

HELPFUL TIPS & FRIENDLY REMINDERS

We understand that you have likely come to our “One Happy Island” to experience the warm climate, white sandy beaches, turquoise waters and the island’s cultural attractions. Inside this Activities Guide you will find a listing of vacation activities and amenities available to you here at the resort during your stay, including plenty of fun for the entire family!

Our Concierge Team will also be delighted to assist you with anything you may need, from island tours, activities, shopping to dining recommendations. The Concierge desk is located next to the Front Desk and is open from 8:00am to 8:00pm. Please allow us to highlight a few other important points as it relates to your vacation experience and safety at our Resort:

- *Our check-out time is 10:00am. In an effort to assist you in enjoying the last minutes of your vacation, we will gladly safe-keep your luggage if you have a later flight. For your comfort we offer shower facilities and lockers at the Health Club, located between the Ocean Club and the Marriott Resort. If you occupy your villa after 10:00am your account may be charged for additional hours.*
- *Pool & Beach towels are provided at the Ocean Club Towel Hut located next to Sands Eatery Bar & Grill. New towels may be picked up at the towel hut, and exchanged once a day for used ones.*
- *When you leave your villa(s), please always verify that the balcony and entry doors are closed firmly behind you as we do not want any unauthorized persons entering your villa.*
- *All our owners and exchangers will receive a mid-week ‘Tidy’ Cleaning Service; this cleaning does not include replacement of the bed linen. Of course, we will gladly deliver new sheets to your room on request at your convenience. Additional ‘Trash & Towel’, ‘Tidy’ and ‘Full’ Cleaning services are available on request at the Front Desk for an additional daily fee. Requests should be made 24 hours in advance.*
- *Self-service laundry facilities are located on the 2nd through the 6th floors in the North Tower nearby the elevators (just around the corner).*
- *In-house same-day delivery Laundry (wash and dry services) is available on request at the front desk for US\$15.00 each 10lbs. of personal laundry.*
- *Trash chutes are located on the 2nd through the 6th floors in the North Tower near the laundry room. Please assist us by not leaving trash in the hallways.*
- *Our Palapa procedures are as follows: 50% of our Palapa inventory is on a first come first served basis while the other 50% of our inventory is set aside for reservations at a daily rental fee. In order to accommodate and provide everyone a fair opportunity to obtain a hut, you are welcome to reserve a hut for a maximum of 3 days at a time. Reservations are to be made daily between the hours of 10:00am and 6:00pm. Please note that Ocean Club guests may only use the Palapas at the Ocean Club.*
- *Beaches in Aruba are designated by the government for public use, therefore, any vendors you may encounter on the beach are not managed or contracted by the resort. No hotels, resorts or timeshare properties have oversight of the vendors on the beach to ensure they have valid permission to operate, adequate equipment, personnel or liability insurance coverage. The resort does not accept any liability for incidents on the beach or incidents as a result of related activities, including water sports.*
- *Because of density concern with the pools and pool decks, at the request of the Ocean Club and Surf Club Boards’, the integration agreement between the two properties for the use of each other’s pools and surrounding pool deck areas has been suspended. However, Ocean Club owners and guests may still utilize the primary/ main pool and pool deck area of the Marriott Resort if desired.*
- *Marriott’s Aruba Ocean Club is a non-smoking resort. Non-smoking areas include all villas (except your balconies), residential and common areas (hallways, etc.) and all public areas. The area directly behind the towel hut is a designated smoking area on property as well as the public beaches. If you decide to smoke on your balcony please keep room doors closed and call “0” so that we can deliver a special ashtray for your use that is an aid to help prevent the high winds of Aruba from blowing the ashes. If you do smoke in your villa, a US\$250.00 cleaning fee will be charged.*
- *Every Tuesday we have a ‘Welcome Reception’ for our Ocean Club Homeowners from 5:00pm to 6:00pm. During this gathering you will have the opportunity to interact with several of our managers as well as provide the team suggestions and ideas on how we can continue to provide exceptional service.*

Our staff works diligently to “Create Awesome Experiences That Make Your Vacation Dreams Come True”; if there is anything else we may do to ensure you have a wonderful vacation, please dial “0” and our “At Your Service” experts will be more than happy to assist you. Have a memorable stay!