



RESERVATION & TRAVEL POLICIES

Payments: A deposit of \$100 per person is required in order to confirm a reservation. The final balance is due 45 days prior to arrival date. **If you are paying your deposit by credit card, your card will be automatically charged for final payment on the due date.** Reservations are not confirmed until proper payment is received. Reservations within 45 days of arrival require full payment at time of reservation.

Forms of Payment: All payments must be made in US currency. Checks drawn on US banks should be payable to **Reservation Services International** and mailed to P.O. Box 14486, Ft Lauderdale FL 33302. We reserve the right to electronically debit your account if a check comes back dishonored, plus a \$25.00 processing fee and applicable tax. The use of a check is your acceptance of this agreement and its terms. If wiring payment, the sender must pay for any bank transfer fees. We also accept payment by MasterCard and Visa.

Group Reservations: Special deposit, payment and cancellation policies apply to groups. Please inquire.

Cancellations/Refunds: Cancellation made 46 days or more prior to arrival will receive a full refund. Cancellations made within 45 – 30 days of arrival will forfeit the deposit. Cancellations 29 days or less, no-shows or premature departure: no refunds. Full amount is forfeit. The unused portion of any reservation is non-transferable and not refundable. Den Laman is not responsible for missed or delayed flights.

Re-Booking and/or Change in Reservation Fee: A US\$25.00 per person fee will be assessed for any changes made to reservations once vouchers and documents have been issued. Change fees are in addition to any applicable penalties as the original date is being cancelled.

Maximum Occupancy and Bedding: Maximum occupancy for studio and one bedroom apartments is two adults and/or children, four adults and/or children for two bedroom ocean view and ocean front units. Please be sure you understand the bedding available in the unit you have reserved. Extra beds are limited in number and must be reserved in advance for a cost of \$25.00 per night. This is an extra BED charge - not an extra PERSON charge. Total occupancy must remain within the maximum allowable per unit. Please notify us if you will be traveling with an infant needing a crib for a one time \$20.00 fee.

Continental, KLM and other early/late arriving Passengers: Only passengers who have reserved their condominium for the night prior to their dawn arrival **at the specialty reduced room rate** will have immediate access to their unit. You will be given a 4 digit access code to open a night safe box which houses your key. **Please be sure you take your safe box key code with you!** If you have NOT reserved the condominium, there will be a sign on the Front Door of the Resort posting your name and offering suggestions for a comfortable seating area until the Front Office opens at 8:00 a.m. If at that time your assigned unit happens to be available, you may have access prior to the 2:00 p.m. check-in time.

Entry Requirements: Everyone, including children of any age entering Bonaire must have a valid passport and a return or ongoing ticket. No visas are required for US or Canadian citizens. For other nationalities, it is your responsibility to ensure your own visa requirements, and no refunds will be awarded for customers denied access for lack of a proper visa.

PROTECT YOUR VACATION! We strongly encourage the purchase of trip insurance!

[Click here for further information on trip cancellation and interruption insurance.](#)

We also encourage all divers to have [Dan Master Insurance](#) Plans



PRE-TRIP PLANNING

Packing Considerations: Casual attire is the norm; evening clothes are casual to casual nice. We'll have body soap and hair dryers in the bathrooms, but please **bring your own shampoo and conditioner**. Beach towels and all linens are provided except wash cloths. Please bring your own if you can not do without! Please also bring your own **travel alarm clock**.

We also encourage all guests to bring their own **reusable water bottles**. Bonaire's tap water is one of the purest and safest water sources in the world to drink, so there is no reason to buy bottled water. Your efforts will help keep Bonaire's landfill clear of waste that cannot be recycled.

Your apartment has a full kitchen. Your living area has a TV and CD/DVD player so be sure to bring along your favorite DVD's or CD's. There is also a pay-per-load washer and dryer on property. The electric voltage in your unit will be 127 volts, 50 cycles, slightly different from the US, though most appliances and battery chargers will operate fine and no transformers or adapters are necessary. (Check your appliance manufacturers' recommendations if in doubt.) Electrical sockets are the US standard square plugs. Adaptors will be needed for European round plug appliances.

Airline luggage restrictions are constantly changing. Be sure to check your airline's web site(s) for the most current information on baggage allowances and restrictions. For most international flights, any luggage over 50 pounds will have a surcharge and you could potentially be told to remove something from the bag. In most cases luggage over 70 pounds will not be accepted. Domestic flights especially those booked independently of the international flight will most likely have other allowances and restrictions. Best advice is travel light!

