

HOUSE RULES & GUEST GUIDELINES

To ensure a pleasant and safe stay for all guests, we kindly ask everyone to respect the following house rules during their stay at the resort.

1. Respect and courtesy

Van der Valk Plaza Resort Bonaire is committed to providing a welcoming environment for guests and staff.

We kindly ask all guests to:

- Treat fellow guests and staff with respect and courtesy
- Refrain from abusive, aggressive, discriminatory, or inappropriate behavior
- Follow instructions from resort staff and security
- Refrain from taking photos or videos that violate the privacy of other guests

Any form of verbal abuse, harassment, threats, or physical aggression towards staff or other guests will not be tolerated and may result in removal from the resort without refund.

2. Public conduct

To maintain a comfortable environment for all guests:

- Excessive noise, loud music, or disruptive behavior is not permitted
 - Quiet hours apply between **12:00 AM and 06:30 AM**
 - Speakers or loud music are not permitted at the room, pool, beach, or public areas
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3. Behavior on the beach and in public areas

Our beach, pool areas, gardens, and walkways are shared spaces for all guests.

Please note:

- Sexual activity or inappropriate behavior in public areas, including the beach, is strictly prohibited
- Guests must behave respectfully and appropriately in all public areas

- Personal hygiene activities and bodily needs must be attended to in designated restroom facilities only

Failure to comply may result in removal from the premises.

4. Alcohol consumption

As an all-inclusive resort we encourage responsible enjoyment of alcoholic beverages.

- Guests who appear intoxicated may be refused further service
 - Disorderly conduct due to alcohol consumption will not be tolerated
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5. Visitors

For security and comfort of all guests:

- Visitors who are not registered hotel guests must report to the Security
 - Access to resort facilities, room and the All-Inclusive package is reserved for registered guests/visitors only
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6. Safety and supervision

- Swimming pools and beach areas are used at your own risk
 - Children must be supervised by a responsible adult at all times
 - Guests must follow all safety instructions from staff
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7. Security & Camera Surveillance

For the safety and security of our guests, staff, and property, security cameras are installed in various public areas of the resort, including entrances, walkways, lobby areas, and other shared spaces.

These cameras are used solely for safety, security, and incident prevention purposes.

Please note:

- Cameras are not placed in private areas, such as guest rooms or restrooms
 - Recorded footage may be reviewed in case of incidents or security concerns
 - By entering the resort premises, guests acknowledge that camera surveillance is in operation in public areas
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8. Protection of nature

Bonaire is known for its beautiful and protected marine environment.

Guests are kindly asked to:

- Respect marine life and coral reefs
 - Not feed animals or remove shells or coral
 - Dispose of waste properly
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9. Resort property

Guests are responsible for the proper use of resort property.

- Furniture and equipment may not be removed from rooms or public areas
 - Damage to resort property may result in repair or replacement charges
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10. Illegal activities

The following are strictly prohibited on resort grounds:

- Illegal drugs
- Weapons
- Any illegal activity under the laws of Bonaire

Violations will be reported to local authorities.



11. Compliance

Guests who do not comply with the resort's policies or who repeatedly violate the house rules may be asked to leave the property without refund.