

Buddy Dive
RESORT



Bonaire

Your Buddies on **Bonaire** **Know Before You Go**

Thank you for booking your stay at Buddy Dive Resort Bonaire, we have put together some information ready for your arrival, which we hope you will find helpful during your time on Bonaire.

BEFORE TRAVELLING

ROOM / SPECIAL REQUESTS

If you have a favorite room and/or special requests, please feel free to mention it to us during the booking process. We will be pleased to do our utmost to fulfill your (room) requests and wishes. However, please keep in mind that we cannot guarantee these.

BEDDING

It is important that we know how you would like your bed made up in your accommodations. You have the choice between **1 king bed** or **2 single beds**. Please do let us know your preference per bedroom, so this can be ready for you on arrival.

BABYSITTING SERVICES AND KIDS CLUB

If you require babysitting services we advise to request this during booking, please let us know the dates and times that you need this service so that we can confirm this for you in advance of your arrival. The costs are \$10 per child per hour, to be paid on the spot. Should you need a baby crib (free of charge) and car seat (surcharge) please also request this at the time of booking.

For Kids at the age of 5 and older and who can swim, we offer a special program, called The Buddy Rangers. For kids a bit older, as of 8 years of age, we offer the PADI seal team, a 5-day program, which will introduce your children to the fascinating world of scuba diving. More detailed information can be found on www.buddydive.com/kids.

INSURANCE

We strongly recommend all clients to purchase comprehensive travel insurance. This should include cancellation, medical, accident, luggage, emergency and diving cover, it is best to arrange this a few months prior to your departure. If you are relying on the insurance provided by your credit card company, please make sure to check in with them about all the necessary steps that need to be taken prior to your trip, in case of damage or in the case of an emergency. In some cases, you will have to pay the costs and claim them back, so to prevent unnecessary surprises it is best to find out the process prior to departure.

We recommend DiveAssure, which can cover just this trip or for a whole year and you have the choice of dive insurance, travel insurance as well as a combination of both.

SAVE TIME ON CHECK-IN

On our website you can find all the check-in forms to make this process quicker and easier. Please find the resort and diving forms on the following link www.buddydive.com/save-time-on-check-in/ In addition to these forms you do need to show us a valid passport / ID and driver's license. A credit card authorization as a form of deposit on the room. If you can have these available on arrival this will speed up the process even more. If you have booked through a Travel Agent or Tour Operator, please have the voucher issued by them available on check-in.

UPON ARRIVAL

ARRIVAL TIMES & AIRPORT TRANSFERS

For a smooth arrival and transfer to the resort, please keep us updated with your exact arrival details. If you have transfers booked please look for the Buddy Dive sign after clearing customs. In the unexpected case of flight delays, we advise you to contact our front office / reservations department on **1-866-GO-BUDDY** or **+599 717 50 80** with your new arrival times.

CHECK-IN / CHECK-OUT TIME FOR ROOMS & CARS

Our official check in time is 4pm, so if you have an early arrival, the room and car might not be ready upon arrival. We will do our best to have the room and car ready for you as soon as possible though! If you have an early morning arrival and wish to ensure that your room and car are directly available upon arrival, then we advise you to book the night prior to your arrival and this will then be ready for you. If you are arriving late in the evening or after dark, then you will receive your pickup truck first thing the next morning. You will of course receive your room key right away.

The check-out time is 11am for rooms & rental vehicles. You can request a late check-out from your room until 5pm, at the front office. The cost for this is \$ 80.00 per room and is based on availability.

WHAT IS THERE TO DO SHOULD YOU HAVE TO WAIT FOR YOUR ROOM?

There is a bathroom at the front office which you can use to freshen up and change. You can also go for a swim or relax on one of our sun loungers. Our breakfast buffet is open daily from 6.30am - 10am and the dive shop opens at 8am where you can start the check-in process and get ready for the 9am dive orientation.

DAMAGES AND DEPOSITS

A \$565 deposit will be held on your credit card, in the case that any damages are made to your room, car or any property onsite and off-site. This authorization is automatically released, which can take up to 10 business days, as long as no damages have been incurred.



RESORT INFORMATION

FRONT OFFICE OPENING HOURS

Our Front Office is open from 6am - 11pm and there is assistance outside of these hours from our front office staff or the security personnel on duty at the front gate.

CARS

The cars from our fleet are single cabin and double cabin pick-up trucks, as well as vans. All vehicles have manual gear shift. To rent a vehicle on Bonaire you do need to be 23 years old with a valid driver's license and a credit card.

Should you prefer a pick-up truck or van with automatic transmission, please let us know as we can arrange this for you. There will be an additional charge and a price will be requested for you at the time of reservation. The first registered driver is free, any additional drivers can register for \$5 per driver, per day.

