

Your Buddies on **Bonaire** Know Before You Go

Thank you for booking your stay at Caribbean Club Bonaire, we have put together some information ready for your arrival, which we hope you will find helpful during your time on Bonaire.

BEFORE TRAVELLING

ROOM / SPECIAL REQUESTS

If you have a favorite room and/or special requests, please feel free to mention it to us during the booking process. We will be pleased to do our utmost to fulfill your (room) requests and wishes. However, please keep in mind that we cannot guarantee these.

BEDDING

It is important that we know how you would like your bed made up in your accommodations. You have the choice between **1 queen bed** or **2 single beds per bedroom**. Please do let us know your preference so this can be ready for you on arrival.

BABYSITTING SERVICES AND KIDS CLUB

If you require babysitting services we advise to request this during booking, please let us know the dates and times that you need this service so that we can confirm this for you in advance of your arrival. The costs are \$10 per child per hour, to be paid on the spot. Should you need a baby crib (free of charge) and car seat (surcharge) please also request this at the time of booking. For kids at the age of 5 and older and who can swim, we offer a special program, called the Buddy Rangers. For kids a bit older, as of 8 years of age, we offer the PADI seal team, a 5-day program, which will introduce your children to the fascinating world of Scuba Diving. Both programs will be offered at our sister resort Buddy Dive and need to be booked in advance.

INSURANCE

We strongly recommend all clients to purchase comprehensive travel insurance. This should include cancellation, medical, accident, luggage, emergency and diving cover, it is best to arrange this a few months prior to your departure. If you are relying on the insurance provided by your credit card company, please make sure to check in with them about all the necessary steps that need to be taken prior to your trip, in case of damage or in the case of an emergency. In some cases, you will have to pay the costs and claim them back so to prevent unnecessary surprises it is best to find out the process prior to departure.

We recommend **DiveAssure**, which can cover just this trip or for a whole year and you have the choice of dive insurance, travel insurance as well as a combination of both.

SAVE TIME ON CHECK-IN

On our website you can find all the check-in forms to make this process quicker and easier. Please find the resort and diving forms on the following link **www.caribbeanclubbonaire.com/save-time-check/**. In addition to these forms we do need a copy of your passport / ID and driver's license and a credit card authorization as a form of deposit on the room. If you can have these available on arrival this will speed up the process even more. If you have booked through a Travel Agent or Tour Operator, please have the voucher issued by them available on check-in.

UPON ARRIVAL

ARRIVAL TIMES & AIRPORT TRANSFERS

For a smooth arrival and transfer to the resort, please keep us updated with your exact arrival details. If you have transfers booked please look for the Caribbean Club sign after clearing customs. In the unexpected case of last minute flight delays, we advise you to contact our front office on **+599 717 7901** with your new arrival times.

CHECK-IN / CHECK-OUT TIME FOR ROOMS & CARS

Our official check in time is 3.00pm, so if you have an early arrival, the room and car might not be ready upon arrival. We will do our best to have the room and car ready for you as soon as possible though! If you have an early morning arrival and wish to ensure that your room and car are directly available upon arrival, then we advise you to book the night prior to your arrival and this will then be ready for you.

If you are arriving late in the evening or after dark, then you will receive your pickup truck first thing the next morning when our Front Office opens at 8.00am. You will of course receive your room key right away.

The check-out time is 12.00 noon for rooms & rental vehicles. You can request for a late check-out from your room at the front office, the cost for this is \$10 per hour but is dependent upon availability.

DAMAGES AND DEPOSITS

For bookings including vehicle rental - like our Dive & Explore package - a \$565 deposit will be held on your credit card, in the case that any damages are made to your room, car or any property onsite and off-site. For Room Only or Bed & Breakfast bookings a \$300 deposit will be held. For guests who do not have a credit card it is possible to pay the deposit in cash. This authorization is automatically released from the credit card, which can take up to 10 business days, as long as no damages have been incurred.

RESORT INFORMATION

FRONT OFFICE OPENING HOURS

Our Front Office is open daily from 8.00am - 5.00pm and there is assistance outside of these hours from our restaurant (during opening hours) or the security personnel on duty at the front gate.

CARS

The cars from our fleet are single cabin and double cabin pick-up trucks. All cars have manual gear shift. To rent a vehicle on Bonaire you do need to be 23 years old with a valid driver's license and a credit card. Should you prefer a pick-up truck with automatic transmission, please let us know in advance as we can arrange this for you (based on availability). A price will be requested at the time of reservation. The first registered driver is free, any additional drivers can register for \$5.00 per driver per day. For evening arrivals after front office opening hours, you can pick up your rental vehicle as of 8.00am the following morning. If you would like to receive your vehicle that same evening instead, please check with us for options.

VEHICLE INSURANCE

Our rental vehicles come with no insurance cover, therefore we highly recommend taking out one of our insurance packages which is outlined below:

- CDW Insurance: \$11 per vehicle per day
- CDW Plus Insurance: \$19 per vehicle per day

Please note that most off-island insurance companies do not cover pick-up truck rental on Bonaire. Caribbean Club does not accept payment from any other insurance that the renter may have. The renter of the vehicle accepts to settle the damage directly towards Caribbean Club. When declining Caribbean Club's insurance an additional deposit of \$1,000 will be required.

