



RESERVATION & TRAVEL POLICIES

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

Forms of Payment: All payments must be made in US currency. Checks must be drawn on US banks payable to Reservation Services International and mailed to Sand Dollar Condominiums, C/O Reservation Services International, P.O. Box 14486, Ft Lauderdale, FL 33302. We also accept MasterCard, Visa and American Express. If you are paying your deposit by credit card, your card will be automatically charged for final payment on the due date.

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

Cancellation/Refund: All cancellation requests 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, no-shows or premature departure: no refunds. Full amount is forfeit. 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!

Maximum Occupancy and Bedding: Maximum occupancy, using existing bedding is: two adults plus up to two children twelve and under for studio and one bedroom; four adults plus up to two children twelve or under for two bedroom condominiums; six adults plus up to two children twelve or under for three bedroom condominiums. 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 as the total occupancy must still remain within the maximum allowable for each unit type.

Infants: Please be sure you have notified us if you will be traveling with an infant and need a crib reserved for a one time \$20 fee.

Continental & KLM Arrivals at Sand Dollar: Only passengers who have reserved their condominium for the night prior to their dawn arrival will have immediate access to their unit. If you have **NOT** reserved the condominium for the previous evening, please be aware that check-in time is 3:00 PM.

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

Traveling with Children: With at least 48 hours prior notification, babysitters can generally be arranged for hire. Please email info@sanddollarbonaire.com with your babysitting requests.

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

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. 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.

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.

The water temperature is normally 78-84F (25 – 29C) degrees all year, slightly warmer in the summer and fall and cooler in the winter and spring. Divers and snorkelers might consider packing a 2-mm shorty to 3-mm full suit. 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. Full foot fins are adequate for boat diving & shore diving on property. Bonaire Dive & Adventure rents both types of fins, but they do **NOT** rent **booties** nor do they rent **dive lights** for night diving.

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 curb side 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.



IMPORTANT INFORMATION
PLEASE REMEMBER TO TAKE THIS WITH YOU!

ARRIVING ON BONAIRE

Arriving at the Airport & Picking Up Your Rental Vehicle: Total Car Rental and Budget Car Rental have offices 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 to complete the contract work, while the others remain and wait for the luggage. This will save you considerable time. 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. Please make sure you have your Rental Truck 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 insurance coverage does not cover truck rentals. Insurance deductibles range from \$350 - \$1750 depending on the rental agency and type of vehicle rented. 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 agency will deliver your truck 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 greet you when you arrive to provide you with your key. If you have **NOT** reserved the condo for the previous evening, check-in time is at 3:00 PM. We will be glad to store your luggage until your condo has been serviced and is ready for your occupancy. The Front Office Staff will be 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 provide you with your key. The following morning, please proceed to the Front Office to register.

A credit card will be needed upon check in as a deposit against incidental charges incurred during your stay. If a guest does not have a credit card then a US \$150 cash deposit per person will be required.

Your Condominium: Your condo 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. 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 is well stocked with liquor and wine.

What else is on property: Two lighted tennis courts and a swimming pool are available free of charge. 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 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.

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: 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.

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 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.

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. 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.

Batteries: 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.

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 US dollar is now 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 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. Some restaurants add a 10-15% service charge automatically, so be sure to check. Guests at Sand Dollar might consider tipping housekeepers, restaurant servers, boat captains, dive guides, tour guides or anyone who provides good service. 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: Airline tickets purchased as of October 1, 2010 most likely include the airport departure tax of \$35.00. If not, the departure fee will be payable in cash or debit/credit card at the airport prior to check-in. Children under 2 are exempt from the tax. MasterCard, Visa, Discover, Maestro, are all accepted, but American Express is not. Departure tax to Curacao and Aruba is lower.