

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, Drugs 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. The Riu also has an App you may download to use for all request during your stay. 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.
- ALL CHARGES from the Riu appear on your statement as Silver Moon Hotel & Casino. Please make note of this so there is no confusion.
 - * Patio Door & 1st & 2nd floor beach doors may not remain open. This turns the Air Conditioning off and creates dampness and mold in the Timeshare Units. All door must be remained closed. If doors are found open, the Riu may charge a fee for dampness & mold clean up.
 - * If you are staying in a 1st or 2nd floor unit, please check the Windows to make sure they are locked.
 - * The Door from the Timeshare Building to the beachfront may not be propped open. This has become problematic allowing Non Riu Guest to enter the building.
 - * Please do not leave personal items on Patios or Balconies in Timeshare Units. The Riu is not responsible for items left out.
 - * Renters & Guest must be provided with the Rules & Regulations.
- 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 11am. Per the Timeshare Membership agreement, Check in time is 4pm. Check Out Time is 11am PROMPT. Members & Guest must be out of the units at 11am. This includes everyone whether a new check in or a stay over in a different unit. Please do not go in to your unit unless Karina has confirmed it is ready for Check In. Please do not plan to move to your next unit until 4pm. Belongings may be stored with the Bellman in the lobby but not in the unit you will move into. Please CHECK your unit as soon as you go in. If anything is wrong you will need to go back to the Timeshare desk. Timeshare is not available on Saturday or Sunday to assist so getting things fixed at check in is most important.

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 \$119.48 for the week)
(Two Bedroom \$145.53 for the week)

NOT INCLUDED IN TIMESHARE UNITS:

TELEPHONE CHARGE: LOCAL CALL \$5 TO \$8 USD PER MINUTE AND OUT OF COUNTRY CALLS \$11 USD PER MINUTE.

LAUNDRY SERVICE DIAL 9 AND REQUEST A PICKUP. CLOTHES ARE RETURNED BACK IN 2 DAYS.

CLEANING SERVICE IS NOT INCLUDED:

Regular maid service is every Friday and Tuesday. Towels and trash are changed daily. If you want daily maid service, there is an additional fee which has to be paid in advance. One and Two Bedrooms are \$30.00 daily or \$150.00 per week.

EXTRA BEDS:

There is an extra bed charge of \$40.00 per night. The price for 7 nights is \$280.00 Based upon hotel availability at check in, extra beds may be available. During HIGH season, the hotel does not offer extra beds for timeshare members.

BABY CRIBS:

There is a Crib charge of \$20.00 per night. The price for 7 nights is \$140.00. Based upon hotel availability at check in, Cribs may be available. During HIGH season, the hotel does not offer Cribs for timeshare members.

Tender Babysitters Care is an outside company offering Crib Rentals with delivery included. The crib cost is \$13.00 per night with bumpers. You may contact them directly at 297-561-3801 or email your reservation request to info@tbcaruba.com. They also offer baby strollers, high chairs, baby toys, car seats and certified babysitters. For more information about their services feel free to contact them.

TIMESHARE OCCUPANCY:

All timeshare units have a maximum capacity. The maximum capacity for a one bedroom is 4 people. The maximum capacity for a two bedroom is 6 people.

ROOM TAX:

This is a government tax which is paid upon check in.

One Bedroom: \$119.48

Two Bedroom \$145.53

OFF PROPERTY ACTIVITIES:

The Riu offers an activity desk "De Palm Tours" located in our Lobby. To book activities please visit the desk in person. You may log on to their website for more informationwww.depalm.com.

CAR RENTALS:

ET car rental is located in our lobby. Rentals include Cars & Jeeps. You may email at etcararuba@gmail.com. The only phone number is WhatsApp +297-567-9237 (David).

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 6am.
- Beach Palapas are available on a first come basis. Recommendation is to be on the beach by 6am if you want a Palapa. Beach Attendants arrive at 6am 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.

RIU MEAL PLAN OPTIONS:

If you purchase the All-Inclusive Package for a full week, the price is \$110.00 per adult per day (\$660 per week which includes one free day). Children 0-3 are free, Children 4-12 \$60.00 per day (\$360 per week which includes one free day). Children 13 years and up \$110.00 per day (\$660 per week which includes one free day).

A 6-day package is also available if you are only staying 6 nights. The price is \$110.00 per adult per day (\$550 per week which includes one free day). Children 0-3 are free, Children 4-12 \$60.00 per day (\$300 per week which includes one free day). Children 13 years and up \$110.00 per day (\$550 per week which includes one free day).

All-Inclusive includes Breakfast, Lunch, Dinner and drinks at the 4 bars we have on our property. It also includes the Sports Bar which is open 24 hours. With the Full Week (7 days) meal package you may eat in all 5 restaurants. With the 6-day meal package (6 days) you may only eat at the Buffet.

The main restaurant is Don Nicolas which is the buffet. Every night offers a different theme. In addition to the buffet there are 4 themed restaurants, Sayuri (Japanese), Milano (Italian), Nautilus (Steakhouse) and Krystal (Gourmet). Themed Restaurants open from 6:30pm to 9:00pm on a first come system.

With the All-Inclusive package Room Service is included. Room Service is a fixed menu. PLEASE CALL 8800 from your Timeshare phone to order room service. Room Service is only available if you have the 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.

IN DECEMBER THE ALL-INCLUSIVE PACKAGE FOR WEEKS 51&52 has an additional amount per person of \$125 per adult and \$62.50 per child for the Holiday Meal Events. The Riu will charge the \$125 per adult and \$62.50 per child at check in when you purchase All Inclusive.

The Riu also offers Day Passes. These are available for purchase daily at the Front Desk. Day Passes end at 10pm nightly. Day Passes are \$140.00 per adult per day, children 4-12 \$70.00 per child per day. Day Passes include Breakfast, Lunch, Dinner and drinks at the 4 bars on our property. With a Day Pass dinner is only offered at Don Nicholas which is the buffet. The Themed Restaurants are not included with a Day Pass. Day Passes must be purchased by everyone registered to the Timeshare. It is all or no one. ON DECEMBER 25th & 31st THE DAY PASS WILL INCLUDE AN ADDITIONAL CHARGE OF \$125 PER ADULT AND \$62.50 FOR CHILDREN 4-12 FOR THE SPECIAL EVENT MEALS.

The Riu also offers breakfast, lunch and dinner vouchers if you prefer to purchase meals individually. Breakfast (adult) \$35.00 – (child 4-12) \$20.00 Lunch (adult) \$45.00 – (child 4-12) \$25.00 Dinner (adult) \$65.00 – (child 4-12) \$40.00. ON DECEMBER 25th and 31st FOR DINNER THERE IS AN ADDITIONAL CHARGE OF \$125 PER ADULT AND \$62.50 PER CHILD FOR THE SPECIAL EVENT MEALS.

If you are not on the All-Inclusive Plan you may charge drinks to the room by leaving a deposit on your credit card at check in. This is only available at the Pool Bar from 7.30 AM to 6.30 PM. You will pay any additional charges at check out.