HOUSEKEEPING

Your room will be serviced every other day. Fresh towels will be provided if you place the used towels on the floor. Being an environmentally sensitive island, we hope you will assist in conserving water and energy by reusing your towels whenever possible. Shower gel and shampoo are provided in the room. Hair dryers, iron / ironing board and clothing racks are available at the front desk, on request and dependent upon availability. Beach towels are also available at the front desk; you can change these throughout your stay.

ELECTRICITY

The power from most of the electrical outlets in your room is 127 volts operating at 50/60 cycles (Hz.). Each apartment has one 220 volt outlet, either American or European style. Unfortunately, this doesn't match the power requirements of most European or American appliances. Therefore, we do not recommend that you use the outlets in your apartment for any sensitive plug-ins, such as laptops or battery chargers unless these are equipped with a "surge" protector. We have some adapters available at the front desk, but do advise you to bring your own.

BREAKFAST

Is available daily from 7.00am - 10.00am, you can choose from a buffet and order freshly made eggs, pancakes or French toast directly with our chef. If you have any special dietary requirements, please do let us know in advance and we can try to help accommodate these.

CARIBBEAN CLUB RESTAURANT & BAR

In our on-site restaurant we also serve lunch and dinner, come and enjoy a wide array of sandwiches, starters, salads, burgers, locally caught fish and meat main dishes. Our menu also contains a selection of typical local dishes for our guests to try.

Open for lunch from 11.00am – 5.00pm
and dinner is served from 6.00pm – 9.00pm.

Join us daily for Happy Hour at from 5.30pm - 6.30pm
with discounts on a large variety of drinks.

Every Sunday we have the Managers Rum Punch Party
from 5.30pm – 6.30pm, followed by our All-you-can-eat BBQ.

Please make a reservation for the BBQ to avoid disappointment: +599 717 7901
or pass by the restaurant/front office once you are on premises.

INTERNET

You can use our WIFI services in select locations on the resort, such as the bar/restaurant and lounge area. WIFI use is free of charge for our guests.

TIPS FOR STAFF

There are no service charges automatically added or charged to any bill at Caribbean Club. If you wish to acknowledge the service that an individual member of our staff has provided, please be sure to give this to them directly and if you wish to recognize a department for a job well done this can be given to the department manager to distribute.

YOUR CONTACT DETAILS DURING YOUR STAY

Your family and friends will be able to reach you under the following phone number during the opening hours of our front office & restaurant (daily from 6.00am – 10.00pm, local time) on +599 717 7901.

DIVING

DIVE ORIENTATION

Please make sure you check in at the dive shop prior to the orientation. You will need your Diving Certification Card to enroll for diving, please do not forget this.

Every diver needs to buy a STINAPA marine park tag, which is valid for the calendar year. This nature fee is \$45 per diver and \$25 per snorkeler. All divers need to attend a mandatory dive orientation before starting to enjoy Bonaire's reefs. The dive orientation is held daily at 8.30am. In case you arrive early in the afternoon we are flexible with arranging a same day dive orientation if requested before arrival. Afterwards you need to do your check-out dive to make sure your gear is working as it is supposed to, and then the ultimate dive freedom can start.

We have plenty of dive equipment available to rent should you not want to bring it with you. Please visit www.caribbeanclubbonaire.com/watersports/diving/dive-prices/equipment-rental/ for details and the prices. You can arrange the equipment rental directly with the shop once you are on premises.

DIVE COURSES | GUIDED DIVES

To make sure that an instructor or a guide is available for your courses or dives please make these arrangements during the booking process, we can then ensure that we can accommodate your request. If you have already booked a course with us, please remember to bring all your paperwork with you! If you are taking a diving course, we do need you to complete a medical form; should any of your answers be 'Yes', then you will need your Doctors approval before you will be able to dive. The form can be found at www.caribbeanclubbonaire.com/save-time-check/

ACTIVITIES CENTER

Is available at the front office/dive shop and is open from 8.00am - 5.00pm daily. A selection of activities and services that can be arranged for you are as follows:

Snorkeling & Sailing Tours

There are various snorkel and sailing tours available on Bonaire; from half day trips to Klein Bonaire and sunset tours including BBQ.

Wind & Kite Surfing

The trade winds on Bonaire are legendary, providing for the most stable winds in the world, making the area of Lac Bay famous as a top-notch wind surf destination and Atlantis Beach a perfect kiteboarding destination. You can follow lessons, or hire wind- or kite surfing equipment. Our activities team can help to arrange this for you.

Mountain Bikes / Scooters

Can be hired for you, mountain bikes and city bikes can be arranged as well as scooters. Please ask at the front office for a quote if you would like to see the island differently, they can check this for you.

Mangrove Kayak tours

This is one of the most popular activities on Bonaire, and there are all sorts of ways to experience it. Take a guided kayak tour through the mangroves. What would the coral reefs on Bonaire look like without this mangrove system? Very empty! The mangroves serve as the nursery for many of the fish you normally see on the reef. You might spot the Barracuda's, Parrotfish, Tarpons and Trunkfish just to name a few! The Mangrove center offers a variety of trips, ask our team to make a reservation for you!