VEHICLE INSURANCE

Our rental vehicles come with no insurance cover, therefore we highly recommend taking out one of our insurance packages which are outlined below:

- CDW Insurance: \$11 per vehicle per day
- CDW Plus Insurance: \$19 per vehicle per day

Please note that most off-island insurance companies do not cover pick-up rental on Bonaire. Buddy Dive does not accept payment from any other insurance that the renter may have. The renter of the vehicle accepts to settle the damage directly towards Buddy Dive. When declining Buddy Dive's insurance an additional deposit of \$ 1,000 will be required.

HOUSEKEEPING

Your room will be serviced every day. Fresh towels will be provided daily if you place the used towels on the floor. Being an environmentally sensitive island, we hope you will assist in conserving water and energy by reusing your towels whenever possible.

Shower gel and shampoo are provided in the room. Hair dryers, irons / ironing boards, alarm clocks and fans are available at the front desk, on request and based on availability.

Beach towels are also available at the front desk and you can change these throughout your stay - a deposit of \$20 is required to use this service. The deposit will be refunded at the end of your stay.

ELECTRICITY

The power from most of the electrical outlets in your room is 127 volts operating at 50/60 cycles (Hz.) and 220 volts 50 cycles in the kitchen. Unfortunately, this doesn't match the power requirements of most European or American appliances. Therefore, we do not recommend that you use the outlets in your apartment for any sensitive plug-ins, such as laptops or battery chargers unless these are equipped with a "surge" protector.

BREAKFAST

Is available daily from 6.30am - 10am, you can choose from a buffet and have freshly made eggs. If you have any special dietary requirements please do let us know in advance and we can try to help accommodate these.

BLENNIES RESTAURANT

Serves lunch and dinner, come and enjoy a wide array of sandwiches, starters, salads, burgers, locally caught fish and meat main dishes while overlooking Klein Bonaire and enjoying the amazing sunsets. Please have a look at www.buddydive.com/blennies for our menu.

Blennies is open for lunch from 11am - 5pm and dinner is served from 5pm - 10pm.

Join us daily for Happy Hour from 5pm - 6pm with 50% discount on all soft drinks, beers, wine by the glass, cocktail of the day, house drinks.

Every Friday we have the Managers Rum Punch Party from 5.30pm - 6.30pm with live music from Moogie Nation, followed by our famous Friday Night All you can eat BBQ with Hog Roast. Please make a reservation for the BBQ to avoid disappointment: +599 717 5080 ext 3205

INGREDIENTS RESTAURANT

This restaurant is all about the freshest ingredients being prepared in front of your eyes, in an open Mediterranean style kitchen. Enjoy our luxurious salad-bar, homemade pasta's with an array of delicious sauces and toppings or create your own pizza, cooked in our enormous pizza oven. Our chefs offer you a daily changing selection of Bonaire's finest fishes and prime quality meat cuts from the grill or the plancha, served with intense sauces and tasty side dishes. Complete your dinner with a range of delicious desserts. If you have any dietary or special requests, please contact us as our chefs are more than happy to come up with a menu that suits your needs.

Open daily from 6 - 10pm. Reservations are advised: +599 717 1684
info@ingredientsrestaurant.com - www.ingredientsrestaurant.com

INTERNET

You can use our WI-FI services in select locations on the resort, please ask at our front office for an access code, which can be used for one device per person. We also have a desktop computer at our Front Office that you can use for Internet, should you decide not to bring a laptop or tablet with you.

TIPS FOR STAFF

There are no service charges automatically added or charged to any bill at Buddy Dive Resort. If you wish to acknowledge the service that an individual member of our staff has provided, please be sure to give this to them directly and if you wish to recognize a department for a job well done this can be given to the department manager to distribute.

YOUR CONTACT DETAILS DURING YOUR STAY

Your family and friends will be able to reach you under the following phone number 24 hours a day, 7 days a week on (USA) 011 599 717 5080 / (Europe) 00599 717 5080.

DIVING

DIVE ORIENTATION

You will need your Diving Certification Card to enroll for diving, please do not forget this. Please make sure you check in at the dive shop 30 minutes prior to the orientation.

Every diver needs to buy a STINAPA marine park tag, which is valid for the calendar year. This nature fee is \$25 per diver and \$10 per snorkeler.

All divers need to attend a mandatory dive orientation before starting to enjoy Bonaire's reefs. The dive orientation is held at 9am or at 2pm daily. Afterwards you need to do your check-out dive in front of the dive operation and then the ultimate dive freedom can start. If you don't have a buddy to go diving with, you can sign up on the "looking for a buddy" board on the dock to find a dive buddy.

We have plenty of dive equipment available to rent, should you not want to bring it with you. Please visit www.buddydive.com/diving/dive-prices/equipment-rental/ for details and the prices.

DIVE COURSES | GUIDED DIVES

To make sure that an instructor or a guide is available for your courses or dives, please make these arrangements during the booking process, we can then ensure that we can accommodate your request. If you have already booked a course with us, please remember to bring all your paperwork with you!

