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Bucuti & Tara Beach Resorts Aruba Newsletter

Winter 2014-2015



Greetings!

We have our latest news from Bucuti & Tara Beach Resorts to share with you today.

A GREAT HONOR



Bucuti & Tara Beach Resorts was awarded "Best Hotel" by Thomas Cook Northern Europe, the top tour operator in Scandinavia. The honor was a result of Bucuti earning the highest consumer rating from 1.5 million customers throughout Sweden, Denmark and Finland. Over 1,500 hotels were in the running for the award across the globe.

"We are truly honored to be recognized as 'Best Hotel' by Thomas Cook Northern Europe," said owner of Bucuti & Tara Beach Resort's **Ewald Biemans**. "For 25 years, our goal has been to offer guests a memorable experience throughout their stay, and we believe that an honor such as this is a direct reflection of this commitment and our staff's genuine hospitality."

CELEBRATING A DECADE WITH BUCUTI

The Bucuti family is thankful for every member of our magnificent team and the role they each play in making a guest's stay memorable. We take pride in our wonderful staff and their loyalty. We would like to take moment to honor our associates who are celebrating 10 years with our resort: Eric Davelaar, IT Manager, and Jasmine Miller, a member of the housekeeping team.



Eric with HR Manager, Lourdes and Director of Sales, Marketing & Administration, Tisa



Jasmine with Resort Manager, Deborah and Executive Housekeeper, Mickael

BUCUTI'S BEST OF 2014



At Bucuti, we are proud of each and every member of our team as they are one of our greatest attributes. We also believe in honoring those who go above and beyond to make our guests feel welcome and also exhibit a great amount of leadership and teamwork. Every month, two associates are selected as "Bucuti's Best" based on nominations by our guests and employees. We also have a monthly winner for the associate who has received the most mentions on [TripAdvisor](#).

At the end of each year, we announce the well-deserved winners of the annual "Bucuti's Best" selection. The 2014 winners are: Angelo (beach attendant), Daniela (concierge) and Karen (bartender). Owner Ewald Biemans was proud to offer a generous cash prize to each of the three winners of "Bucuti's Best" for 2014. We are grateful for the nominations received from our guests and co-workers. Thank you to all our guests for their encouragement of our wonderful associates.

NEW ADVANCE CHECK-IN

As part of our ongoing commitment to offering the most carefree vacation possible, we are continuously thinking of innovative ways to enhance the guest experience. Bucuti's guests can now begin their tranquil experience as soon as they step foot onto the property, thanks to the resort's [Advance Check-in](#) option. Each guest will be greeted curbside by



their personal concierge, who will whisk them away to their room while finalizing the check-in process with the resort's new personalized Tablet Check-in system. The new Tablet-Check-in system eliminates the wait at the front desk and the need to fill out forms. Before traveling to Aruba, guests can **log in** at their leisure and fill out all of the detailed information typically required upon arrival-saving precious time that can be used for relaxing and soaking up the sun!

The advantages of using the Advance Check-in option are as follows:

- Ability to make special requests ahead of time
- Immediate greeting by a personal concierge upon arrival
- Use of a VIP digital tablet for personalized check-in
- Personal concierge to escort you to the room with a briefing on resort
- Champagne toast upon arrival to set the tone for the remainder of your vacation
- Opportunity to finalize any check-in information or ask questions about the resort or island while being personally escorted to your room

The whole concierge team continues to be available to each guest after check-in to provide personalized recommendations on where to eat, play and relax, so feel free to ask.

We place high value on guest feedback, and we thank all of you who have shared your experience with an online review and look forward to welcoming you back!

CASH-FREE RESORT

As a friendly reminder, our resort does not accept cash for payment at the front desk or in the restaurant. We accept all major credit cards, debit cards and room signing privileges for all services within our resort.

Please note: Cash deposits are required on behalf of third-party vendors, such as dive operators and tour companies, at the concierge desk and often require exact change.

GUESTS OF HONOR

One of the keys to our success is our repeat guests who choose to vacation with us time after time. This is a true accomplishment for any resort, and we love to see familiar faces return! The Aruba Tourism Authority honors loyal Aruba visitors with the "Distinguished Guests" title and a certificate of appreciation for their loyalty. To receive this honor, the visitor must have visited Aruba for 10 consecutive years or more. Most recently, two

Bucuti couples were honored by the tourism authority, and we could not be more thrilled to be part of the reason why they keep coming back. We extend a special congratulations to Mr. and Mrs. Mirkos of Wisconsin and Mr. and Mrs. Dioron from Massachusetts.



BEING GREEN

We are dedicated to protecting and preserving our environment and are committed to raising awareness within our resort and the community to foster sound environmental practices. The third Wednesday of every month continues to be Bucuti's beach cleaning day where guests can volunteer to join our associates in cleaning a mile of Eagle Beach. Our guests never cease to impress us with their participation in our eco-friendly efforts. Thank you!





A BREATH OF FRESH AIR

As announced earlier this year, Bucuti's new non-smoking policy will be going into effect on January 1, 2015.

Smoking will only be allowed in three designated areas on the property:

1. A smoking palapa in the south garden (south side of the Bucuti wing)
2. Designated spot in Courtyard Garden.
3. A dedicated smoking area on the beach



This new policy is a part of Bucuti's ongoing commitment to creating a complete sense of wellness for our guests. As you may know, Bucuti is currently completing our fourth green certification, LEED (Leadership in Energy and Environmental Design). Part of this certification process requires Bucuti to implement additional measures to ensure a healthy environment and clean air for both our guests and staff.

We sincerely thank you for your support of our resort and our efforts in sustainability and wellness.

DELECTABLE DINING



Bucuti's two restaurants are consistently rated in the top 10 restaurants on Eagle or Palm Beach, Aruba. **Carte Blanche** currently sits at the top of the list, ranked #1 of all 140 restaurants in Aruba. Additionally, Carte Blanche has held the Certificate of Excellence by **TripAdvisor** since 2011.

Bucuti's newest addition, Elements, has quickly gained a reputation as one of Aruba's most distinguished restaurants. **Elements** is island's first and only restaurant that offers guests the opportunity to enjoy natural and organic dining in addition to a gluten-free menu. The wholesome menu options feature genuine, certified organic items and natural products offered through four distinct menus: **world cuisine, organic and natural, gluten-free** and **vegan and vegetarian**. Elements has earned #6 ranking out of 140 restaurants.

PLAN AHEAD FOR 2016



2016 rates are ready! As you may already know, Bucuti's rates include all taxes and fees, so our guests are not surprised with additional charges at checkout. Although we did not increase our rates in 2015, some new taxes were added by the government. We previously did not add these to our rates and instead absorbed the taxes ourselves, but it is now time to accommodate these new taxes into our 2016 rates.

Due to our high occupancy levels, it is highly recommended that guests start booking their vacations as early as possible to ensure availability. We do occasionally receive cancellations, so we encourage guests to check for availability using our booking engine on our website: www.bucuti.com.

At this time, we do still have some rooms available between December 21-26, 2014, as well as the following 2015 dates: January 3-6, January 29-February 2, February 7-11, February 17-28, and any time after March 8, 2015.

2016 rates can be viewed here: <http://www.bucuti.com/reservations/rates>.

We look forward to welcoming you on your next beach vacation in Aruba!

Ewald Biemans

Owner and Managing Director
Bucuti & Tara Beach Resorts