

# **TRAVEL AGENT MONTHS PROGRAM**



**MAY 1 – DECEMBER 15, 2014**

***USA, Canada,  
Latin America & Caribbean***

**UPON AVAILABILITY ONLY**

## Dear Travel Agent,

You are cordially invited to participate in Aruba's Travel Agent Month 2014 program hereinafter referred to as TRAM program. The TRAM program offers you the opportunity to visit and experience the beautiful island of Aruba. To participate in the program, please enter the required information in the electronic application form (**Travel Agent Special Packages**) which is posted on <http://agents.aruba.com/tram/>. There is an electronic application form for ACE agents and another for all other Travel Agents. Mark the appropriate check box (ACE or Non ACE) on the form.

### Regulations

- I. The TRAM program is valid from May 1<sup>st</sup> to December 15<sup>th</sup>, 2014  
(Blackout dates applicable: July 4<sup>th</sup> & 5<sup>th</sup> – November 27<sup>th</sup> to 30<sup>th</sup>, 2014)
- II. This program is applicable only upon room availability at the participating hotels.
- III. TRAM hotel accommodations are for a maximum of 2 persons (the travel agent and one extra person. Extra person can be a spouse, child, sibling, parent, friend or another travel agent) On European Plan basis.
- IV. The following persons are eligible for participation in Aruba's TRAM program:
  - Inside sales and managerial personnel directly responsible for travel agency sales.
  - To take advantage of the special rate offered by ACE agent, the agent must be certified based on the most updated ACE program.
  - All Travel Agents: To take advantage of the TRAM Program offers you must include your IATA number or similar certification such as CLIA or TRUE.
- V. Participation constitutes one visit per agent every other year; which can be extended upon space availability.
- VI. The stay consists of :

**A maximum of 6 nights** (3 at a high rise hotel, 3 at a low rise hotel) at a fixed cost of US\$ 390.00 for Travel Agents and ACE agents at US\$270.00 as described above on European Plan basis.

**A minimum of 4 nights** (2 at a high-rise hotel, 2 at a low-rise hotel) at a fixed cost of US\$260.00 for Travel Agents and ACE agents at US\$ 180.00 as described above on European Plan basis.

**NOTE:**

**All-Inclusive costs are in addition to the TRAM package and should be paid directly to the hotels upon arrival.** The hotels offering all-inclusive package are listed in the section of Hotel features.

**A US\$ 3 Environmental Levy will be charged at the hotel directly per room per night. This is a Government tax.**

- VII. To apply, agents must fill out the electronic application form available at <http://agents.aruba.com/tram/>
- VIII. Applications should be received at the Aruba Hotel and Tourism Association at least 3 weeks prior to your departure date to the island of Aruba.
- Agents will receive a confirmation on their host hotels per email from the Aruba Hotel and Tourism Association. The confirmation will be sent to the e-mail address indicated by the travel agent on the application form only.
- IX. On the electronic application form the travel agent will be asked to choose 3 high rise hotels and 3 low rise hotels from the list of participating hotels. The hotels assigned will be based on availability (first hotel “low rise/high rise” to reply electronically will host the travel agent)
- X. The stays are confirmed by the Aruba Hotel and Tourism Association concerning the stay at the requested hotels approximately two weeks prior to the travel dates and are based upon availability subject to change anytime during the program.
- XI. Payment of the TRAM package should be done through submission of the completed **Credit Card Guarantee Section** on electronic application. **When a confirmed application is being cancelled, there is a penalty fee of 1 night US\$ 65.00 for travel agents and ACE agents US\$ 45.00 and no-shows will be charged at full fee.** The Aruba Hotel & Tourism Association (AHATA) will refund any balance via the submitted credit card.
- XII. **Once the room reservation is confirmed, no changes are accepted.** To cancel a confirmation, please send **a written cancellation notice at least 48 hours** prior to the scheduled arrival date to email: [vanessa@ahata.com](mailto:vanessa@ahata.com) **and also to the hotels concerned.**
- XIII. All **flight arrangements** are the sole responsibility of the agent. Please contact the carriers directly that offers service to Aruba as they may offer special fares for this program.

