

# MANAGERS QUARTERLY NEWSLETTER SECOND QUARTER 2017



Dear Members,

Casa del Mar's Managers Newsletter is sent out quarterly to all Members with a valid e-mail address on file with the Resort and is also available on the CDM website at [www.casadelmar-aruba.com](http://www.casadelmar-aruba.com). If you are not receiving the newsletter or have any inquiries please contact the Executive Office at [marinela.stevens@casadelmar-aruba.net](mailto:marinela.stevens@casadelmar-aruba.net) or call 297-582-7000 ext. 600. We hope you'll find the newsletter informative.

Sincerely,

The Management of Casa del Mar Beach Resort

## **Special Point of Interest**

### **5-day work week for all CDM employees**

Effective July 1, 2017 Casa del Mar Beach Resort became the first time-share resort in Aruba to adopt a five-day work week for all employees. For the past two years, the vision of the Casa del Mar management team has been to give our employees a better quality of life and allow them to spend more time with their families. "Our employees are our most important asset; the service they provide to our guests determines whether Casa del Mar, is successful or not. Management can train and guide our employees but they are the ones who interact with our guests daily. If our employees are happy, then our members and guests are happy".

Completing the goal centered on the commitment made to our employees coupled with the need to act in a fiscally responsible manner. Working with the managers, the Board of Directors and employees, the Casa del Mar team made this change happen without materially increasing overall operating costs.

The owners of Casa del Mar have reacted very positively to this news. Members have developed long-lasting relationships with our employees, many of whom have worked at Casa del Mar for over 20 years. Overall, this is a win-win for Members and employees.

## Employees Updates

### CDM Jewels

We are proud to announce and congratulate the following winners of the Jewel of the 1st Quarter 2017 and Employee of the 1st quarter 2017 in recognition of their exemplary dedication to Casa del Mar, its Members and Guests.

*Jewel of the 1st Quarter 2017*  
*Erwin Baptiste—Front Office Bellman*



*Employee of the 1st Quarter 2017*  
*Ziphora Baarh— Administrative Assistant Human Resources*



## Anniversaries



### **April**

04/14 Luz Farro e/v Kock — 25 Years (Housekeeping)  
04/14 Dyarron Ignacio — 10 Years (Housekeeping)  
04/16 Aquino Maduro — 10 Years (Loss prevention)  
04/28 Monique Silvania—30 Years (Member Relations)

### **June**

06/06 Urvin Helder — 1 Year (Maintenance)

## Convocation 2017 results

The following are the results from this past June's Annual General Members Meeting:

- **Approval of June 22, 2016 minutes**

1821 yes  
19 no  
19 abstained  
total votes 1859

*Newly elected Board Member*

*William I. Shreve,  
Member at Large*

- **Audited Financial Statements**

1791 yes  
40 no  
28 abstained  
total votes 1859

- **Ratification of the budget**

1673 yes  
167 no  
19 abstained  
total votes 1859

- **Board of Directors election**

Mr. William I. Shreve – elected with 1,260 votes  
Dr. Arthur C. Hayes – 546 votes



- **Maintenance fees/Capital Reserve Fund fee**

There will be no increase to the Capital Reserve Fund fee, the new maintenance fees for 2018 are:  
- Presidential Suite \$865 per week / Capital Reserve Fund \$40 per week  
- Ambassador Suite \$750 per week / Capital Reserve Fund \$35 per week

## CDM Energy Savings Committee:

Casa del Mar has formed an Energy Savings Committee with the goal of lowering our energy costs, which represent 20% of the expenses at Casa del Mar. Some of the initiatives that we have taken on:

- Looking into the possibility of installing solar panels or wind turbines on the roof of Casa del Mar
- Replacing grass in several areas with stones and indigenous plants, which require much less water
- Replacing the parking lot lights with LED lights
- Installing new low water usage aerators in the kitchen and bathroom faucets
- Educating our guests on the amount of linen we wash daily and the amount of water used to wash the resort's linen with the hopes that members reuse their towels and wash cloths. We launder approximately 12 pieces of linen per unit per day. The laundry used over 1.3 million gallons of water last year.
- We purchased a high efficiency washing machine which uses less water and extracts more water during the spin cycle; which has allowed us to reduce the drying time by approximately 30%
- Finding ways to use less paper in the resort