Caving

Bonaire has many cave systems, some are dry and others have lakes and tunnels and they are just a few minute drive away. Take this opportunity to explore these ancient wonders with their majestic stalactites and stalagmites. We even offer you the chance to snorkel underground in the crystal clear water housed within. The caves are only accessible under the guidance of a local guide.

Island Tours

If you would like to discover Bonaire and learn more about the culture, history & nature, an island tour is a good way. From a nature walk tour, trip through Washington Slagbaai National park or a customized trip to discover Bonaire, Bonaire tours can help! Pass by the front office to see what is being offered since there are too many to name!

Goat Cheese

Bonaire has a lot of goats roaming the island. If you would like to meet the goats, see the milking & cheese making process, you should definitely pay a visit to 'Semper Kontentu Goat Cheese'. The goat cheese is traditionally handmade on the island. Ask our team for more information!

Horseback Riding

At the ranch they have a horse for everyone! Paso Fino's, Thoroughbred's, an Arabian, a Dutch Warmblood KWPN, a Quarter Horse and a Welsh pony. Tours are being organized, beginners are also welcome! The tour takes 2 hours and they can pick you up at the resort. It is also possible to take a lesson at your own level and on your favorite horse. Ask our team for more information.

WATER TEMPERATURE

During the winter months the water temperature is between 75–78°F (24–26°C). Most people will find that they are most comfortable in a 3mm wet suit, or perhaps a 2mm for the warm blooded. In summer and fall temperatures can approach 80–85°F (26–29°C). During this period, most people can wear a shorty wetsuit, 2mm wet suits or dive skins with comfort. This can of course vary from one person to another, as people react to temperatures differently.

DECOMPRESSION CHAMBER

A hyperbaric recompression chamber is located adjacent to the hospital and is run by a highly trained staff - admittance via the emergency room at the hospital.

Hospitaal San Francisco,
Kaya Soeur Bartola #2, Kralendijk
Tel: +599 717 8900

ISLAND INFORMATION

PAID LAUNDRY SERVICE

You can leave your dirty laundry with us at the front office and we will wash this in our in-house washing machine for you. The costs are \$5 per load. At the front office we have a couple of drying racks available to borrow, so you can hang your laundry to dry at your porch/balcony.

There is a laundromat in town, Caribbean Laundry Dry Cleaning & Self Services, Kaya Gilberto F Croes 5A. You can either use the existing washers and dryers for a fee or drop off your laundry at the dry cleaner and they will clean them for you.

EMERGENCY AND HEALTH INFORMATION

The emergency phone number is 911.

A Defibrillator and Oxygen are located at the dive shop.

WEATHER

Generally, you can expect lots of sunshine with occasional clouds and a beautiful trade wind breeze! In the winter, the average land temperature is 79°F (26°C), rising to an average of 82°F (28°C) in the summer. Don't forget your sunscreen!

DRINKING WATER

Tap water is safe to drink on Bonaire, as it comes from desalinated sea water.

There are no recycling facilities on Bonaire, so please help us protect the environment by refilling your water bottles.

We sell bottled water at our front office & restaurant.

SAFETY

Bonaire is a friendly and safe island. Caribbean Club is a safe place to stay.

During the night, we have security guards on duty to guard the resort. We highly recommend usual precautions when travelling around the island and at the resort, please do not leave valuables in the vehicle, only take what you need and do not leave items unattended.

MOBILE PHONES

You can purchase a SIM card from one of the phone companies in Kralendijk. This is cheaper than using your normal phone with roaming. Approximate cost is \$15 per SIM card including a small amount of phone credit.

CURRENCY

The local currency on Bonaire is the US Dollars, so you can use the ATM Bank Machines to withdraw money. Please be aware that personal checks are not accepted at the resort or around the island.

CREDIT CARD USE ON BONAIRE

The following credit cards are accepted on Bonaire:

American Express, Diners Club, Discover, MasterCard and Visa.

Please be aware that not all shops & restaurants accept credit cards.

Debit cards accepted are Maestro and Visa Electron.

Please contact your bank and credit card company prior to departure to inform them that you will be traveling and using your card abroad, to prevent unexpected problems while using the card on your vacation.

DRIVING ON BONAIRE

Driving on Bonaire is done on the right hand side of the road. Guests who want to rent a car need to be at least 23 years old and have a valid driver's license.

Driving on Bonaire is fairly easy, just watch out for potholes in the roads and goats and donkeys that roam the island. Bonaire, for the most part, employs international traffic signs, although some texts on signs may be in Dutch.

LANGUAGE

The official language on Bonaire is Dutch, but English and Spanish are widely spoken on island. Another language you will come across is Papiamentu, exclusively spoken on the ABC Islands (Aruba, Bonaire and Curacao). Papiamentu is a mixture of many languages, including Spanish, Dutch, Portuguese, French, English, Caribbean Indian and various African languages.

We are looking forward to welcoming you to Caribbean Club Bonaire!

