



# NETWORK

Keeping you in touch with Aruba

Fall 2002

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## Update on Special Projects by Arne, our Vice Chairman

At our Annual Meeting held on May 22nd this year, the Board of Directors recommended that the members ratify three Special Projects:

1. Renovation of the Seagull Restaurant (a future name is pending);
2. Construction of a multi-purpose building;
3. Redesign of the parking lot.

Since the cost of these projects would exceed \$100,000, approval of the membership was necessary in compliance with the Articles of Association and the Board gave assurances that we will complete these projects without any special assessment being levied. As a result, these projects were overwhelmingly approved, and we graciously thank you for your support.

### RENOVATION OF THE RESTAURANT

With one of the choicest beach locations (and, of course, a wonderful customer base), the Board believes that we have an enormous opportunity to improve the restaurant that is currently called the Seagull. As a result, we have made the renovation of the restaurant our number one priority. We have spoken to you, we have reviewed your surveys and based on your feedback, we have unanimously concluded that a change in Management, as well as the structural improvements to the kitchen and dining area are absolutely critical to the success of our restaurant.

You have told us that this new restaurant needs to offer more creative and healthier food options, reasonable prices, significantly improved service and lively entertainment. We plan to address these requests so that you can experience the convenience of a top-rate restaurant just steps from your suite. We want you to share your enthusiasm with your friends. We want people to enjoy the bar again. We want this to be a restaurant worth talking about...and it will be!

Some of the more significant architect's changes include a romantically lit waterfall where the bandstand is currently located, an outside "boardwalk" dining area (where the grass verge presently is) connected to the indoor seating area by a series of bridges. A new sound and lighting system will enhance live entertainment and we already have new floor tiles which had been bought and paid for by Leisure Industries Management Company. The bar - with significantly improved drinks and better prices - will remain in its present location, but its dining room extension will be removed.

The roofline will not change as we will simply add a new material to the roof to comply with local fire codes and to make it much more durable than the present thatch. The outside walls toward Aruba Beach Club will also remain the same however, new inside walls in the kitchen area will be constructed to totally enclose the new air-conditioned kitchen which will allow guests to watch our chefs at work through glass which will extend upward from the countertops.

We have notified the current operator that we will not renew the current lease agreement when it expires in February of 2003, so the process for a replacement has already begun. We sent a questionnaire to prospective Concessionaires, we have drawn up a new draft lease agreement and Andy Osbourne, with help from field experts, has already begun to interview prospective operators. The Board will hear Andy's recommendations and make a final selection in the upcoming November Board meeting. During that meeting, we also hope to select a General Contractor for the project as the renovation will start immediately after the current lease expires. Completion is estimated to take 4-5 months and during this period of closure, we are looking for alternatives which we will share with you as they crystallize.

We are fortunate that some of our members have expertise in the restaurant equipment field and they have volunteered to help with the layout and selection of equipment for the new kitchen. We hope that the rest of our membership will play their part by spreading the word that Casa del Mar will soon feature one of the most top-rate restaurants on the island and then by supporting the new facility when it is completed.

### CONSTRUCTION OF A MULTI-PURPOSE BUILDING

Next on the Board's project list is the construction of a two-story building, to be used primarily for storage, in addition to housing the offices for Security and Human Resources, as well as an employee lunch and training room. The façade will be similar to our main building, and it will be located where our storage containers currently reside (between the parking lot and the access road towards Divi). In addition to providing much needed space for the items listed above, this building's construction will also free up the space near the game room that is currently serving as a lunchroom - space that we can rent out to generate additional revenue for the Resort.

The Board has already approved provisional drawings for the multi-purpose building so that the approval process with the Department of Public Works can begin.

### REDESIGN OF THE PARKING LOT

This joint project with Aruba Beach Club is presently in its planning stages. The thoughts are to close the present exit next to the Tennis Courts #1 and #2 and open a new exit, leading to the access road between Casa del Mar and Divi. The resulting redesign of the parking lot will increase the number of parking spaces by about 35 spots.

We hope this gives you a little insight into the Board's plans. We will keep you updated on the status of these projects and we hope you share our enthusiasm for the exciting changes that await Casa del Mar in the near future.

*We look forward to seeing you again soon in Aruba!*

## BEHAVIOR AT THE RESORT

During the course of the year, the behavior of some of our Members and their guests leave a lot to be desired. This year, especially at certain periods during the Summer that has just passed, the Resort had a very difficult time - in fact more difficult than normal - in trying to control the rowdy behavior of the unsupervised children of Members. The behavior exhibited included:

- \* Loud pool parties;
- \* Excess visitors around the pool;
- \* Unsupervised children;
- \* Loud radios;
- \* Glass around the pools.

It is expected that our Members have fun and enjoy themselves on their vacation. However, when their idea of "fun" reaches a level where the conduct completely disrupts the ambience of (y)our Resort, results in property damage and disturbs other Members, the time has come to strongly remind Members of the established Rules and Regulations of the Resort.

