

# Table of Contents

Message from Management

Message from Activities and Sales Departments

Preface

General Information

    Your Resort Community

    Rules of Conduct

Rooms

    Occupancy

    Room Amenities

    Housekeeping

    Conservation Efforts

    Phone

    Room Regulations

    Check-in/Check-out

    Daily Charges

    Payment Method

Amenities

    Wi-Fi

    Pools & Jacuzzis

    Beach Shuttle

    Members' Lounge

    Activities Center

    Fitness Center

    Restaurant

    Pool Bar

    BBQ Grills

    Laundry

    Car Rental

    Parking

    Miscellaneous Services

Island Info

    Explore the neighborhood

    Sightseeing

    Navigating Aruba's roads

Appendix



# Message from Management

Welcome to Aruba, One Happy Island! You've arrived at Caribbean Palm Village Resort, so get ready to enjoy and indulge in a one-of-a-kind vacation experience. We've taken care of the details for a perfect holiday retreat, while also providing all the comforts of home.

The resort is set between palm trees and tropical landscaping and is designed as a place to relax and unwind in a tranquil atmosphere. Caribbean Palm Village Resort also provides a convenient home base from where guests may enjoy numerous nearby restaurants, activities, and shops. And even better, Aruba's best beaches are only a short shuttle ride away. Our complimentary Beach Shuttle takes only minutes to deliver you to the white sands and brilliant turquoise Caribbean waters found only about a mile from the resort.

Get to know us better by taking a moment to read the following pages, and then choose how you want to spend your time while with us. On property, you can participate in our free activities program, dine in at our eatery or make use of the BBQ area, or take a dip in either one of our large swimming pools or Jacuzzis. Our Activities Department offers concierge services to help you discover the island's best options. We also feature a car rental company, right on the property, so you can make your own discoveries. The size and safety of Aruba lends itself to trouble-free exploration.

We strive to make our resort a close-knit community, consisting of employees, owners and guests, in which happiness is contagious. We understand that an outstanding experience lends itself to the creation of cherished memories.

So, let's get started! Read on, and feel free to direct any additional questions you may have to any member of our staff. We are grateful you chose Caribbean Palm Village Resort as the place to spend your valuable vacation time. Our primary goal is to make certain your stay with us is a memorable one!

Warm regards,

CPVR Executive Management Team

# Message from the Activities and Sales Departments

Please accept our invitation to get to know us better!

We know you are going to love it here in Aruba and at the Caribbean Palm Village Resort, and we are here to help you get the most of this as well as future vacations.

Our Activities expert can create your own customized schedule of active adventures as well as exceptional dining experiences. Through the Activities Department, located in the Members Lounge, we provide a wide range of concierge services. We can advise on island experiences as well as proactively work to secure your spot within different land and sea tours as well as book reservations to the island's best restaurants. Visit us in person or simply reach out to us through the house phone at ext. 2882.

If we've got you thinking about spending annual vacations with us, we can help guarantee a spot at your 'home away from home' in Aruba. Our in-house sales associate will gladly assist you with finding which spacious suite best serves your needs. You choose the time of year that fits your schedule. Just give us a call at ext. 2883, and our Sales Office will be ready to assist you.

Please feel free to visit our offices in the Members Lounge and let us provide you special insight on how to get the best out of an Aruba visit.

We wish you a great vacation and a wonderful stay! Sunny

regards,

Activities and Sales Department personnel

# Preface

This guest directory is designed as a resource to better acquaint you with the resort. The following pages offer a brief description of all the amenities that are available to you.

The content of this publication is subject to change, from time to time, by the management. If you have any suggestions for changes, please feel free to let us know. You can direct your comments, in writing, by emailing: [info@cpvr.com](mailto:info@cpvr.com)

We further encourage you to express any concerns and/or compliments you may have about the resort and its staff, as well as to let us know about your overall experience. Please fill out the member/guest customer service satisfaction survey available through the Front Desk, or share your opinions on social media, on sites including TripAdvisor, Instagram and Facebook. Your feedback is very important as it will help us further identify what we are doing right as well as help us to make improvements in the future.

