

# ***News Release***

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## **ROYAL LAHAINA SCORES BIG WITH MLT AND TRIPADVISOR**

(Kaanapali, Maui, Hawaii) The Royal Lahaina Resort on Maui has recently received two outstanding acknowledgments for its services and product delivery for 2011. The property earned the MLT Vacations Quality Assurance Award and a Certificate of Excellence from TripAdvisor.

The MLT recognition is granted to a very select group of hotels based on its annual Quality Assurance Award Metrics and Facts program, wherein, hotels must attain at least a 99-percent rating for outstanding quality, customer service, and product delivery. The TripAdvisor award is given to hotels that receive at least a four out of five positive rating from its guests during the year.

In receiving the awards, Gary Hogan, president of Hawaiian Hotels & Resorts, which owns and operates the Royal Lahaina Resort and the Royal Kona Resort on Hawaii's Big Island, said, "Our staff is very gratified and extremely pleased that the guests we share with our partners at MLT Vacations and TripAdvisor appreciate our services. We are dedicated to do everything we can to ensure a positive, memorable experience when visitors come to our properties. We truly appreciate the acknowledgments of the high standards we strive to attain every day."

Located on the finest stretch of famed Kaanapali Beach, the on-site amenities at the Royal Lahaina Resort include two, oceanfront swimming pools, a tennis ranch, two restaurants, three bars, nightly torch lighting ceremony, and oceanfront luau. There are two adjacent golf courses, with snorkeling, shopping, and additional dining, and entertainment nearby.

For more hotel information and reservations, call toll-free 800-22-ALOHA (222-5642) or visit online at [www.royallahaina.com](http://www.royallahaina.com).

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### **About Hawaiian Hotels & Resorts**

Hawaiian Hotels & Resorts, which owns and operates the Royal Lahaina Resort and the Royal Kona Resort, is a division of Pleasant Travel Service, a family-owned company headquartered in Newbury Park, CA. Pleasant Travel Service has helped over five millions guests create unforgettable vacation memories in Hawaii since 1959. For additional information, visit the Hawaiian Hotels & Resorts website at [www.hawaiihotels.com](http://www.hawaiihotels.com).