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# NETWORK

Keeping you in touch with Aruba

Summer 2004

## HIGHLIGHTS OF THE ANNUAL GENERAL MEMBERS' MEETING HELD ON JUNE 2ND 2004.

The meeting was called to order at 10.15 a.m. John Merryweather, Chairman, Arne Hagglund, Vice Chairman, Gerry Kennedy, Treasurer and Angel Bermudez represented the Board of Directors. Also present were Andy Osbourne of the Supervisory Board, Aisa van der Biezen, General Manager and Anoushka Maduro, Executive Secretary.

Total proxies received	1740
Members present eligible to vote	21
Total	1761

### Agenda point #1:

The minutes of the Annual General Meeting of June 11th 2003 were approved with 1679 votes for, 54 votes against and there were 28 abstentions - total votes 1761.

### Agenda point #2:

Questions from the members present were posed and after responses were supplied, the financial statements for the fiscal period ended October 31st 2003, were approved with 1668 votes for, 66 votes against and 27 abstentions for a total of 1761 votes.

### Agenda point #3:

Once again, there were questions on the proposed budget for the fiscal period November 1st 2004 to October 31st 2005 after which this item was approved with 1499 votes in favour, 237 recorded votes against and 25 abstentions totaling 1761 votes.

General discussion followed and the meeting was adjourned at 11.25 a.m.

## GENERAL MANAGER'S CORNER

Even though we did not make it to send out a newsletter by the Holiday Season last year, we made up for it with an expanded version of the Convocation which detailed the operational projects we completed and informed you of the pending ones. Our other sources of communication were also very useful as we continue to have the weekly Members' Orientations and Bulletin News, monthly Management's Review on the website and recently our Convocation for the Annual General Members' Meeting. However, if for some reason you missed all the above, following is a brief update of all that went on during the last nine (9) months:

### Completed Projects:

- Casa del Mar now has its own Activities Coordinator who is well-known by many of our members. Monique Sylvania is on board and is offering daily activities to our members and guests.
- An Emergency Generator for the Ambassador Wing has been installed.
- Installation of a Surveillance Camera for the Front Desk and Lobby area.
- Complete refurbishing of the Calypso Restaurant which we encourage you to patronize as this in turns helps to financially support the Association.
- Purchase of an Automatic Defibrillator which is located in a cabinet in front of the Gym and every other week, there is a demonstration on its use at the members' briefing.
- Installation of our own Satellite Dish.
- Replacement of all the refrigerators at the Ambassador Wing.
- Replacement of old microwaves and stoves of the suites at Phase II.

- We now have a swipe card system for the Ambassador Wing suites and the same room card allows access to the Ambassador parking lot.
- Construction of a permanent Beach Wall in front of the ocean front suites.
- Purchase of a new emergency car for the Resort.
- Repairs on the roof of the Ambassador Wing.
- The Resort now supplies kitchen paper towels upon check-in. Request for additional paper rolls are available at a reduced price through the Housekeeping department.
- Wireless Internet services at the Resort which is free until further notice.
- Alhambra Casino is now offering shuttle service to our members and guests with pick-up and dropping right in front of our main lobby entrance.
- Introduction of a new Pool and Beach Surveillance employee to better control the pool and beach area.
- Replacement of Ambassador Wing's elevator.

*Short Term Plans:*

- Installation of the air-conditioning chiller system at Phase II.
- Installation of new swipe card keying System for the Presidential suites.
- Construction of an Activities Center.
- Redesigning of the existing parking lot for additional parking spaces.
- Restoration of the exterior of the Presidential building.

With your continued support you can see that many projects were completed and we intend to continue this trend.

Finally, it is with great sadness that we inform you of the sudden passing in Curaçao of our beloved colleague and friend, Richard Provence. Richard worked as one of our Bellmen and had headed to Curacao for medical reasons but unfortunately never made it back to Aruba alive. May Richard rest in peace.

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**RESALES AND RENTAL DEPARTMENT:**

In order to generate more rental income for our members, we introduced the following changes. Effective April 14, 2004 (Summer) the rental rate at the Ambassador Wing has increased from \$140 to \$160 per

night and December 16, 2004 (Winter) from \$190 to \$210. Members still receive the usual 25% off these published rates.