To deliver any individual evaluations, recommendations and/or complaints regarding overall service and general upkeep of the facilities, please address your concerns, in writing, to the attention of Management.

## Contact Info

Caribbean Palm Village Resort

Noord 43-E

Palm Beach Road

Aruba

Phone: (+297) 526-2700

Fax: (+297) 526-2380

E-mail: [info@cpvr.com](mailto:info@cpvr.com)

WhatsApp chat: (+297) 593-3100

Web page: [www.cpvr.com](http://www.cpvr.com)

US Phone: (+1) 786-672-0370

For reservations: [reservation@cpvr.com](mailto:reservation@cpvr.com)

# General Information

## Community Goals

Our community of owners, guests and employees each play an important role in contributing to an overall atmosphere that supports carefree, enjoyable vacations.

Caribbean Palm Village Resort is designed to function as a “home away from home” in Aruba and we trust that you will assist us in keeping your home base in the best possible condition. We ask that owners and guests exercise common courtesy and do their utmost in ensuring that each member of their party similarly conducts themselves to our shared community standards. By being respectful of each other, we each have the power to positively impact someone else’s day.

At the Caribbean Palm Village Resort, hospitality and guest care is at the core of our values, so please feel free to seek out needed information and/or assistance from any of our team members. Management is also available to attend to owners and guests in person. While on property, we welcome you to stop by our executive offices in the main, reception building, so you can be directed to the appropriate manager to address your individual concerns.

## Rules of Conduct

- Suites are for vacation use only.
- No excessive noise or other invasive activities, after 10:00 PM, that may interfere with the comfort and convenience of others shall not be permitted within the units and/or common areas of the resort.
- Members and guests are expected to properly supervise and exercise control over their children.

# Room units

All Caribbean Palm Village Resort's 170 units, from studio units to its two- bedroom units, are designed to provide both function as well as aesthetic appeal.

## Occupancy

The maximum number of people allowed in a suite is proportionate to the size of the unit:

**CPVR Members Only**

**Rentals & Interval International**

Studio.....4 individuals .....2 individuals

One- bedroom.....6 individuals.....4 individuals

Two-bedroom.....10 individuals.....6 individuals

Extra people cannot be accommodated in a Studio. However, one-bedroom and two-bedroom units can accommodate an extra person with the payment of an additional fee of US\$25 per night. Greater numbers of guests will need to be assigned to another suite, if available, at applicable rates. Please note that children, 4 years old and above, are considered individuals, and count toward the total number of people allowed in a suite.

No pets are allowed on premises.

## Room amenities for a Studio

Facilities: 1 Bathroom, TV, Electronic safe, Fully-air conditioned, Ceiling fan, Iron & board, Kitchenette, Small fridge

View: Garden or Pool View

Size: 384f<sup>2</sup>

Sleeps 4

## Room amenities for a One-Bedroom

Facilities: 1-2 Bathrooms, TV in bedroom and living room, Balcony or Patio, Electronic safe, Fully-air conditioned, Ceiling fan, Fully-equipped kitchen, Iron & board, Queen sofa bed in living room, Separate bedroom with sofa bed

View: Garden or Pool View

Size: 900f<sup>2</sup>

Sleeps 6

## Room amenities for a Two-Bedroom

Facilities: 2 Bathrooms, TV in bedroom and living room, Balcony or Patio, Electronic safe, Fully air conditioned & Ceiling fan, Fully-equipped kitchen, Iron & board, Queen sofa bed in living room, Separate bedroom with sofa bed

View: Garden or Pool View

Size: 1152f<sup>2</sup>

Sleeps 8

## Housekeeping

We offer daily tidying of the rooms, replacing towels and removing waste. General cleaning is done in the middle of the week and consists of dusting, cleaning of bathrooms, changing of all linens, sweeping, and mopping.

Owners and guests shall be responsible for all other housekeeping. However, we encourage you to participate in our Green Resort efforts. Please leave only the towels that you would like changed on the floor of the bathroom.