XIV. All passengers are responsible for the **Aruba Airport Departure Tax**, which is US\$ 37.50 per person for US bound flights. Non-USA bound passengers pay US\$ 34.50 If this is not included in the airline ticket; it is the responsibility of each participant and payable upon departure from Aruba at the airport. Transfer passengers will pay an extra US\$ 3.00. **Note:** starting June 1<sup>st</sup>, 2012 all passengers are responsible to pay the Tourism Promotional Tax Levy of \$10.00 per person if this is not included in the airline ticket.

**XV. A Site Inspection of your host hotel(s) is a requirement. Please contact the sales person upon arrival to the hotel.**

XVI. For more information about the TRAM Program 2014; please visit <http://agents.aruba.com/tram/> (travel agent page) and/or contact:

Name	Company	Email	Telephone
Vanessa Rasmussen	Aruba Hotel & Tourism Association (Aruba)	<a href="mailto:vanessa@ahata.com">vanessa@ahata.com</a>	(297) 5822607
Jan Allen	Aruba Tourism Authority (CA)	<a href="mailto:j.allen@aruba.com">j.allen@aruba.com</a>	858-784-0241
Kim Riddle	Aruba Tourism Authority (TX)	<a href="mailto:k.riddle@aruba.com">k.riddle@aruba.com</a>	936-232-4938
Katy Kennedy	Aruba Tourism Authority (NE)	<a href="mailto:k.kennedy@aruba.com">k.kennedy@aruba.com</a>	978-276-1600
Angelica Buckley	Aruba Tourism Authority (FL)	<a href="mailto:a.buckley@aruba.com">a.buckley@aruba.com</a>	305-766-3625
Edward Malone	Aruba Tourism Authority (NJ)	<a href="mailto:e.malone@aruba.com">e.malone@aruba.com</a>	
Ayerim Maduro	Aruba Tourism Authority (NY)	<a href="mailto:a.maduro@aruba.com">a.maduro@aruba.com</a>	201-558-1110
Colleen LesSard	Aruba Tourism Authority (Canada & upper Midwest)	<a href="mailto:c.lessard@aruba.com">c.lessard@aruba.com</a>	763-502-8800
Elthon Barbour	Aruba Tourism Authority (Europe)	<a href="mailto:e.barbour@aruba.com">e.barbour@aruba.com</a>	(31) 703-028-040
Maria Victoria Galan	Aruba Tourism Authority (Colombia)	<a href="mailto:m.galan@aruba.com">m.galan@aruba.com</a>	(57) 170-202-57
Carlos Barbosa	Aruba Tourism Authority (Brazil)	<a href="mailto:c.barbosa@aruba.com">c.barbosa@aruba.com</a>	
Marcos Sydor	Aruba Tourism Authority (Argentina)	<a href="mailto:m.sydor@aruba.com">m.sydor@aruba.com</a>	(54-11) 43118053
Nataly Arends	Aruba Tourism Authority (Venezuela)	<a href="mailto:n.arends@aruba.com">n.arends@aruba.com</a>	
Johana Santiago	Aruba Tourism Authority (PR/Digital LATAM)	<a href="mailto:j.santiago@aruba.com">j.santiago@aruba.com</a>	
Alvaro Caballero	Aruba Tourism Authority (Chile)	<a href="mailto:a.caballero@aruba.com">a.caballero@aruba.com</a>	
Miriam Dabian	Aruba Tourism Authority (LATAM)	<a href="mailto:m.dabian@aruba.com">m.dabian@aruba.com</a>	(58) 212-959-9166

## Features

- **A maximum of 6 nights** (3 at a high rise hotel, 3 at a low rise hotel) at a fixed cost of US\$ 390.00 for Travel Agents and ACE agents at US\$270.00 as described above on European Plan basis.
- **A maximum of 4 nights** (2 high-rise, 2 low-rise) at a fixed cost of US\$260.00 for travel agents and ACE agents at US\$ 180.00 as describe above on European-Plan basis.

