

Please review this important information regarding your reservation

RESERVATION & TRAVEL POLICIES

Payments: A deposit of \$100.00 per person is due within 15 days 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 made within 45 days of arrival require full payment at the time of reservation.

Cancellation/Refund: All Cancellation requests must be submitted in writing and must be acknowledged in writing in order to be considered a valid cancellation. 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 or no-shows: no refunds. Full amount of reservation is due.

Group Reservations: Special deposit, payment and cancellation policies apply to group reservations.

Forms of Payment: All payments must be made in US currency, drawn on US banks payable to *Reservation Services International*. We reserve the right to electronically debit your account if your check comes back dishonored, plus a \$25.00 processing fee (or legal limit) and any applicable taxes. The use of a check as payment is your acceptance of this agreement and its terms. Sender must pay for any and all bank transfer fees. We also accept MasterCard, Visa and American Express.

Changes in Reservation: There is a \$25.00 fee per change once documents have been issued. The unused portion of hotel and/or any part of package plans or dives not completed by customers' choice and/or diving cancelled as a result of inclement weather and/or acts of God are non-transferable and not refundable. Sand Dollar is not responsible for missed or delayed flights! We encourage guests to purchase trip insurance!

Continental & KLM Airlines Passengers: If you have reserved your room for the evening prior to your dawn arrival, the Security Staff will be at the resort when you arrive to provide you with your key. If you have NOT reserved the room for the previous evening, but by chance your unit is unoccupied, the Security Staff will still provide you with access. However unless the unit was reserved, there is no guarantee it will be available when you arrive. Please note that we always clean the Continental and KLM arrival rooms first, in an effort to get you into your room as quickly as possible, and we will be glad to store your luggage until the condo has been serviced and is ready for your occupancy. The Front Office Staff will be better able to advise you of your options once the Office opens at 7:00 a.m. In the interim, if you arrive before they open, please make yourself comfortable in one of the lounge chairs along the water front.

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.

Exit Requirements: There is a departure fee of approximately US \$35.00, subject to change, payable in cash or debit/credit card at the airport prior to check-in. Children under two are exempt.

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](#)

**IMPORTANT INFORMATION
PLEASE REMEMBER TO TAKE THIS WITH YOU!**

PRE-TRIP PLANNING

Bonaire Entry Requirements: Everyone entering Bonaire (regardless of age) must have a valid passport and a return or ongoing ticket. No visas are required for most countries stays of 14 days or less, however it is your responsibility to ensure your own visa requirements. Please review the following web site for more information <http://www.infobonaire.com/entryrequirements.html>.

Traveling with Children: Guests must notify the hotel at the time of booking if a crib is needed. With at least 48 hours prior notification, babysitters can generally be arranged for hire.

Packing Considerations: Casual attire is the norm; evening clothes are casual to casual nice. We'll provide you with body soap at the Resort, but please **bring your own shampoo, conditioner and hair dryer**. Beach towels and all linens are provided **except wash cloths**. The linen provisioning and laundry service on Bonaire follows European customs, which do not include the use of washcloths. Your apartment has a large digital safety deposit box, your kitchen is full size with a microwave, dishwasher, refrigerator and stove, and your living room has cable TV.

We encourage all guests to bring their own **reusable water bottles**. We know you will want to keep well hydrated during your stay and will therefore be drinking a great deal of water. Bonaire's tap water is one of the purest and safest water sources in the world to drink, so there is no reason to purchase bottled water. Your efforts will also help us keep Bonaire's landfill clear of unnecessary waste that cannot be recycled.

Because of the sharp coral at the water's edge at many of the off-property shore dive sites, booties and open heel fins are recommended for shore diving. Full foot fins are adequate for boat diving & shore diving on property. Bonaire Dive & Adventures rents both types of fins, but they do **NOT** rent booties!

Airline luggage restrictions have been 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. Example: You may be able to find Soy Milk, but you may or may

not be able to find fat free, vanilla Soy Milk. 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.

Lithium Batteries: Spare lithium batteries may not be packed in checked baggage. They MAY be packed in carry-on baggage. Lithium batteries already installed in a device may be packed in either checked or carry-on. **Please Note:** The Island does not have a proper toxic waste disposal system. Yearly more than 100,000 used batteries from visitors end up on our landfill. That is more than 6,000 pounds of heavy metals and toxins. 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.