Full maid-service is available at a weekly rate:

Studio unit                    \$40.00 per week

One Bedroom                    \$60.00 per week

Two Bedroom                    \$75.00 per week

Pass by at the Front Office to fill out the required form for this service.

Please be aware that the resort reserves the right to impose a surcharge on rooms that require cleaning beyond normal use.

## Conservation Efforts

Help us in our efforts to reduce water and energy consumption by being proactive in turning off ceiling fans, lights, TV and other electrical equipment when leaving a room, and turn off any unnecessary lights and electrical appliances while present in the suite. Make sure all faucets are closed at all times. We request your participation in our program promoting the re-use of towels.

Air-conditioning should be kept at a constant temperature. Turning off the air conditioning unit is not permitted. Please keep doors and windows closed to avoid condensation and the formation of mildew and to avoid any additional room charges that would be necessitated by the resulting cleaning/repair of the unit.

## Phone

Local and international calls are possible by dialing "9" for an outside line. Phone charges are as follows:

- Local calls: \$0.50 per minute
- Local calls to a cellphone number: \$1.00 per minute
- Long distance calls: \$1.50 per minute

In-house phone calls are free of charge. Please dial direct for assistance from:

Operator:	0
Front Desk:	2872
Reservations Office:	2875 or 2876
Housekeeping:	2879 or 2880
Maintenance:	2885 or Operator
Activities Office:	2882
Sales Office:	2883
Executive Office:	2899
Pool bar:	2893
Restaurant:	2894
Voice Mail:	Press: 'Envelope' Icon
Emergency numbers: Ambulance/Police/Fire:	911
Police Noord:	107
Police O'stad:	100

## Room Regulations

- No articles shall be placed on the patios, decks, balconies and entryways. Nor shall linens, clothing, rugs or laundry of any kind be shaken or hung from any of the windows, doors, patios or balconies. All cooperative property shall be kept free of refuse, debris and other unsightly material.
- Contents of suites should not be removed. Likewise, no additions or alterations may be made to any suite.
- No property shall be removed from any suite at any time for any purpose. Blankets and bed linens shall not be used at the beach, around the pool, or for use outside the suite.
- Owners and guests will be held responsible for the general condition of their suites and will be charged accordingly for any item that is missing or that has been damaged beyond what is normal wear and tear, including damages caused by condensation, or mildew, resulting from leaving the doors/windows open, or turning off the AC unit.

## Room Regulations (cont.)

- Smoking is not permitted in any suite or room of the resort. Should you smoke in the room, a US\$300 fine will be added to your bill. Aruba has an island-wide smoking ban in place that prohibits smoking in any enclosed or semi-enclosed public area.
- Do not flush baby wipes, feminine hygiene products or any paper products other than toilet paper when using the bathroom. Repair costs resulting from clogged drains will be the responsibility of the room's occupant.
- It is not permitted to post any material in the unit, or in any area of the resort, without the approval of management.
- Money, jewelry, and other valuables must be placed in the safe that is available in your room. The resort will not be responsible for any loss of valuables.
- A Do-Not-Disturb sign is available to use at your convenience. However, the resort reserves the right to enter any unit with the sign hanging on the door for more than 48 consecutive hours.

## Check-in/Check-out

Check-in time is any time *after 4:00 PM*. To prepare a suite for the next arrival, we kindly ask you to observe our check-out time of *11:00 AM*. We also request that you assist Housekeeping by placing all soiled dishes in the dishwasher and deposit all refuse in the trashcan before your departure.

Saturday is the busiest day of the week. You can avoid standing in line on Saturday by checking out on Friday. *Pre check out is from 9:00 AM until 9:00 PM.*

### Check out requirements:

- Turn in your pool towel ticket at the Front Desk to avoid any additional charges. Pool towels that are not returned will result in a charge of \$25 each.
- You may drop off your keys at any time at the Front Desk, which is open 24/7.
- If the unit is not vacated by 11:00 AM, the resort reserves the right to remove any or all the belongings and move them to another location, and risks penalty of late check-out fee. The owner or guest assumes all responsibility for items left behind in the room.
- The housekeeper will perform inventory and room inspection at the time of check out. The occupant will be billed for damage and/or missing items. An extra cleaning charge of US\$75 is billed if a room is left in such a condition that more than normal cleaning is required to make it presentable to the next occupants.