In the unlikely event you arrive on Bonaire without your luggage, please make sure you have packed your "trip essentials" in your carry on bag, such as your **C-Card for diving or Referral Papers for Dive Courses**, a pair of shorts, bathing suit, dive mask, medicine, sunglasses or anything you consider necessary to begin enjoying your stay from the moment you arrive. **Tiara Air and Dutch Antillean Express** passengers should keep in mind that the overhead compartments are very small and most carry on luggage will need to be checked curbside before boarding the plane.

The grocery stores on Bonaire carry a wide variety of products but the majority will not be brands or "versions" recognized from home. If you have any products you must have you may want to consider bringing them with you. There are NO restrictions placed on bringing fruits, vegetables, meats or other perishables into Bonaire.

Grocery Stocking Service: Den Laman offers a grocery stocking service for orders placed at least 48 hours in advance. Please view <http://www.denlaman.com/grocerylist.xls> for more information on how to pre-order.



IMPORTANT INFORMATION – PLEASE REMEMBER TO TAKE THIS WITH YOU!

ARRIVING ON BONAIRE

Arriving at the Airport & Picking Up Your Rental Vehicle: If you have reserved a rental vehicle with AB Car Rental or Telerin, you will need to take a short shuttle to the Agencies Rental Center. There are several shuttles being operated, so be sure to look for a shuttle driver for your specific rental agency. Total Car Rental and Budget Car Rental's offices are still located on Airport grounds, on the far left side of the airport parking lot. We HIGHLY RECOMMEND that upon arrival, you "divide and conquer," sending the person or persons who will be authorized to drive the rental vehicle to complete the contract work, while the others remain and wait for the luggage. This will save you considerable time. Please make sure you have your Rental Car voucher with you. The optional CDW (Collision Damage Waiver) Insurance, which ranges from \$10 - \$12 per day depending on the rental agency, is highly recommended as most credit card insurance coverage does not cover truck rentals. Note: Insurance deductibles range from \$300 - \$500 depending on the rental agency. Be sure to familiarize yourself with the "fine print." Charges ranging from \$5.00 - \$15.00 per day are also assessed for additional drivers. Insurance protection only applies when the primary renter and authorized additional drivers are driving the vehicle. There is no requirement to purchase a local license. **Note for KLM 753 flight passengers:** Total Car Rental will not be open at the time this flight arrives. Taxi-service will be provided instead by a well known and trusted company: either Taxi 27 or "Taxi Henk." These gentlemen will wait for our guests at the gate, and bring you to Bonaire Seaside. The next day, at your convenience, Total will bring the truck to you.

Taxis: Taxi rides to Den Laman from the airport will run approximately \$20 one way.

Continental & KLM Arrivals at Den Laman: If you have reserved your room for the previous evening for immediate check-in, there will be a **card key left for you in the night safe box**. To open the safe box, simply enter the 4 digit code provided to you by your reservations agent on the night safe key pad. **Please be sure you have your safe box key code with you!** If you have NOT reserved the room for the previous evening, there will be a sign on the Front Door of the Resort posting your name and offering suggestions for a comfortable seating area until the Front Office opens at 8:00 a.m. If at that time your assigned room happens to have been vacant the previous day, you will have access to your room prior to the 2:00 p.m. check-in time.

All Other Arrivals at Den Laman: The front office staff will be available to welcome all guests arriving between 8:00 a.m. and 5:00 p.m., and will return to the Resort to welcome passengers arriving on later flights. **We ask that later flight passengers please proceed directly to Den Laman as soon as you have collected your rental vehicle as the staff will have returned to the resort to reopen the Front Office specifically to meet you!** Please be sure we have your accurate flight information to ensure we are there to meet you! A credit card will be needed upon check in at the Resort as a deposit against incidental charges incurred during the stay. If a guest does not have a credit card then a US \$200 cash deposit per person will be required. No personal checks will be accepted on island.

Telephone: There are direct dial phones in the apartments, with pre-paid telephone calling cards available for purchase at the Front Desk. The number for Den Laman when dialed from the US is **011-599-717-1700**. Bonaire Chat N' Browse, located on the property adjacent to Den Laman, also rents cell phones. ay.

Internet: Wireless Internet Service is available in all apartments. Usage codes may be purchased by logging on to the hotspot at <http://www.splash-wireless.com>.



Food Service & Other Amenities: The Sunset Bar & Grill at Den Laman is open every day except Wednesday from 11:00 am – 2:30 pm for lunch and 5:00 pm - 10:00 pm for dinner. **Eddy's Restaurant** at the adjacent Sand Dollar property serves breakfast daily from 7:30am - 10:00 am, lunch from 11:30 am - 2:30 pm and dinner from 6:00 pm – 10:00 pm. There are also several other restaurants are within easy walking distance. Lover's Ice Cream Parlor and a small grocery store are all located at the adjacent Sand Dollar mini-mall with an excellent wine and liquor store at the newly opened Bonaire Mart. There is also a full service fitness center as well as bank with ATM within walking distance.