Clause 10.2 (a) of the Articles of Association deals with expulsion of members who repeatedly and seriously act in violation of the Rules and Regulations of the Resort and we are advising all Members of our intention to enforce these rules. In the first instance, serious breaches will be brought to the attention of the offending Member in writing and the Board of Directors will be notified. If the nuisance continues, the situation will once again be brought to the attention of the Member with a strong caution that if the situation does not improve, Management will make a recommendation for their expulsion to the Board - and the current Board of Directors is in strict agreement with enforcing this policy.

We regret having to take such measures but the behavior of some Members have left us no option in order to maintain the standards of the Resort for the enjoyment of ALL our members.

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## ENERGY SAVING PRACTICES

As you are aware, the entire world - some countries to a greater extent than others - for some time now has been practicing energy-saving methods. In Aruba, we are joining this growing list of participants in such a program not only because of the financial advantages but also the ecological benefits to be derived.

In this regard, we are implementing a system where the Housekeepers will be pleased to change your room towels when you advise us by using the card provided in the bathroom.

We are sure that the vast majority of our Members will assist us in this effort.

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## RESORT UPDATE

- \* The Emergency system is complete in the Ambassador Wing and is approaching completion in the Main building.
- \* Similarly, the project to replace of fabric of the living room

furniture is nearly complete. We thank you for your patience as the replacement was subject to available suites.

- \* The installation of the chiller for airconditioning in Phase 1 is complete and working.
- \* The roofing repairs to areas of Phases 1 and 2 are complete. Recent rains confirmed that the job was satisfactorily executed.
- \* We have installed another BBQ grill in the gardens between the Divi Resort and us and renovated the others. As a convenience, the Resort now offers BBQ coals and lighter fuel at a cost of \$7.50 which can be charged to your suite.
- \* Amado is back and performing at his known energetic level every Monday and Tuesday afternoon and every other Friday.
- \* The replacing of the stoves at Ambassador was delayed because the supplier shipped the incorrect ones. This project will resume as soon as we receive the merchandise as ordered.

We would like to remind you that the Maintenance Fees for the coming year have been mailed and we encourage you to pay on time to ensure the continued financial health of the Resort.

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## RESALES AND RENTAL DEPARTMENT

We all know that it was a tough year with worldwide issues causing economic concerns and closer to home, the internal problems of our South American neighbors also threatened the tranquility of Aruba. However, we thank you for your continued support of the Resales and Rental Department which, even in the difficult times, continues to play a vital role in the financial health of our Resort.

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## FOR YOUR VIEWING PLEASURE

Casa del Mar is planning to install its own satellite dish service which will be an enhancement to the channels offered by the local Cable TV Company.

A few years ago we introduced the rental of VCR's - a service which is now in high demand. To facilitate your anticipated requests, we recently added two more VCR machines.

In addition to VCR's, we are introducing the rental of DVD Players and DVD movies. The rate for the DVD player is \$5 per day or discounted to \$30 for the week and the DVD movies are \$3 per day. Please contact the Front Desk for further information.

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## THE BEACH

Recently, there was some correspondence addressed to the Board of Directors and posted on the Bulletin Board with regard to the beach at Casa del Mar and following are our thoughts on the matter.

The movement of sand along the shoreline is an event over which we have no control. The placement of stone "fingers" or groynes into the ocean is still strictly forbidden since the natural lateral movement of the tides is affected and while it MAY tem-

porarily and selfishly provide some widening of the beach in front of individual properties, the overall effect to the shoreline is negative and Casa del Mar will not irresponsibly contribute to such a situation. The existing stones which are sometimes visible, serve to protect the foundation of the Presidential building and the Restaurant facility. They were placed there from the beginning and were recently put back in their original position after being exposed by the effects of Hurricane Lenny in 1999.

Casa del Mar has the benefit of first-hand experience because the incumbent Chairman of the Board of Directors lived on this very property before the hotels were built. At that time, his father was in charge of the oil refinery which was located on the spot where the hospital now stands and so, from childhood, he has had knowledge of the movements of the ocean in this area and he confirms that the beach has always naturally widened and receded at certain times of the year.

We could learn a valuable lesson from the High Rise properties some of which illegally constructed groynes into the ocean. The marine "path" used by the seaweed at certain times of the year has now become blocked and its northern movement out into the ocean has been severely restricted. At times, this has resulted in trapped, decaying seaweed which becomes a smelly morass which is virtually impossible to remove from the ocean and ends up preventing the use of the beach. As you can well imagine, this causes quite an uproar and one year, many people checked out of their hotels because they could not use the beach. At this particular time of writing, because of the unsettled weather patterns in the region, there is an unseasonal build up of seaweed along the beaches and groynes would produce the same unsavory conditions outlined in the previous sentence - if we were to have constructed groynes as is being suggested.