## Daily Charges\*

Timeshare Owners & Exchangers will be charged a per-day government tax, per-week utility charge and a one-time environmental levy.

	<u>Government Tax</u> (per day)	<u>Utility charge</u> (per week)	<u>Environmental Levy</u> (one-time fee)
Studio Unit	\$13.78	\$ 52.50	\$10.00
One Bedroom	\$14.93	\$ 59.50	\$15.00
Two Bedroom	\$17.22	\$ 70.00	\$25.00

Transient Guests will be charged an 11% service fee, 12.50% government tax, per-day utility charge and a \$3 daily levy, per unit occupied, for each day during his/her stay.

*\*Charges are subject to change without prior notification.*

## Payment Method

Owners and guests are expected to settle all incidental accounts before departure. Either cash or major credit cards will be accepted. We accept MasterCard, Visa and American Express. We regret that we cannot accept checks or Discover credit cards.

# Amenities

## Wi-Fi

To connect to the resort Wi-Fi system, use CPVR-New. Password is required, and is provided on check in.

## Pools and Jacuzzis

Caribbean Palm Village Resort features two large swimming pools, on the North and South sides of the lobby, as well as Jacuzzis by each pool. We encourage our owners and guests to enjoy the pools and Jacuzzis at their leisure, but also to please keep in mind the following:

- An owner or guest shall assume all risk of personal injury.
- Reserving lounge chairs and tables is prohibited. The resort reserves the right to remove your personal belongings, including pool towels, left unattended for more than two (2) hours. There will be no liability for towels or items removed. If your towels or items were removed, you can contact the Front Desk for further information.
- No children under the age of sixteen (16) are allowed in the Jacuzzi.
- There are no lifeguards on the property, and therefore children under the age of twelve (12) are not allowed in the pool unless under the supervision of a parent or guardian.
- Please make use of the outdoor showers before entering the pool and/or Jacuzzi to help maintain pool water quality.

Please note the additional safety precautions:

- No running by the pool
- No jumping or diving into the pool
- No bicycles, scooters, skateboards or roller blades are allowed on the pool deck
- No glass containers, glass or ceramic cups or bottles can be used on the pool deck
- No floats in the pool
- No balls in the pool, except when it's volleyball time!

## Beach Shuttle\*

We provide a complimentary shuttle to Aruba's favorite beaches:

- ❖ Palm Beach (by Moomba)
- ❖ Nikki Beach

The Beach Shuttle runs every day, except Saturday, to Palm Beach; and every Monday, Wednesday and Friday to Nikki Beach.

*\*Please note that there is no Beach Shuttle service, to or from the beach, on Saturdays.*

## Beach Shuttle (cont.)

Hours of transport to Palm Beach are:

Monday to Friday: 9:25 a.m., 1:30 p.m.

Sunday: 10:00 a.m. and 1:30 p.m.

Pick-up times back to the Resort: 1:30 p.m. and 4:00 p.m.

Hours of transport to Nikki Beach are:

Monday, Wednesday and Friday: 9:25 a.m.

Pick-up time back to the Resort: 3:30 p.m.

Passengers should be present five (5) minutes before the departure time. The shuttle will pick up guests at the same drop-off spot. *Please note the shuttle only has a permit to conduct drop-offs or pick-ups at the respective beaches and is not licensed as transportation to the supermarkets, downtown or airport.*

## Beach Facilities

All beaches in Aruba are public property and free for anyone to visit. But as an owner or guest of Caribbean Palm Village Resort, you will be provided beach lounge chairs at Palm Beach, through Roberto's Watersports, and at Nikki Beach, which also allows for food & beverage service through Reflexions restaurant, and the ability to charge menu items to the CPVR room.

