

# Riu Palace Aruba Timeshare Information

## Royal Palm Club Rules and Regulations

- **Timeshare units, hallways and balconies are Non-Smoking. This policy includes Cigarettes, E Cigarettes, Vapor Cigarettes, Pipes, Cigars and any other form of smoking not listed. There is a fee imposed for smoking in timeshare units of \$250 per incident. Anyone smoking in non smoking areas will be asked to check out. Smoking is not permitted on balconies/patios as debris is often blown down to guest on other floors.**
- **The phone extension for Timeshare is 8024. To dial the Front Desk, press 9 from your Room Telephone. For an outside line press 6-charges apply. The Front Desk is available to assist with anything you may need.**
- Timeshare units must be left in reasonable condition upon check out. Dishes washed and put away, trash in proper containers, refrigerator cleaned out, beach towels returned to towel hut, personal belongings removed. If you are leaving food or personal items for housekeeping, these items should be bagged up and left on the counter. Food may not be left in the refrigerators or cabinets. If additional cleaning, beyond the standard guidelines is required at check out, the member or guest will be responsible for this cost.
- Cardboard boxes are not permitted to be brought into timeshare units or hall ways. Please ask the grocery store to bag your groceries in bags and not in cardboard boxes. Bringing cardboard into timeshare units can create pest control problems which the Riu works very hard to control.
- Dishes, glasses, utensils, cookware, small kitchen appliances, furniture, etc.. may not be removed from any timeshare unit. These items may not be taken to another timeshare unit as it is not possible to maintain inventory when items are removed. If these items are missing at check out, members or guest will be responsible for replacement cost.
- Furniture may not be removed from any unit. Furniture may not be damaged by members or guest (stains, spills, cigarette burns, abuse). If the furniture is damaged by a member or guest, the member or guest is responsible for cleaning, repairs or replacement. Housekeeping will notify management if items are damaged upon check out.
- Furniture may not be taken outside onto balconies or lanai areas. Upholstered furniture is not allowed outside of the timeshare unit. Patio Furniture may not be removed from beachfront patios.
- Beachfront owners may not move patio furniture from unit to unit. If you are missing sit up chairs, please contact the timeshare rep. If you are missing beach lounge chairs, please get them from the beach. Personal items may not be left in patio areas at check out.
- Members and Guest will be responsible for any damage done to timeshare units or furnishings during their contract week.
- If an item is missing or damaged at check in, please notify timeshare management immediately. If anything is wrong with a timeshare unit, please notify timeshare or management.
- Timeshare Members and Guest must check out at the timeshare desk. If a Timeshare Member or Guest leaves without checking out and an open balance remains on their account, the Royal Palm Club/Riu Palace Aruba has permission to charge the outstanding balance to the credit card as listed on the authorization form. There will be an administrative fee of \$25.00 added to outstanding balance if the member or guest leaves without paying their balance in full.
- When timeshare Members rent their units for less than a week and cleaning is required for an additional check in during the 7 day period, the cost to clean the unit is \$50.00 for a one bedroom unit and \$75.00 for a 2 bedroom unit.
- Timeshare members will be required to leave a signed credit card authorization at check in for outstanding balances, damages or extra cleaning required for timeshare units.
- Check in time is 4p.m. which allows for units to be cleaned properly. Check out time is 12 noon.

Timeshare units at the Riu Palace Aruba are owned and maintained by the Riu. As members (owners) we have the right to rent or resale the individual week/weeks that belong to us. Rentals and sales are only available privately, through individual members. The Riu is responsible for

the maintenance and upkeep of each unit. If there is ever a problem with a Timeshare unit, please contact Karina or the hotel manager on duty.

### **Check In**

- As you arrive at the Riu, meet the bellman-they are the best. You can also make arrangements with them to be at your room at a specific time on check out day.
- Move on to check in at the Royal Palm Club Desk where you will meet our timeshare representative, Karina. Turn right as you enter the lobby, the timeshare desk is located on the far right end. If the Timeshare desk is closed check in is at the Front Desk.
- Check In
- Room Keys
- Towel Cards-ask for the maximum you will need
- Pay Government Room Tax (One Bedroom \$72.52 for the week)  
(Two Bedroom \$83.65 for the week)
- Pay Aruba Environmental Tax (One Bedroom \$15.00/Two Bedroom \$25)

### **Riu Palace Aruba Options**

- Activate telephone in the room : \$20.00 phone deposit (by end of the stay if this amount is not completely used, you will receive a refund/if phone call charges exceed the deposit, difference is due and payable)
- Purchase All Inclusive Meal Plan/this is optional
- Purchase daily housekeeping service/this is optional
- Extra Bed Charge \$35.00 per day/\$245 per week based on availability
- Baby Cribs are available for \$15.00 per night/\$105 per week based on availability
- [Tender Babysitters Care is an outside company offering Crib Rentals with delivery included.\\_The crib cost is \\$13.00 per night with bumper. You can contact them directly at 011-297-561-3801 or email your reservation request to \[info@tbcaruba.com\]\(mailto:info@tbcaruba.com\). They offer baby strollers, high chairs, baby toys, car seat and certified babysitters. For more information about their services feel free to contact them.](#)

### **Accommodations**

- All timeshare units have a maximum capacity.
- One Bedroom 4 persons
- Two Bedroom 6 persons

### **Housekeeping Service**

- Regular maid service is Tuesday. If you are staying more than one week in the same unit, maid service is again on Friday.
- Towels are changed every day and trash is removed
- Daily maid service is available for an additional fee of \$35 per day/\$175 per week for one and two bedroom units.
- Housekeeping provides only bar soap for timeshare units
- All other toiletries are the responsibility of the member or guest. Please remember to bring Sunblock.

