

Dear guest,

Bon bini na Boneiru! Welcome to Bonaire! We are delighted you've chosen Van der Valk Plaza Resort Bonaire and are honored to host you. We hope your stay is relaxing, enjoyable, and truly memorable. This letter contains key information to make your visit comfortable, and our Front Office team is always happy to assist with any questions or requests.

FRONT OFFICE

Our Front Office is open daily from 7:00 AM to 11:00 PM. For assistance during these hours, please press "0." If you require help outside of these hours, please contact our security team at extension **8166**. If your room does not have a phone, you can reach them directly at +599 7008455 or via whatsapp at +599 701 4969.

For your comfort, we've placed blue beach towels in your room. Feel free to exchange them once per day at the Front Desk at your convenience. A \$50 deposit per towel applies and will be released at check-out. We kindly ask you to return the towels to the Front Desk as you depart.

Check-out Time & All Inclusive information:

Check-out is at **11:00 AM**, and our All-Inclusive service will normally end at that time.

To help you enjoy every last moment of your stay, we've made it easy to continue using our All Inclusive after check-out for just \$30 per person, automatically added to your room at check-in. Guests who booked through Valk.com enjoy this service completely free of charge.

If you prefer not to use this option, just let the Front Desk know at any time, and we'll remove the charge from your account. You'll receive a new wristband at check-out so you can enjoy the rest of your day without any hassle. We hope this helps you make the most of your stay and enjoy every moment with us!

We're delighted to offer you the option to **extend your room** until 3:00 PM on the day of departure, subject to availability. This can be arranged per hour, so you can choose exactly how long you'd like to stay in your room. Please note that this option is separate from the All-Inclusive package.

If you'd like to take advantage of this option, we'll be happy to check availability and help arrange it for you 24 hours before your departure. A limited number of rooms are available, so we recommend requesting your late check-out as early as possible.

Even if a late check-out isn't possible, you're always welcome to use our shower room, which can be always reserved in advance at the Front Desk (subject to availability).

We hope this little extra helps you enjoy a relaxed and comfortable end to your stay!

LUGGAGE

After check-out, you are warmly welcome to leave your luggage in our luggage room. For safety and space reasons, only **suitcases and trolleys** can be stored. Backpacks, shopping bags, and other loose items cannot be accommodated. Please note that storage is **at your own risk**.

Our **Bell Men** will be happy to collect your luggage from your room and store it for you. If you are not present, only suitcases and trolleys can be taken.

Thank you for your understanding. We are delighted to assist you and make your departure as smooth and comfortable as possible!

YOUR ROOM

We kindly ask that you turn off the air conditioning when leaving your room. To support our environmental goals, the air conditioning will switch to a lower setting from **10:00 am to 4:00 pm** to help conserve energy, while ensuring a cool room upon your return.

Housekeeping Service: Your room is cleaned daily. If you need fresh towels, simply leave your used towels on the floor. Bed linens are refreshed every three days.

Fun fact: The tap water on Bonaire is fully safe and drinkable, offering a refreshing and eco-friendly, alternative during your stay.

WIFI

The resort provides Wi-Fi with no password needed: **Free Wifi | Van der Valk**

POLICY

For the comfort of all our guests, smoking is only allowed in designated areas: the restaurant terrace, the beach, and your private balcony.

We kindly ask guests to wear appropriate attire in the dining areas, lobby, and at the Front Desk.

Swimwear, bare feet, wet clothing, or overly revealing attire are not permitted, and our Front Desk team may **not be able to assist guests who are not dressed appropriately**.

SWIMMING POOLS & BEACH

Our resort features three magnesium pools that reduce chlorine levels, providing a relaxing swimming experience. Pools are open daily from **8:00 am to 8:00 pm**. Please avoid using the pools during morning cleaning.

To ensure everyone can enjoy our pool and beach, loungers may not be reserved with towels or personal items. Items left unattended for more than 30 minutes (except during lunch) may be removed.

Thank you for helping us create a relaxing experience for all our guests.