Vaccinations: No vaccinations or preventative medications are recommended for travel to Bonaire. Yellow fever and malaria are not a problem here. The [Center for Disease Control](#) offers updates and advisories for travelers.

Late Night Arrivals: Depending on the time spent collecting luggage and your rental vehicle, you may not arrive in time to order dinner at most restaurants before closing time. However Sand Dollar offers a **Grocery Stocking Service** should you wish to pre order certain items. The orders must be placed at least 48 hours in advance. Please visit <http://www.divesanddollar.com/groceries/grocerylist.xls> for more information on how to pre-order food and beverage.

ARRIVING ON BONAIRE

Bonaire Entry Requirements: Everyone entering Bonaire (regardless of age) must have a valid passport and a return or ongoing ticket. No visas are required for most countries stays of 14 days or less, however it is your responsibility to ensure your own visa requirements. Please review the following web site for more information <http://www.infobonaire.com/entryrequirements.html>.

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. If any of the car rental agencies are closed when you arrive, please take a taxi, about \$20 to Sand Dollar, and the rental car agency will deliver your car to the resort the next day.

Taxis: If you have not rented a vehicle, Taxi rides will run approximately \$20 from the airport.

Continental & KLM Arrivals at Sand Dollar: If you have reserved your room for the evening prior to your dawn arrival, the Security Staff will be at the resort when you arrive to provide you with your key. If you have **NOT** reserved the room for the previous evening, but by chance your unit is unoccupied, the Security Staff will still provide you with access. However unless the unit was reserved, there is no guarantee it will be available when you arrive. Please note that we always clean the Continental and KLM arrival rooms first, in an effort to get you into your room as quickly as possible, and we will be glad to store your luggage until the condo has been serviced and is ready for your occupancy. The Front Office Staff will be better able to advise you of your options once the Office opens at 7:00 a.m. In the interim, if you arrive before they open, please make yourself comfortable in one of the lounge chairs along the water front.

All Other Arrivals at Sand Dollar: The Front Office is open daily from 7:00 am – 11:00 pm. Should your flight arrive after the office has closed, a Security Guard will be watching for your arrival and will take you to your unit. The following morning, please proceed to the Front Office to register.

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 \$150 cash deposit per person will be required. No personal checks will be accepted.

Your Condo: Your condominium has a large digital safety deposit box. Your kitchen is fully equipped with a microwave, coffee maker, blender, dishwasher, full size refrigerator and stove. Your living area has cable TV. All units come with air conditioned **bedrooms**. Certain one, two and three bedroom units also have air conditioning available in the living areas which may be turned on (upon request only) for an additional charge of \$10.00 per day, payable on island. Studios are fully air conditioned.

Dining Options: Breakfast is served daily from 7:30 am - 10:00 am at **Eddy's Restaurant** located at the Sand Dollar pool. Eddy's also serves lunch daily from 11:30 am – 2:30 pm and dinner from 6:00 – 10:00 pm. Eddy's pool bar is open from 11:00 am – 10:00 pm continuous. The **Sunset Bar & Grill** at Den Laman is open every day except Wednesday from 11:00 a. – 2:30 pm for lunch and 5:00 pm - 10:00 pm for dinner. Friday nights offer a Rum Punch Party from 5:30 – 6:30 followed by a sea side Barbeque. There are also several other restaurants are within easy walking distance. Across the street and slightly south of Sand Dollar is the Bonaire Mart, which has a well stocked liquor and wine store department and the new Eli Deli, which offers omelets and other egg dishes for breakfast and deli sandwiches throughout the afternoon.

What else is on property: Two lighted tennis courts and a swimming pool are available free of charge. The Samur Sailing Charter is moored in front of Sand Dollar and offers sunset sail cruises, snorkel trips, Thai dinner cruises and more. Lover's Ice Cream Parlor, Bonaire Chat N'Browse and the Hato Mini-Mart are all located at the Sand Dollar Mini-Mall. There is also a brand new full service fitness center located across the street from Sand Dollar which offers day passes for approximately 25 Naf, or \$14.50 US. A bank with a 24-hour ATM is next to Sand Dollar.