## Update on projects throughout the resort

### **We successfully completed the following projects:**

- The Jacuzzi pump room renovation, new pumps/new water pipes/new meters and new epoxy flooring have been installed.
- 11 rooms were renovated in the last three months.
- All palapas on the beach were rethatched.
- A new 130lb High Performance washer, heater and ozone system has been installed in the laundry.



### **In addition to the projects completed the following projects are in progress:**

- Painting the exterior and corridor walls of the Ambassador building.

### **Upcoming projects:**

- New booster heaters for the hot water system will be installed. 2 at the Presidential and 1 at the Ambassador building to resolve the hot water issues.
- The chilled water pipes on the 5th floor corridor phase 2 Presidential building will be insulated.
- 4 new palapas will be installed on the pool deck.
- A new control panel for the domestic water pumps will be installed.
- A new floor next to Mathews Beachside Restaurant will be installed to access 4 ADA compliant palapas.
- Installing a new Infrared BBQ at the Ambassador Building.
- Installing a new pool shower for the Ambassador Building.
- Key-card access for the doors at guest rooms 22.
- Renovation of the spiral staircase at the Ambassador Building.
- Renovation of the staircase at the Presidential Building.
- New Parking lot Lights at the Presidential Building.
- Installing gas detectors for all guest rooms.
- Renovation of the Gym.

## “ Confirm-your-stay” with us

The Reservations department would like to remind all Members and their guests of the “**Confirm your Stay**” button on the Casa del Mar website. The purpose of this button is to advise the Reservations department of your arrival time, housekeeping, maintenance or front desk requests, and also to advise of any special occasions you may be celebrating during your trip.

The information provided through “**Confirm your Stay**” helps us to ensure as smooth a check-in as possible. If you will be arriving later in the week or later in the day on Saturday, this information helps housekeeping schedule their Saturday’s more effectively and work more efficiently in order to get the units cleaned and prepared by the guaranteed 4PM check-in time. Any housekeeping requests should be made prior to your arrival to ensure that your request is completed when you arrive at the resort; cribs, highchairs, wheelchairs, strollers, extra beds, etc. or if you want the guest bedroom beds put together. Additionally, we want to know if you or any of your guests will be celebrating a special occasion so that we can recognize the occasion and celebrate with you.

If you have any additional information about your overall stay, be it that you will be changing rooms to either Aruba Beach Club or simply staying an additional week with friends and family, please let us know so we can make note of this. We look forward to making your next stay at Casa del Mar the best one yet!

