide adequate notice.
3. Meal Hours:
 - Hale Pohaku
 - Breakfast 06:00-08:00
 - Lunch 12:00-13:00 (Breakfast orders available)
 - Dinner 16:00-18:30
 - Summit
 - Lunch 11:30-12:30 (Reservations must be made in advanced; not available on weekends and on days when there is little demand)
4. Night lunches are available and consist of sandwiches or microwave box lunch. Please make your orders for night prior to 15:00. Order slips and deposit box are available on the salad bar in the dining room.
5. An open refrigerator and snack bar is maintained in the dining room. Luncheon meat, breakfast cereal, breads, bread spread, fresh fruits, cookies, juices, sodas, coffee and tea are all available for your off-meal enjoyment. Frozen TV dinners are available for guests who arrive after the evening meal Alcoholic beverages are not provided. All beer, wine or liquor found in the refrigerators are private stock.
6. Meal service and use of the facilities at Hale Pohaku are limited to authorized personnel. Guests may be accommodated at the request and expense of the host organization. Please provide adequate notification and authorization.