**We have also increased the percentage paid to the renter from 60% to 65% effective April 14, 2004 and we are asking that you continue to use this department which is beneficial to the Resort as a whole.**

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**ARUBA TIMESHARE ASSOCIATION (ATSA):**

*Airlines & Travel:*

This continues to be challenging and ATSA is continuing to look for travel partners who are interested in working with the Timeshare owners to Aruba. In this regard, please note the contact information for the following operators:

- TNT Vacations who can be contacted at 1 800 225 7678 Extension 3446 or [www.tntvacations.com](http://www.tntvacations.com);
- US Airways who can be contacted at 1 800 622 1015 or [www.usairways.com/Caribbean](http://www.usairways.com/Caribbean);
- Delta Airlines at 1 800 221 1212 or [www.delta.com](http://www.delta.com);
- International Hotel Reps at 1 800 269 8048 or [www.arubadepot.com](http://www.arubadepot.com);

Also, do not forget to check with the Travel Divisions of RCI and Interval International for those of you who are members of these organizations.

In the local news we were recently notified that Dutch Caribbean Express (DCE) commenced services to Aruba from Miami on Mondays, Fridays and Sundays.

In travel-related news, please be aware of the following information from our local newspapers as it relates to the new check-in requirements at the airport. Due to a new Security enhancement mandated by the Transport Security Administration (TSA), effective June 15, 2004 all carry on baggage and passengers must be screened 100% prior to boarding their respective flights. As a result of this, check-in time will be four (4) hours before departure time for ALL passengers with destination to the United States of America and San Juan, Puerto Rico. This new check-in procedure will be TEMPORARY until the airport of Aruba upgrades its screening equip-

ment and trains the security personnel. Also note that the cut-off time at the counter will be one (1) hour prior to departure time.

While on the subject of travel, there is always the question from members as to whether or not they should get passports. As security measures tighten around the world - and they will only get more stringent, our recommendation is to make the effort to get passports as it will only be a question of time before this requirement is formalized for travel to Aruba.

### ***Safety and Security:***

The fact that Aruba is a safe destination is extremely important to the continued success of the island as a tourist destination and, according to feedback from our visitors, this is surpassed only by the friendliness of Arubans themselves. In our efforts to maintain this security, the Aruba Hospitality and Security Foundation was formed with patrols on the beaches to curtail illegal activities, monitoring of watersports, liaison with Resort Security etc. This initiative which started on the High Rise Resorts, has been a tremendous success and earlier this year the project was expanded to include the Low Rise Resorts - most of which are timeshare properties.

Immediate plans include the continuation of the project to the downtown area and there are also plans to assist the police with watercraft to better control watersports activity.

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## **FOOD AND BEVERAGE NEWS**

As you are aware, the refurbishing of the former Seagull is complete and has been renamed Calypso. This name was chosen because it conjures up a Caribbean mélange of colour, rhythm, music and an atmosphere of happiness - and that exactly is what we hope to create for your enjoyment.

Calypso opened on September 6th 2003 and since then, based on the feedback from patrons, has been steadily making improvements to their menu and adding new activities in order to keep it interesting for Casa del Mar members. Those members who attended the special celebrations at Thanksgiving and New Year's Eve were

very satisfied and are looking forward this year to make early reservations. This can be done either by contacting the Resort or directly at their website at [www.calypsorestaurantaruba.com](http://www.calypsorestaurantaruba.com).

The Dinner menu, which now features more than thirty (30) items to choose from, was revised in March 2004 and now includes sections for selections of Salads and Pastas and also includes more traditional and familiar items like Shrimp Cocktail, Onion Soup and Seafood Thermidor.

In May 2004, a Lobster night with a choice of seven (7) different presentations was introduced. This experience is reasonably priced to include a soup and a salad. It is normally scheduled for Mondays but please check directly with Calypso for any changes and you are also encouraged to make reservations because of the popularity of this theme evening.

A Calypso Sunday Brunch got off to a good start and offers a superb selection of breakfast items, a variety of salads and a choice of hot dishes and desserts. The Brunch is from 11.30 am to 2.30 pm and with the excellent pricing which is among the best value for a brunch anywhere in the island, reservations are once again recommended.

In July 2004, another dinner event is planned which will be a "Rib us and Chop us" evening featuring all types of Ribs - Prime Rib, Short Ribs, Baby Back Ribs in addition to Rib Eye steaks, Pork Chops and much more. During this month, there are also plans to revise the Lunch menu as well.

At the Bar, the all-day Happy Hour is still a hit with our members. It starts from 11.00 am and continues until 6.00 pm. During this time, patrons receive 2 for 1 on house brands, certain selected frozen cocktails and the locally famous Balashi Beers.

A guest comment card has been introduced and the feedback will be used to make improvements wherever identified.

We thank you in advance for your support of the new Calypso Restaurant which will be to the financial benefit of the Resort.