Marine Park Fees: The Bonaire Marine Park requires all visiting divers to participate in an orientation session on their first morning of diving and to purchase a marine park tag for US \$25 per diver Cash (not included in package rates.) All non-divers who use the waters of the BNMP including snorkelers, windsurfers, kayakers, sport fishermen, kite boarders, etc., will be charged a Nature Fee of \$10.00 per year.

Dive Registration & Orientation: Bonaire Dive & Adventure, which is located on property, opens at 8:30 am. Divers must register at the dive center, and bring their (1) dive certification card, (2) diving vouchers, (3) credit card for a security deposit, and (4) US\$25 cash for the required purchase of a Bonaire Marine Park Tag. The Bonaire Marine Park requires all visiting divers to participate in a short orientation session on their first morning of diving. **At Bonaire Dive & Adventure, this orientation is held at 9:30 a.m.** An alternate orientation can be arranged for 2:00 p.m. upon request. After the orientation, divers must do a self-guided familiarization dive on Bari Reef in front of the Resort before leaving for off property shore diving or boat diving. The purpose of the dive is to recheck buoyancy and to check your dive equipment while still within safe distance of the dive staff and facilities.

Island Explorer Package & Orientation: If you have purchased the Island Explorer Package, please visit Bonaire Dive & Adventure when you arrive or first thing the next morning to discuss the weeks activity schedule. Please bring your (1) Island Explorer Package voucher, (2) a credit card for a security deposit and (3) US\$10 cash for the required Bonaire Marine Park Nature Fee. (If you are also diving you need only purchase the \$25.00 diver tag.)

Gear Storage & Gear Considerations: Gear storage is available free of charge. We respectfully ask that you do not wear damp wet suits to your room. The dive shop will assign your storage space. **The Gear room and tanks for shore diving are accessible 24 hours a day.** Because of the sharp coral at the water's edge booties and open heel fins are necessary for off property shore diving along the iron coast. Full foot fins are adequate for boat diving & shore diving on property.

Batteries: The Island does not have a toxic waste disposal system. Yearly more than 100,000 used batteries from visitors end up on our landfill. Corroding batteries leak toxic chemicals into the soil and, ultimately, the sea. Please take your used batteries home with you where they can be recycled.

Weather/Time: The average year-round temperature is 81.5 degrees, with a +/- 2.5-degree seasonal variation. An arid island, Bonaire receives on average only 20.5 inches of rain annually, 65% of which occurs October – January. Bonaire operates on Atlantic Standard Time, not on daylight savings time.

Currency: The US dollar is the official currency on Bonaire. Traveler's checks and credit cards are widely accepted but be sure to have your passport or photo ID available. There is a bank with a 24-hour ATM within walking distance as well as a number of other banks with ATMs around the island. Note: If



using credit cards on island, please be aware that most credit-card companies are now adding an extra 2% to 5% fee on international transactions in addition to any currency-exchange commissions.

Tips: Tipping for good service is customary in Bonaire – 15% is standard. Some restaurants add a service charge automatically. If in doubt, ask. Guests at Den Laman might consider tipping housekeepers, restaurant servers, dive staff, tour guides or anyone else who provides good service. **Den Laman and Bonaire Dive & Adventure DO NOT include a service charge in their rates!**

Language: Papiamentu is the local language. Dutch is the official language; however English and Spanish are widely spoken.

Legal Age: 18 for drinking beer and other alcohol; 21 for gambling in a casino and for renting a car.

Drinking Water: Bonaire has distilled seawater for drinking water that is safe to drink and of excellent quality. Be sure to remain well hydrated while on holiday! If you did not bring a water bottle with you, please endeavor to buy one you can recycle for the remainder of your stay.

Emergencies: Bonaire has the 60-bed hospital, Hospitaal San Francisco (Kaya Soeur Bartola #2, Kralendijk.) Many of the doctor's are European trained and certified. There is an ambulance plane on call for emergencies. A hyperbaric recompression chamber is located adjacent to the hospital and is run by a highly trained staff - admittance is via the emergency room at the hospital. The emergency phone number for the ambulance is 114.

Return Flights: It is not necessary to reconfirm your return flights. Please be at the airport 2 hours prior to your scheduled departure. Limited food service is available inside the departure gateway.

Exit Requirements: There is a \$35.00 per person departure fee payable in cash or debit/credit card at the airport prior unless already included in your airline ticket. Children under 2 are exempt from the tax. MasterCard, Visa, Discover, Maestro, are all accepted, but American Express is not.