Electricity: Voltage is 127 volts, 50 cycles, slightly different from the US, though *most* appliances and battery chargers can tolerate current ranging from 100 to 240 volts, and are able to use either 50 or 60, so no transformers or adapters are necessary. (Check your appliance manufacturers' recommendations.)

Electrical sockets are the US standard square plugs. Adaptors will be needed for European round plug appliances.

Phone: There are no phones in the units at the present time, however free cell phones are available, with usage minutes available for purchase at the Front Office for a nominal fee. Free local calls can also be made from the Front Office, and calling cards can also be purchased there for international calling purposes. The number at the Front Office at Sand Dollar (for someone to leave you a message), when dialed from the US is **011-599-717-8738**.

Internet: Free high-speed Wireless Internet is available with your computer throughout the property for a nominal fee. Computers with Internet are also available at Bonaire Chat N'Browse in the mini mall in front of the Sand Dollar property.

Dive Registration, Orientation & Marine Park Fee: Bonaire Dive & Adventure opens at 8:30 am. Divers must register at the dive center, and bring their (1) dive certification card, (2) diving vouchers, (3) a 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 purchase the tag and participate in an orientation session on their first morning of diving. At Bonaire Dive & Adventure, this orientation is held at 9:30 a.m. and lasts for approximately one hour. 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 to help protect the reef, and to check your dive equipment while still within safe distance of the dive staff and facilities. The dive shop also offers a variety of eco-activities such as kayaking, mountain biking, cave exploration, nature tours and more.

Gear Storage & Gear Considerations: Gear storage is available free of charge. The dive shop will assign your storage space. The Gear room and tanks for shore diving are accessible from 8:30 AM – 9:00 PM. **It is important to remember these hours if you plan to do a night or a dawn dive, so you can secure your tanks in advance!** External lockers can be used to store gear and tanks outside of these hours. 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. We respectfully ask that you do not wear damp wet suits to your room.

Non-Diver Use of the Marine Park: 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. In addition to being allowed to enjoy the Marine Park for a period of one year, all persons who pay the Nature Fee (both divers and other users) and show their tag along with their printed receipt will receive complimentary admission to Washington-Slagbaai National Park throughout the year their tag is valid.

Water Temperature: Normally 78-84F (25 – 29C) degrees all year, slightly warmer in the summer and fall and cooler in the winter and spring. A 2-mm shorty to 3-mm full suit is recommended for divers.

Weather/Time: The average year-round temperature is 81.5F (27C) degrees, with a +/- 2.5-degree seasonal variation. An arid island, Bonaire receives on average only 20.5 inches (53 centimeters) of

rain annually, 65% of which occurs October – January. Bonaire operates on Atlantic Standard Time, but not daylight savings (no summer time change).

Currency: The Netherlands Antilles Guilder (NAFL) is fixed at the exchange rate of 1.77 to the dollar for cash and 1.78 for traveler’s cheques. Most stores and business however exchange it at 1.75. You can spend dollars everywhere, but you will likely receive your cash in guilders. 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 which can dispense guilders or dollars as well as a number of other banks with ATMs located conveniently 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 and welcomed in Bonaire – 15% is standard. Note: Some restaurants add a 10-15% service charge automatically, so if in doubt, ask. Guests at Sand Dollar might consider tipping housekeepers, restaurant servers, boat captains, dive guides, tour guides or anyone else who provides good service. Please note that Sand Dollar and Bonaire Dive & Adventure DO NOT include a service charge in their rates!

Language: Papiamentu is the local language, Dutch 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! At present, Bonaire does not have a recycle facility for plastic, so we encourage everyone to help us keep Bonaire’s landfill clear of unnecessary waste by NOT buying or using plastic water bottles. 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 Flight Information: Once on island it is not necessary to reconfirm your return flights. Please be sure you are at the airport 2 hours prior to your scheduled departure. Limited food service is available inside the departure gateway.

Exit Requirements: Departure Fee for all international destinations is US \$35.00 per person, payable in cash or debit/credit card at the airport prior to check-in. Children under two are exempt. MasterCard, Visa, Discover, Maestro, are all accepted, but American Express is not. Departure tax to Curacao and Aruba is lower.