



Greetings!

As we enter 2012 I'd like to take a moment to thank our fantastic staff and valued guests for a truly wonderful 2011. Bucuti received many international accolades in 2011 including: "Top Resorts in the Caribbean" in the prestigious Conde Nast Traveler: 2011 Readers Choice Awards; Best hotel in Aruba by Zoover Holiday Reviews, one of the leading travel review sites in Europe; the TripAdvisor Certificate of Excellence 2011; a Fodor's Choice selection as a leader in service quality and value, and a Green Globe High Achievement Award. Each one of these accolades is a testament to our dedication to service, quality and the environment.



We look forward to meeting the expectations set forth by these honors as we move forward into a new year, and we are forever grateful to our guests who continue to appreciate and support our efforts.

### Real-time Online Reservations

Booking a trip to Bucuti is now easier than ever with our new online booking application for real time reservations. By using this secure system, guests can check room availability and reserve their desired room via our [website](#).

As an added convenience, a link has also been placed on our [Facebook page](#). So booking future stays at Bucuti is as easy as uploading pictures from your trip!



### Our Team

At Bucuti we are very proud of our team and believe they play a large role in what makes the resort such a special place. There is no higher testimony we can receive than the words of our guests who are kind enough to take the time to fill out our Bucuti's Best comment cards detailing the special attention and service demonstrated throughout their stay. The Bucuti's Best program presents our staff with the opportunity to earn monthly awards and as well as an annual prize.



This year we are delighted to have recognized Orville Duffus, one of our always helpful Beach Attendants, with the Annual Bucuti's Best Award of \$1,500! Thank you, Orville, for always smiling and always putting in the extra effort to make our guests comfortable and happy on the beach. Orville is seen here receiving his award from Resort Manager Deborah Dintelman, and Director of Sales, Marketing & Administration, Tisa LaSorte.



Peter Clark, an incredibly kind and devoted member of our security and bell staff, was recently honored with a nomination for the Shoco Award for Employee of the Year. The Shoco Award is a collaborative effort between Aruba's Tourism Ministry and the Aruba Hotel and Tourism Association's to recognize exemplary service in the hospitality industry. Our proud owner, Ewald Biemans, is seen above with Peter at the formal awards dinner in December, where Peter received the runner-up plaque.

### Renovations

As we've mentioned in the past we continue to plan renovations to our restaurant. We are in the process of completing designs to replace the ship with a stylish, see-through and air-conditioned building. Due to the process of building permits and in order to cause as little disruption as possible to our guests, construction will not begin until 2013. We will certainly keep you well-informed as the developments unfold. We will inform all travel companies we do business with as well as our repeat guests well in advance and repeatedly.

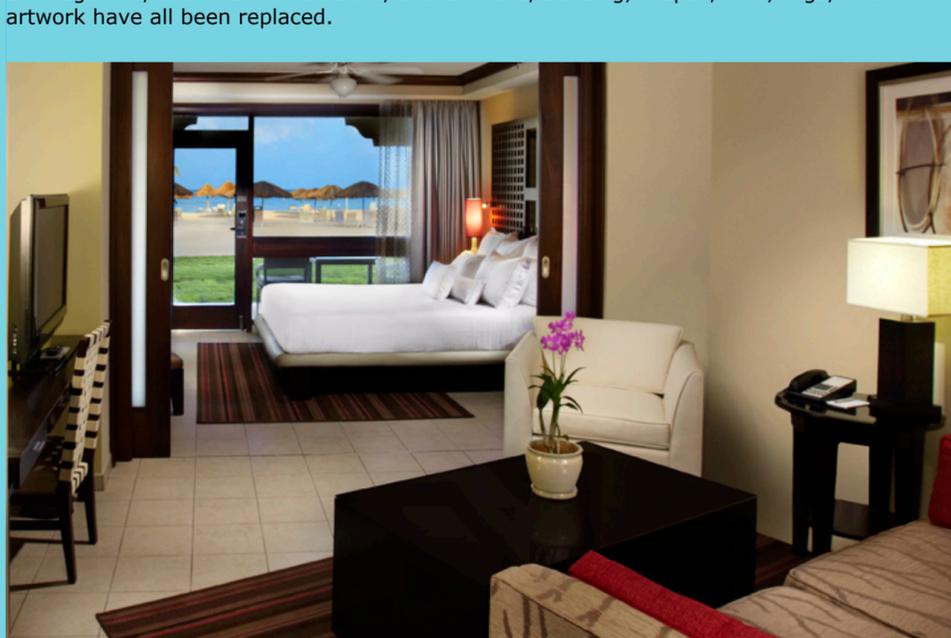


Meanwhile, our Food & Beverage Director, Kurt Hoffmann, has introduced new menus in our restaurant for lunch and dinner which have been receiving rave reviews. The wine list was also updated with delicious new options.

- [Lunch Menu](#)
- [Dinner Menu](#)
- [Wine List](#)

In 2011, we renovated all our rooms and suites into beautiful eco-friendly spaces that provide a healthy and sustainable experience for guests. The addition of an energy management system is another improvement that automatically provides energy efficient control for the lights, air-conditioning and thermostats. New dehumidifiers and air-purifiers with HEPA filters will keep the air clean, free of allergens and odor-free. The comfortable new mattresses are all eco-friendly with recycled and natural materials. Our mission is to decrease the resort's environmental impact without affecting a guest's overall experience and comfort. You can view our many "green" practices across the resort [here](#).

In addition, the Bucuti rooms recently underwent upgrades including fresh linens, drapes and rugs and, in the Tara suites, the furniture, bedding, drapes, TV's, rugs, and artwork have all been replaced.



The outdoor Fitness Center also got a makeover and is filled with brand new equipment, new fans to help increase airflow, and a fresh new bamboo fence.

### No Surprise Charges at the End of Your Stay

Please note that as of 2012, our rates include all taxes, fees and service charges. Local calls are free, and Wifi is complimentary across the property. The only charges you will see on your bill at check out are of any incidentals you purchased, such as meals and beverages. You can use the netbook we provide to each room to check your emails, Skype your family (to avoid long distance phone charges), or for Facebooking.

We wish you all a healthy and happy 2012 and hope you'll join us soon!

#### Ewald Biemans

Owner and Managing Director  
Bucuti & Tara Beach Resorts