### **Beach Towels**

- Beach Towels are available at the Towel Cabana located in the pool area close to the timeshare building
- Members & Guest receive one towel per towel card
- Clean towels are available daily at the Towel Cabana
- Towel cards must be returned at check out
- If a towel card is lost, there is a \$20 fee per towel card

### **Beach Palapas & Pool Loungers**

- Beach officially opens at 7a.m.
- Beach Palapas are available on a first come basis. Recommendation is to be on the beach by 6:30 if you want a Palapa. Beach Attendants arrive at 7 and will place chairs under the Palapa you choose. You must be on the beach to secure a Palapa. You may not place towels or belongings under a Palapa if you are not on the beach. Once beach lounges have been placed under your Palapa, you may place your personal belongings on the chairs and under the Palapa. If your Palapa is unoccupied for more than 2 hours, the beach attendants have the right to remove your personal belongings.

- Pool Loungers are available on a first come basis. You may secure your pool lounge by placing your personal items on the chair. If your chairs are unoccupied for more than two hours, the pool attendants have the right to remove your personal belongings.

### **Check Out**

- Check out is at the Royal Palm Club Desk
- Members & Guest must return room keys, towel cards, wrist bands and pay any outstanding charges. It is a good idea to do as much of your check out as possible first thing in the morning. If there is a balance on your account, please make payment arrangements the day prior to check out. Then if there is a line, you may just leave your keys etc... Only if you have done your check out early.

### **Meal Plans**

All Inclusive meal plans are available to RPC members and guest. The All Inclusive option is as follows: If you buy the All Inclusive for a minimum of 6 days, the price is \$85.00 per adult per day (all-inclusive always ends on Friday which is checkout). Children 0 - 3 are free, Children 4 - 12 \$38.00 per day, and 13 years and up \$85.00 per day. The All-inclusive includes breakfast, lunch, dinner and all the drinks at the 4 bars on the property. It also includes the Sports Bar which is open 24 hours. With the full week package you may eat in all 5 restaurants. The main restaurant is the Don Nicolas which is the buffet. Every night they have a different theme. In addition to the buffet there are 4 themed restaurants, Sayuri (Japanese), Milano (Italian), Nautilus (Steakhouse) and Krystal (Gourmet). Timeshare members and guest may only dine in Themed restaurants when they purchase a 6/7 day All Inclusive Package. Themed Restaurants are available on a first come basis starting at 6:30. Room Service is also included which is a fixed menu. Room Service is only available if you have the 6/7 day All Inclusive Package. To purchase All Inclusive, everyone registered to the timeshare unit must purchase the All Inclusive Plan. Timeshare members and guest are not allowed to purchase individually-it is all or no one.

The Riu also offers Day Passes which you can buy on a daily basis. The price is \$95.00 per adult per day, \$55.00 per child (4-12) per day (ending at 10:00 pm the same day of purchase). It includes breakfast, lunch, dinner and drinks at the 4 bars on the property. With the Day Pass option, Dinner is only in Don Nicolas which is the buffet. The theme restaurants and Riu Palace Antillas are not part of the Day Pass. They are only available when you purchase the 6 or 7 day package. If you purchase a Day Pass, everyone registered to the timeshare unit must purchase a day pass. Meal Plans are all or no one. The Day Pass is sold daily at the front desk and may not be purchased in advance. Day Passes expire at 10p.m. If you purchase a Day Pass you will be required to leave identification at the front desk. You must return your bracelets by 10p.m. and pick up your ID. If you do not return your bracelet by 10p.m. you will be charged by the day until it is returned.

The Riu also offers breakfast, lunch and dinner vouchers, if you prefer to purchase meals individually. Individual meal vouchers are sold daily at the front desk and may not be purchased in advance.

Breakfast (adult) \$25.00 – (child 4-12) \$15.00

Lunch (adult) \$35.00 – (child 4-12) \$17.50

Dinner (adult) \$50.00 – (child 4-12) \$35.00

- If you are not on the All Inclusive Plan, you may charge drinks to the room, only at the Pool Bar from 9.30 AM to 6.30 PM. To have the option of charging drinks at the pool bar, there is a \$50.00 deposit due upon check in. After 6:30 bar service is not available to guest who do not purchase All Inclusive.
- If you purchase a full week of All Inclusive, Adults may eat at the Buffet at Antillas. Adults with All Inclusive may also use the pool, bar and shows at Antillas. Specialty Restaurants are exclusive to the resort. The hotels are not interchangeable for Specialty Restaurants.
- Timeshare Members and Guest may attend the nightly shows. If you do not purchase All Inclusive you may not order drinks at the shows. You may want to plan to bring your own.