- ✓ *Show the beach pass that you received upon check-in at CPVR to the beach attendant to receive a lounge chair free of charge. (At Nikki Beach, beach umbrellas are available for rental at US\$6.50 per day).*
- ✓ *Bring the pool towels you received at CPVR with you when visiting the beach.*

## Members' Lounge

Our Members' Lounge features a lending library. Feel free to browse the available materials or to donate or share a book or magazine.

The Members' Lounge is open daily from 6:30 a.m. to 10:00 p.m. The Activities Center and the Sales Office are also located in our Members' Lounge. Please use your room key to enter.

## Activities Program

The Activities Department offers organized activities for children, ages 4-12, and adults, every day, except Friday afternoon and Saturdays. The day's activities are listed outside of the main lobby, to the right when entering the building.

## Activities Program (cont.)

Join the fun with water aerobics, salsa lessons, Papiamento lessons, fun quizzes, Bingo games and pool volleyball. For more information, please refer to the activities listing exhibited outside the lobby, visit the Activities Department offices in the Member's Lounge, or use the in-house phone, and call extension: 2882. The Activities Department is open from 8:30 a.m. - 4:30 p.m., Sunday through Thursday, and on Friday morning, 8:30 a.m. – noon. The Activities Coordinator is not available on Friday afternoons and on Saturdays.

*\*Please note that all children participating in the children's activities must have parental approval. The activities coordinators are not licensed to tend to children with special needs.*

## Concierge services

Our Activities Department also provides concierge services in helping book activities outside the resort, and make reservations at your chosen, favorite restaurants. Please utilize the contact information provided above to explore all options available to you.

## Fitness Center

Should you wish to exercise during your vacation, then head to our Fitness Center, to the left when leaving the Front Desk/lobby area, adjacent to the North pool. Treadmills, recumbent bikes and free weights are available for use.

You can access the Fitness Center with your room key. Please wear proper gym attire and wipe down equipment after use. Use of the Fitness Center is at your own risk.

*House rules: No loud music, chewing of gum, no smoking, and no food and/or drinks allowed. Children under 16 are not allowed in the Fitness Center. Children under 16 must be supervised.*

## Restaurant

Cerviches restaurant offers breakfast, lunch and dinner service, seven days a week.

## Pool Bar

The Pool Bar, located by the South Pool, offers two happy hours daily, Noon - 1 p.m. and 4 - 6 p.m.

## BBQ Grills

Use of BBQ Grills is complimentary at a first come, first serve basis. Please notify the Front Desk before and after use, and Maintenance will be called to light and turn off the BBQ grill. Please keep BBQ area, tables, and chairs neat and tidy after using them.

## Laundry Facilities

Laundry facilities, equipped with washer and dryer, are available in the following buildings:

- Building E & G, right next to the elevator, and available for use 8:00 a.m. – 8:00 p.m.
- Building A & B, middle of the building on the ground floor (enter by hallway doorways), and available for use 24/7.

The token-operated washing machine and dryer cost \$2 per token, per wash or dryer cycle. Tokens can be purchased at the Front Desk. Single-use laundry detergent can be purchased through the Front Desk.

## Car Rental

Visit the Econo Car Rental desk, found in the lobby, to inquire on car rental options. Open from 9 a.m. to 5 p.m. Dial extension 2895 to inquire about special promotions. Daily, weekly and monthly rental rates are available.

## Parking

All cars must be parked in designated parking areas, in either of the resort's two parking lots, one located off Palm Beach Road and the other at the resort's main entrance. All cars on property must display the parking pass provided upon check-in. The resort will not be liable for any damage and or loss related to vehicles parked on property.

## Miscellaneous Services

Stamps are available at the Front Desk for your outgoing mail. Place mail in the white post box, at the entrance of the lobby. Mail pick-up is Monday through Friday.

Babysitting services are available upon request and at prevailing rates. There is a minimum of three hours to contract a babysitter. Please contact the Activities Department or the Front Desk. The request must be submitted a minimum of 24 hours in advance.