Glassware is not allowed in the pool area, and only our blue towels may be used here

ALL-INCLUSIVE PACKAGE

Included in All-Inclusive Plan

- **Meals**
 - **Breakfast:** Restaurant Momento | 6:30–10:00 am
 - **Lunch:** Restaurant Momento 12:30–2:30 pm | Palm& Beso Bar 12:00–6:00 pm
 - **Dinner:** Restaurant Momento | 6:00–10:00 pm
- **Drinks**
 - **Palm Bar:** House Beverages | 10:00 am–12:00 pm
 - **Beso Bar:** House Beverages | 10:00 am–6:00 pm
- **Additional Benefits**
 - Access to entertainment, activities, and non-motorized watersports

Not Included in All-Inclusive Plan

- Takeaway from any F&B outlets
- Frozen alcoholic and non-alcoholic drinks, wines from our à la carte list
- Premium beverages (full price applies)
- Room service
- Candies, gelato, and pastries from the Momento bar

If you enjoy any items or services outside of your All-Inclusive package, the charges will be posted to your room. For your convenience and security, we kindly ask that the receipt is always signed.

*Restaurant Momento! Upon arrival, please **check in at the host desk** so we can ensure your seating is ready. We're excited to make your dining experience delightful!*

*During breakfast, we kindly invite you to let us know **your preferred dinner time**. We offer seating every 30 minutes from 6:00 PM to 9:00 PM.*

Important Notes:

- All-Inclusive privileges are available from 6:30 am to 12:00 am daily. Items ordered outside these hours will be billed to your room.
- Sharing food or drinks with non-All-Inclusive guests or visitors will incur extra charges.

ARA GYM

*Our ARA Gym is open daily from **7:00 am to 9:00 pm** and offers a variety of equipment to support your fitness routine while you're on vacation. To ensure a comfortable experience for all guests, we encourage reserving a time slot in advance. You can easily reserve your preferred workout time through our Front Office team, who will be happy to assist you with scheduling.*

SEA AND SENSE RETAIL SHOP

Sea & Sense is the retail shop located at the lobby of Plaza Beach Resort. Here you can buy souvenirs, apparel, dive/snorkeling equipment and many more wonderful things. We also facilitate all bookings for Macho! Scooters & Cars, Tropical Travel, Bonaire Yacht Charters and Toucan Diving Bonaire. So if you would like to book a dive, boat trip, island tour or rent a vehicle, we have everything in one shop. The Sea & Sense shop is open daily from 8:00 am to 5:00 pm and can be reached by dialing 8000.

Toucan Diving Bonaire is Van Der Valk Plaza Resort Bonaire's very own dive center which offers a great variety of dive programs and courses for beginners to advanced divers. Non-divers can also try our complimentary "Splash" program in the pool; just have a look at our activities program. Even children from ages 8 and up can already take their first breaths underwater with our professional instructors. We also have a special SASY program for children between 5 and 7 and different types of mermaid programs from ages 6 and up, also for adults. For more information and reservations, come by the dive shop at Sea & Sense or dial 8001 from the room. All-inclusive guests can also collect their complementary snorkeling equipment at the dive center. The dive center is open daily from 7:30 am till 4:30 pm.

*Bonaire Yacht Charters offers an extensive selection of on-the-water activities. Whether you choose a private tour along Bonaire's breathtaking coast, our popular shared Sail & Snorkel Cruise, or an adventurous day full of water sports, our team ensures an unforgettable experience. Visit us at the Sea & Sense, at the marina, or contact **+599 786 3733** to create your perfect day on the water.*

WATER SPORTS AND ACTIVITIES CENTER

*Our Water Sports and Activities Center offers a range of exciting options to enhance your stay. Here, you can book snorkeling tours, paddleboarding adventures, and more. Snorkel gear, SUPs, and kayaks are complimentary for our All-Inclusive guests. The Activity Center is open daily from **8:00 am to 5:00 pm** and can be reached by dialing **8197**.*

EXPLORING BONAIRE

*Looking to explore Bonaire? Our Tropical Travel team is happy to help you plan excursions, guided tours, or independent adventures and can assist with car or scooter rentals. You can find them at **Sea & Sense** or online at www.tropicaltravelbonaire.com.*

For more tips and information about the island, feel free to visit bonaireisland.com or ask our Front Office team. We're delighted to help you make the most of your stay!

STINAPA NATURE FEE

The STINAPA Nature Fee provides access to Bonaire's Marine Park, including all waters around Bonaire and Kleine Bonaire, up to 60 meters (20 feet) deep, as well as our house reef (18th Palm). This fee is also required for water activities such as kayaking, paddleboarding, snorkeling, and diving. Payment can be made online at stinapa.bonairenaturefee.org

Warm regards,

Team Van der Valk Plaza Resort Bonaire