We can honestly say that while our beach is not as wide as the one directly in front of Aruba Beach Club and beyond to Manchebo, Bucuti and Costa Linda, for the last two years, we have had wider stretches of beach for longer periods in front of Casa del Mar than we have had in a number of years previously.

We know that the beach is one of the many reasons why so many Members bought timeshare in Aruba but we need to be careful what we do from an environmental standpoint. You can rest assured that if there were a GUARANTEED solution to this situation, the Board would only be too happy to undertake such a project because we know it would be Members' money well spent. In the meantime, the reality is that whatever we do and whatever funds we spend - legally or illegally - we have absolutely no control over Mother Nature and the beach will continue to come and go as it has done from the beginning of time.

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## ARUBATIMESHARE ASSOCIATION UPDATE ON AIRLIFT

Earlier this year, the Aruba Timeshare Association (ATSA) tried to seek financially feasible alternatives to the high airfare tariffs to Aruba. As our timeshare owners required air-only arrangements, the cost of travel to Aruba had become the single most recurring complaint and, in conjunction with other concerns,

some Members were being forced to consider the following options: -

- \* Exchange to other more reasonably affordable destinations;
- \* Bank their weeks in order to spend more time in Aruba to justify such a high airfare component (a difficult option to redeem at a sold-out Resort);
- \* Sell their units.

ATSA started researching alternatives and found that the general attitude was "The Members have bought their weeks, they have paid their annual Maintenance Fees, they have to travel (because the weeks are fixed intervals), so why should we reduce the airfares?" In this scenario, Native Air Charters Inc. felt that with some support, they could offer a good service at better prices. For a number of reasons the charter did not go as planned after a delayed start June 2002 and regretfully, plans for departures from Boston and Newark have had to be discontinued. However, according to Arthur Solomon, the CEO of Native Air Charters Inc., all the persons who had booked have been accommodated on other airlines or refunded. He has announced plans for flights to Aruba from Fort Lauderdale and details of this service can be obtained by contacting them at Tel: (954) 575 3995; (866) 575 9965; Fax: (954) 575 3138; email: nativwed@aol.com

In the meantime, we have been in contact with some other operators who have expressed an interest in offering better air deals for the timeshare owners and their contact information is as follows:

### \* Iris Tours

Tel: (508) 771 2377; (800) 525 0063 Fax: (508) 778 6422;  
email: iristoursltd@aol.com  
Attention: Ira Gorfinkle.

### \* International Hotel Representatives

Tel: (800) 346 7084; Fax: (310) 937 4122;  
email: harlan.ihreps@verizon.net  
Attention: Harlan Cygielman.

### \* Travel Dimensions also operating as Aruba Express

Tel: (978) 664 7848; (800) 752 5055;  
website [www.flyarubaexpress.com](http://www.flyarubaexpress.com)  
Attention: Nick Kotopolous.

For your information, ATSA has no contractual arrangements with any of the above-mentioned organizations and this does not constitute an endorsement in any way. It is just a relay of information from parties who have expressed an interest in serving you. In this regard, from our Members, we have learnt that good deals are available but you need to be check around and this is advice that we encourage. Also remember to contact Interval International and RCI in this regard.

Andy Osbourne, current President of the Timeshare Association, assures us that ATSA will continue its search for other alternatives to this important component of your annual Aruba vacation and will keep you abreast of their findings.

## **CONTACTING THE RESORT**

We still notice that personal requests are being placed on the Bulletin Board on our website and although these issues are handled, we encourage you to use the proper email address so that any personal requirements can be more efficiently and promptly handled.

### **mshipabccdm@setarnet.aw**

Use this email address for Reservations, Member Relations and any operational matters for example: queries relative to the occupancy of your suite, exchanges, maintenance fees issues, other persons using your suite or any other special requests.

### **cdmrs@setarnet.aw**

This email address will put you in direct contact with the Resales and Rental Department for the renting of your suite, selling of your unit or information regarding units for purchase. Remember that this Department plays a vital role in keeping our Maintenance fees in check and we encourage you to keep supporting it.

### **cdmboard@yahoo.com**

Use this email address to direct queries to the Board of Directors and the Supervisory Board on non-operational issues.

We also encourage you to advise the Resort if you prefer to receive the Newsletter by email. Many Members have opted for this feature which saves the Resort on printing and mailing expenses. We do recognize that many Members do not have access to the Internet or prefer to continue to receive the Network by regular mail and of course we will honor these requests. However, if you would like to make the change, please advise Member Relations at mshipabccdm@setarnet.aw and they will make the necessary arrangements.

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## **HOLIDAY GREETINGS**

On behalf of your Casa del Mar extended family - the Board of Directors, the Supervisory Board, the Management and Staff, we extend heartiest Season's Greetings and wish you a New Year that will be filled with positive memories and Good Health, during which, we expect to personally welcome you to (y)our Resort.

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