We maintain a Lost and Found at our Front Desk, please refer to our helpful Front Desk representatives about this or if there are any other additional questions, comments, or requests for assistance.

# Island Information

## Explore the Neighborhood

Our Activities Coordinator can help you find exactly what you are looking for in customizing your greater Aruba vacation experience. A sample of what is available in, around and from the hotel area as well as in nearby Oranjestad include:

- Guided Tour Companies: off-road vehicles, horseback riding and mountain biking
- Watersports: windsurfing & kitesurfing; snorkeling & scuba diving
- Boat Tours: sunset cruises, snorkeling adventures and private deep sea fishing
- Nightlife: local bars, nightclubs and casinos
- Numerous restaurants and shopping opportunities

Our Activities Department can also make dinner reservations and schedule tours and activities for you. The Activities Department is available from 8:30 a.m. – 4:30 p.m., every day except Saturday. Dial extension: 2882.

## Sightseeing

An advantage of our small island paradise is that visitors may safely explore the island and make their own discoveries by renting a car or Jeep (4x4). If interested in the natural attractions primarily found along Aruba's North Coast, where one must drive on rugged, dirt roads, not suitable for a regular car, a better choice may be in renting a four-wheel drive vehicle.

### POPULAR LOCATIONS WHERE A 4X4 VEHICLE IS NECESSARY:

- ✓ Natural Pool
- ✓ Beach coves and sights along the North Coast
- ✓ Arikok National Park

### POPULAR LOCATIONS A REGULAR CAR CAN ACCESS:

- ✓ Alto Vista Chapel
- ✓ Bushiribana Ruins
- ✓ Natural Bridge
- ✓ Hooiberg
- ✓ California Lighthouse
- ✓ Beaches alongside the western coast
- ✓ Baby Beach/Rodger's Beach/Seroe Colorado

*Please note that the use of cars or other motorized vehicles on Aruba's sand dunes and beaches is strictly prohibited.*

## Driving Aruba's Roads

A valid international driver's license is required to rent a car and drive in Aruba.

Drivers must be at least 25 years old in order to rent a car.

### Driving Tips:

- Drive on the right side of road.
- Unless otherwise indicated, the speed limit in urban areas is 50 km/h, outside town limits and on the major roads (L.G. Smith Blvd and Sasaki Highway) the speed limit is 80 km/h.
- Car speedometers and road signs are in kilometers (not miles).
- In downtown Oranjestad, many streets are one-way.
- Downtown Oranjestad parking requires payment of a parking fee. Public parking spaces are indicated by white lines along parking spaces. (Yellow-painted lines along parking spaces are reserved for permit holders). The parking fee can be paid at nearby kiosks by cash, credit card or through Setar's downloadable 'pay.aw' app. Paid parking is in effect from Monday through Saturday, 9 a.m. – 7 p.m., unless otherwise noted. For more information, please visit the Arubaparking website of [aruparking.com](http://aruparking.com).
- When driving on a two-lane street, you must drive in the right-hand lane and only use the left lane when overtaking traffic.
- There are many roundabouts in Aruba. It is important to note that traffic driving in the roundabout has the right of way and all traffic approaching the roundabout must yield to this traffic and wait for an opening.
- There are no right turns on red.
- When approaching an intersection with no road signs, traffic on your right side always has the right of way.
- When turning left at an intersection the opposing traffic heading towards you has the right of way.
- When at the gas station you will find attendants that are available to pump gas for you. Some gas stations also include self-service, please note you will need to pay inside first before being able to pump gas.
- When driving on wet roads reduce your speed and use extra caution. Because rainfall is only an occasional occurrence, roads can accumulate an oil buildup, making for slippery conditions when wet.

For up to date and official confirmation of traffic and driving laws in Aruba, please contact the Police Department at Tel: 582-4000.

# Appendix

Additional, helpful information can be found by referring to the attached maps, schedules, and listings, including:

- Resort Layout
- IP Phone Instructions
- Ceviches Restaurant Menus
- TV and Music Channel listing
- Public Bus Schedule
- Religious Services