## Activities schedule:

<h1 style="margin: 0;">CDM ACTIVITIES PROGRAM</h1>						
<p><b>MONDAY</b>  <u>9:30-10:30</u>  <b>MEET &amp; GREET</b>  <u>10:30-11:30</u>  <b>WATER WORLD GAMES</b>  <u>1:30-2:30</u>  <b>KIDS CANDY BINGO</b>  <u>2:45-3:45P</u>  <b>MUSICAL CHAIRS</b></p>	<p><b>TUESDAY</b>  <u>9:30-10:30</u>  <b>CANVAS PAINTING</b>  <b>COST:\$5</b>  <u>11:00-12:00</u>  <b>BAG PAINTING</b>  <u>2:00-3:00</u>  <b>POOLSIDE BINGO</b>  <u>3:30-4:15</u>  <b>ARTS &amp; CRAFT</b></p>	<p><b>WEDNESDAY</b>  <u>9:30-10:30</u>  <b>PAPIAMENTO LESSON</b>  <u>10:30-12:00</u>  <b>T-SHIRT PAINTING</b>  <b>COST:\$8</b>  <u>1:30-2:30</u>  <b>BOARD GAMES</b></p>	<p><b>THURSDAY</b>  <u>10:00-11:00</u>  <b>PICTURE FRAME MAKING</b>  <b>COST:\$2</b>  <u>11:00-12:00</u>  <b>SEASHELL HUNT</b>  <u>2:00-3:00</u>  <b>POOLSIDE BINGO</b>  <u>3:00-4:15</u>  <b>SHUFFLE BOARD TOURNAMENT</b></p>	<p><b>FRIDAY</b>  <u>10:30-12:30</u>  <b>PIZZA &amp; MOVIE</b>  <b>COST:\$10</b>  <u>2:00-3:00</u>  <b>SCAVENGER HUNT</b>  <u>3:15-4:15</u>  <b>CHECKERS TOURNAMENT</b></p>		
<p><b><u>WORKOUT SCHEDULE WITH</u></b>  <b><u>IMBERT &amp; GLADYS</u></b></p>						
<p><b><u>MONDAY</u></b>  <u>8:00-9:00</u>  <b>SEATED YOGA WITH GLADYS</b>  <b><u>TUESDAY</u></b>  <u>8:30-9:00</u>  <b>ABS &amp; STRETCHING WITH IMBERT</b>  <u>9:15-10:15</u>  <b>WATER AEROBICS WITH IMBERT</b>  <b><u>WEDNESDAY</u></b>  <u>8:00-9:00</u>  <b>SEATED YOGA WITH GLADYS</b>  <u>10:15-11:00</u>  <b>WATER AEROBICS</b>  <b><u>THURSDAY</u></b>  <u>9:30-10:00</u>  <b>ABS &amp; STRETCHING WITH IMBERT</b>  <u>10:15-11:00</u>  <b>WATER AEROBICS WITH IMBERT</b>  <b><u>FRIDAY</u></b>  <u>8:00-9:00</u>  <b>SEATED YOGA WITH GLADYS</b></p>		<p><b><u>COST:</u></b>  <b>BAG PAINTING IS BASED ON SIZE OF THE BAG</b></p> <p><b><u>LOCATION:</u></b>  <b>ABS &amp; STRETCHING - FRANK CONWAY ROOM</b>  <b>SEATED YOGA - SHUFFLE BOARD COURT</b>  <b>WATER AEROBICS - CDM POOL</b>  <b>ALL OTHER ACTIVITIES ARE IN THE ACTIVITIES CENTER</b></p>			<p><b><u>IMPORTANT NOTICE:</u></b>  <b>PARTICIPATING KIDS MUST BE 4 YEARS AND UP.</b></p> <p><b><u>PLEASE ADVISE YOUR KIDS AND ACTIVITIES COORDINATOR IF THEY ARE ALLOWED TO LEAVE THE PROGRAM ALONE.</u></b></p> <p><b><u>****FOR BABYSITTING ARRANGEMENTS PASS BY THE ACTIVITIES CENTER***</u></b></p>	
<p><b><u>THANK YOU!!</u></b>  <b><u>ACTIVITIES COORDINATOR:</u></b>  <b><u>SHAHAIRA MORRIS</u></b></p>						

# CDM Annual Board Appreciation Luncheon



**Employee of the 2nd Quarter 2017 celebration**



**Aruba Aloe passes FDA and ISO inspections with flying colors**

Aruba Aloe consistently aims for excellence to ensure the quality of its products and services. The company proves that hard work pays off, recently announcing that it passed its ISO and FDA inspections again this year.

The International Organization for Standardization (ISO) is the world's largest developer of voluntary international standards for companies, acknowledging compliance with certifications that are highly respected all over the world. After a rigorous auditing process in April 2015, Aruba Aloe became one of the first companies in the Antilles to earn two certifications from the International Organization for Standardization: the ISO 9001 certification for the high quality of its management system, and the ISO 13485 certification for demonstrating that it meets the requirements to produce high-quality medical products, namely the Alhydran creams. In order to hold on to its certifications, Aruba Aloe must undergo an annual inspection by ISO auditors, which it passed this year with flying colors, thereby holding on firmly to both of these prestigious certifications.