If you are taking a diving course, we do need you to complete a medical form; should any of your answers be 'Yes', then you will need your Doctors approval before you will be able to dive. The form can be found at www.buddydive.com/save-time-on-check-in

CAMERA EQUIPMENT RENTAL

We also have a lot to offer to divers who want to take advantage of Bonaire's photographic opportunities. Different digital camera equipment is available for rent at the shop, such as SeaLife, GoPro cameras and related accessories. Photography and videography courses can also be arranged with prior notice. Please stop by our dive shop for more information.

ACTIVITIES CENTER

Is available at the Dive shop and is open from 8am - 5pm daily.

On Site Activities and Services:

Mountain Bikes / Scooters

Can be hired for you, mountain bikes and city bikes can be arranged as well as scooters. Please ask at the front office for a quote if you would like to see the island differently, they can check this for you.

Kayak Rental

We have single and double kayaks available to rent, please ask at our dive shop for more information and availability.

Massage in the privacy of your own room

If you would like to relax in between dives or just take some time for yourself, we can arrange for a masseuse to come to the resort and you can have a massage in the comfort of your own room. Please ask at the activity center for more information.

WATER TEMPERATURE

During the winter months the water temperature is between 75-78°F (24-26°C). Most people will find that they are most comfortable in a 3mm wet suit, or perhaps a 2mm for the warm blooded. In summer and fall temperatures can approach 80-85°F (26-29°C). During this period, most people can wear a shorty wetsuit, 2mm wet suits or dive skins with comfort. This can of course vary from one person to another, as people react to temperatures differently.

PRESENTATIONS

Our "Coral Restoration Project" presentation takes place on Sunday evenings at 6.30pm at Blennies Restaurant. Our Dive Shop Operations Manager Augusto and his team invite you to join them in their efforts to regrow coral here at Buddy Dive.



ISLAND INFORMATION

PAID LAUNDRY SERVICE

If you need to have some laundry done during your stay we do have a paid laundry service which can be arranged via the front office. If you prefer to use a self-service option you can do so at

Caribbean Laundry Dry Cleaning & Self Services, Kaya Gilberto F Croes 5A.

EMERGENCY AND HEALTH INFORMATION

The emergency phone number is 911.

A Defibrillator and Oxygen are located at the dive shop.

DECOMPRESSION CHAMBER

A hyperbaric recompression chamber is located adjacent to the hospital and is run by a highly trained staff - admittance via the emergency room at the hospital.

Hospitaal San Francisco,
Kaya Soeur Bartola #2, Kralendijk
Tel: +599 717 8900

WEATHER

Generally, you can expect lots of sunshine with occasional clouds and a beautiful trade wind breeze! In the winter, the average land temperature is 79°F (26°C), rising to an average of 82°F (28°C) in the summer.

Don't forget your sunscreen!

DRINKING WATER

We have our own purifying system onsite here at Buddy Dive Resort, therefore you can drink water straight from the tap. We also have bags of ice and disposable Styrofoam coolers for sale at our front office. There are no recycling facilities on Bonaire, so please help us protect the environment by refilling your water bottles.

SAFETY

Bonaire is a friendly and safe island. Buddy Dive Resort is a safe place to stay. During the night, we have security guards on duty to guard the resort. We highly recommend usual precautions when traveling around the island and at the resort. Please do not leave valuables in the vehicle, only take what you need and do not leave items unattended.

MOBILE PHONES

You can purchase a SIM card from one of the phone companies in Kralendijk. This is cheaper than using your normal phone with roaming. Approximate cost is \$15 per SIM card including a small amount of phone credit.

CURRENCY

The local currency on Bonaire is the US Dollar, so you can use the ATM Bank Machines to withdraw money. Please be aware that personal checks are not accepted at the resort or around the island.

CREDIT CARD USE ON BONAIRE

The following credit cards are accepted on Bonaire:
American Express, Diners Club, Discover, MasterCard and Visa.
Please be aware that not all shops & restaurants accept credit cards.
Debit cards accepted are Maestro and Visa Electron.

Please contact your bank and credit card company prior to departure to inform them that you will be traveling and using your card abroad, to prevent unexpected problems while using the card on your vacation.

DRIVING ON BONAIRE

Driving on Bonaire is done on the right hand side of the road. Guests who want to rent a car need to be at least 23 years old and have a valid driver's license. Driving on Bonaire is fairly easy, just watch out for potholes in the roads and goats and donkeys that roam the island. Bonaire, for the most part, employs international traffic signs, although some texts on signs may be in Dutch.

LANGUAGE

The official language on Bonaire is Dutch, but English and Spanish are widely spoken on island. Another language you will come across is Papiamentu, exclusively spoken on the ABC Islands (Aruba, Bonaire and Curaçao). Papiamentu is a mixture of many languages, including Spanish, Dutch, Portuguese, French, English, Caribbean Indian and various African languages.

We are looking forward to welcoming you to Buddy Dive Resort Bonaire!