In order to sell its products in the United States, especially the products like sunscreens that are considered drugs in the USA, Aruba Aloe is under constant scrutiny of the FDA (U.S. Food and Drug Administration) and in April this year the FDA spent a full week in Aruba to do an on-site inspection of Aruba Aloe Balm N.V. Aruba Aloe successfully passed this inspection as well giving the company the green light to continue distributing and promoting its products in the U.S. This is significant given that Aruba Aloe hopes to gain a stronger foothold in the American market.



According to marketing manager Jessica Posner, “Both inspections have shown that Aruba Aloe is operating with the highest standards to deliver its wide array of products of premium quality. I can't say enough about our wonderful staff members, who day in and day out, diligently take the steps to ensure that standards are always met. A huge thank you to this awesome team!”

Managing director Remko Van der Veldt points out that Aruba Aloe's goal for this year is to prove that a true Aruban company can indeed become a globally operating company. “Passing both the FDA and ISO inspections this year will only serve to help us in achieving our goal of going global.” He adds, “Aruba Aloe products have become the pride of Aruba, and as we go increasingly global, we aim to spread the pride of our beautiful island to all corners of the world.”

*Aruba Aloe, founded in 1890, is one of the only Aloe companies in the world that grows, harvests, and processes its own Aloe on-site. This Aloe, considered to be the finest Aloe in the world, is the base of an ever-growing collection of premium skin, hair, and sun care products. Aruba Aloe currently has 17 retail stores, and its products are available for purchase on [www.arubaaloe.com](http://www.arubaaloe.com) (US & Canada) and [www.arubaaloe.nl](http://www.arubaaloe.nl) (Europe).*

## **Aruba announces Caribbean's largest vow renewal ceremony**

The romantic island of Aruba invites lovebirds to “Renew their I Do’s” this summer on the world’s No. 3 beach. As Aruba’s sun sets on Eagle Beach, Tuesday, Aug. 8, couples from around the globe will celebrate their love during the Caribbean’s largest vow renewal ceremony.

The event’s chic ambiance and décor will be inspired by real destination weddings in Aruba, and couples are encouraged to embrace their inner bride and groom – donning white attire with pops of Caribbean color. Participants will enjoy a complimentary ceremony with champagne, hors d’oeuvres and local music.

“From the Empire State Building to Times Square, Aruba has brought its world-famous love and happiness to some of the most iconic U.S. locations in recent years,” said Ronella Tjin Asjoe-Croes, CEO of the Aruba Tourism Authority. “This year, Aruba is pleased to share romance and warmth at Eagle Beach, one of the most beloved spots on our “One happy island.”



### **Green bike Aruba**

Green bike is offering Aruba an innovative green bicycle project to implement a more livable, more efficient and less polluting transportation system for tourists and locals. Featuring 8 stations and 100 bikes in the following locations:

- Paardenbaai Plaza (Cruise Terminal)
- Downtown in Plaza Daniel Leo
- Plaza Turismo
- Costa Linda resort
- La Cabana beach resort
- Palm beach area (south beach plaza mall)
- In front of Paseo Herencia mall
- Marriott Hotel

For more information and a chance to win a 30 free ride please visit their website:

<http://greenbikearuba.com/en/home/>

## **Upcoming Events** *Published by: Visit Aruba*

- **Electric Festival**

**August 31 to September 3, 2017 (all day)**

As the cultural intersection of North and South America, Aruba is uniquely positioned to host the most global dance music festival in the Caribbean. Electric Festival and Aruba have evolved into a hub for the growing international Electric Dance Music community. The event welcomes more than 10,000 visitors to the Conference and Festival throughout the 4-Day event. During the first weekend of September, Aruba – with its warm waters and miles of white powdery beaches that have been named some of the best in the world – will host the Electric Festival (EF) which is to become the largest global and annual electronic music conference in the Caribbean.



- **International Bike Week**

**October, 2017—All Day**

The Annual International Bike event in Aruba takes place with participation of Harley Davidson bikers from several countries. This bike festival will be a very memorable one while the riders pulse will be gauged by the rhythms and melodies that drift along the trade winds. Come and experience exotic Aruban roads, riding alongside dazzling white beaches, experience some wild rides through Aruban National Park Arikok and feel the thrill of our warm tropical sun while your driving skills may be challenged by our strong but refreshing trade wind. For more information call Mr. Rudy Croes at Tel. (297) 593-5344

- **Aruba Love Festival**

**November 1 to November 5, 2017—All Day**

Love Festival features house music. By combining the open minds of Aruba, with the kindness of the Indians, the imported knowledge of music from Europe with the beautiful beaches of Aruba, Love Festival believes that they can provide a unique experience for you the festival goer. Their mindset and motto is to deliver high quality music in a unique, energetic, but relaxed environment. So if you'd like take your flip flops off, and dance the day and night away, please be their guest. Love Festival offers different genres of house music throughout the day and night. Skip barefoot through the white sand from deep house to techno, or clubhouse to mainstream. The weekend is yours, and Love Festival is here to make it unforgettable. For more information visit [www.lovefestivalaruba.com](http://www.lovefestivalaruba.com)



**FESTIVAL**

## Flash Sale information

Casa del Mar recently held a successful Flash sale at the beginning of the month of June in order to reduce the number of Cooperative owned units. The sales department was proud to sell 45 pieces of unsold inventory.

Although the Flash Sale may be over we still have plenty of great units available for sale both through Casa del Mar and our resales program. [Click here](#) to view the resales list on our website.



### Cooperative Inventory Sales listing Presidential Wing

#### High Season

**Garden View Units**  
**Week 14**  
**1321-\$9,750**



**Ocean View Units**  
**Week 24**  
**1323-\$10,400**

#### Low Season

**Garden View Units**  
**Week 23**  
**1309-\$6,500**

**Week 31**  
**1419-\$8,450**

**Week 36**  
**1109-\$6,500**  
**1111-\$6,500**  
**1519-\$8,450**

**Week 37**  
**1119-\$8,450**  
**1211-\$6,500**  
**1219-\$8,450**

#### Low Season

**Pool View Units**  
**Week 19**  
**1202-\$9,100**

**Week 20**  
**1403-\$9,100**





## Cooperative Inventory Sales listing Presidential Wing

### Low Season

#### Garden View Units

##### Week 43

1219-\$8,450

##### Week 44

1321-\$9,100

##### Week 46

1109-\$6,500

##### Week 47

1319-\$8,450

#### Ocean View Units

##### Week 49

1223-\$10,400





**Cooperative Inventory Sales listing  
Ambassador Wing**

**Low Season**

**Week 20**

**1128-\$2,600**

**1434-\$2,600**

**Week 22**

**1128-\$2,600**

**1130-\$2,600**

**1230-\$2,600**

**1233-\$2,600**

**1327-\$2,600**

**1332-\$2,600**

**Week 23**

**1128-\$2,600**

**1235-\$2,600**

**1327-\$2,600**

**1427-\$2,600**



**Low Season**

**Week 24**

**1228-\$2,600**

**1231-\$2,600**

**1235-\$2,600**

**1430-\$2,600**

**Week 25**

**1130-\$2,600**

**1227-\$2,600**

**1229-\$2,600**

**1231-\$2,600**

**1235-\$2,600**

**1332-\$2,600**

**1431-\$2,600**



**Low Season**

**Week 27**  
1127-\$2,600  
1327-\$2,600

**Week 28**  
1132-\$2,600  
1134-\$2,600  
1326-\$2,600

**Week 29**  
1435-\$2,600

**Week 30**  
1435-\$2,600

**Week 31**  
1326-\$2,600

**Week 32**  
1232-\$2,600

**Week 33**  
1227-\$2,600  
1235-\$2,600

**Week 34**  
1327-\$2,600

**Week 36**  
1427-\$2,600

**Week 37**  
1127-\$2,600  
1135-\$2,600  
1229-\$2,600  
1230-\$2,600  
1232-\$2,600  
1235-\$2,600  
1333-\$2,600





**Cooperative Inventory Sales listing Ambassador Wing**

**Week 38**

1235-\$2,600

1333-\$2,600

1432-\$2,600

1434-\$2,600

**Week 48**

1326-\$2,600

1328-\$2,600

1427-\$2,600

**Multiple Weeks**

**Weeks 22 & 23**

1128-\$4,550

1327-\$4,550

**Week 39**

1333-\$2,600

1335-\$2,600

1427-\$2,600

1432-\$2,600

**Week 49**

1232-\$2,600

1233-\$2,600

1330-\$2,600

1428-\$2,600

1429-\$2,600

**Weeks 23, 24 & 25**

1235-\$7,150

**Weeks 24 & 25**

1231-\$4,550

**Week 40**

1128-\$2,600

1235-\$2,600

1330-\$2,600

**Week 50**

1131-\$2,600

1327-\$2,600

1426-\$2,600

**Weeks 29 & 30**

1435-\$4,550

**Weeks 37, 38 & 39**

1333-\$7,150

**Weeks 48 & 49**

1430-\$4,550



## CDM's Concessioners

- Unfortunately Magnet NV will be closing it's doors as of July 31, 2017. CDM is currently looking for a new Concessioner.
- Dushi Bagel has already closed it's doors. The building is being renovated and will be rented by Stefan Legger (owner of Matthews Beach Side Restaurant and M's Crepe Shack). As of October 1st he will open "Santos". More information will be published in the 3rd Quarter Newsletter.



### CDM Minimarket/Gelatilicious

Your vacation in Aruba is even more enjoyable with the convenience of our Minimarket which offers a great variety of food and a wide range of beverage products for all meal times as well as in between snacks and sweets for your entertainment. Personal hygiene and over-the-counter health aids are also available. Visit Gelatilicious for your healthful and tasty Gelato, Frozen Yogurt and Sorbets. Located in the Minimarket.

### Pelican Adventures

The Pelican Adventure s desk is situated in our Resort Lobby. They will assist you with all kinds of concierge services, tour bookings, restaurant bookings, taxi services etc.



### Clinical Massage Aruba

Clinical Massage Aruba & Spa is the **ONLY SPA** with a clinical Approach in ARUBA specialize in Pain Management (Back Pain, Neck Pain, Sciatic, Fibromyalgia, Headache and Sports Injuries ) As a Spa they do offer the **highest Quality treatments** in Aruba, from Relaxing Massage, hot stones, body treatment, Waxing and Facial with our Medical esthetician. Open 2 years ago in Casa Del Mar, Clinical massage Team is **Rank number 1** on trip advisor and are still improving their knowledge to suit the needs of the clients.



### **Thrifty Car Rentals**

You can find Thrifty Car Rentals desk in the Casa de Mar lobby. They rent all sorts of cars from economy to All Terrain and offer special rates for our

### **Matthew's Beachside Restaurant**

Matthew's combines fine dining with an unparalleled view of one of the most beautiful beaches in the world. Serving breakfast, lunch, dinner and of course the daily happy hour with live music



### **M's Crepe Shack**

You can find M's Crepe Shack on the pool deck. They have a delicious menu of tasty Sweet and Savory Crepes, Waffles, Ice Cream and Beverages.

### **J & J Beauty parlor**

Visit J&J Beauty parlor for hair braiding, hair styling, manicures and pedicures. You can find them next to our new security office.



### **Great Habano Cuban Cigars & Souvenirs**

Located right across the Front Office in the lobby you'll find this great Cigar and Souvenirs shop. Not only for the Cuban cigar but also Dominican cigars and many other.