### **IMPORTANT INFORMATION:**

**The rates of the TRAM program are on EP basis (room only, no breakfast)**

**Except for:**

- I. Bucuti & Tara Beach Resort “adults only” offers complimentary Full American Breakfast.

**Room reservation for the TRAM program is based on double occupancy (Two persons in a room maximum)**

**Courtesy of De Palm Tours:** Complimentary Round Trip Transfers for agent and companion are kindly offered to you on your arrival and departure. (From the Airport to your hotel and from your hotel to the Airport)

### **Participant Hotels: European-Plan and All Inclusive**

#### **High-rise**

Hyatt Regency Aruba Resort, Spa & Casino  
Aruba Marriott Resort & Stellaris Casino  
Radisson Aruba Resort, Casino & Spa  
Renaissance Aruba Resort & Casino  
The Ritz-Carlton, Aruba  
Occidental Grand Aruba

#### **Low-rise**

Bucuti & Tara Beach Resorts  
Manchebo Beach Resort & Spa  
Tamarijn Aruba All Inclusive Beach Resort  
Talk of the Town Hotel & Beach Club  
The Mill Resort & Suites Aruba  
Tierra Del Sol Resort, Spa & Country Club Aruba

## Hotels offering All Inclusive packages “Optional”

### **High-rise**

Renaissance Aruba Resort & Casino

### **Low-rise**

Manchebo Beach Resort & Spa

**The all-inclusive charges are in addition to the TRAM package. Payment of the optional all-inclusive package is upon your arrival and check-in at your hotel with a credit card, cash or traveler checks; no personal or bank checks are accepted.**

## NO European Plan available “ONLY” All Inclusive packages

### **Low Rise Hotel**

Tamarijn Aruba All Inclusive Beach Resort

**Note: The All Inclusive package is mandatory at Tamarijn Aruba All Inclusive Beach Resort. All inclusive charges to be paid at check in. A one night Credit Card deposit will be required to reserve. Once reservation is confirmed by hotel, participant needs to e-mail the credit card number and a one night deposit will be processed.**

### **High Rise Hotel**

Occidental Grand Aruba

**Note: The All Inclusive package is not optional at Occidental Grand Aruba. Occidental offers the all inclusive portion complimentary.**

## High rise Hotels



### **Hyatt Regency Aruba Resort, Spa & Casino**

#### **TRAM Features:**

- Blackout dates: All Holidays & sold out dates. Based upon availability.
- For additional nights 50% discount off best available rates (maximum 3 nights)

#### **All inclusive package:**

- Not applicable.

Schedule a hotel site inspection and receive 1 complimentary breakfast buffet for (2) at Ruinas del Mar Restaurant.

#### **Hotel Features:**

A spectacular 12-acre resort on world-famous Palm Beach unfolds, with wonders just waiting to be discovered. Stroll peacefully along endless beaches and charming stone walkways, enjoy snorkeling in crystal waters and experience the thrill of casino games and dazzling entertainment.

**Video 3min:** [QuickTime](#) - [Windows Media](#)  
[VR Tour](#) | [Facility Details](#) | [www.Aruba.Hyatt.com](http://www.Aruba.Hyatt.com)



## **Aruba Marriott Resort & Stellaris Casino**

### **TRAM Features:**

- Blackout dates: Based on availability

### **All inclusive package:**

- Not applicable.

### **Hotel Features:**

The stunning ocean front Aruba Marriott Resort & Stellaris Casino welcomes its guests to a contemporary Caribbean resort experience. Enjoy the culinary delights from the world renowned Ruth's Chris Steak House, or take in the beauty of the Aruba sunset at the romantic beachfront Simply Fish restaurant. While basking in the sun, guests will get pleasure from the enjoyable free form pool and swim-up bar or unwind at the adults' only H2Oasis pool. At night, guests will be able to try their luck at the exciting 24-hours Stellaris Casino or move to the local rhythms at Lounge 101.

**Video 1 min 30sec:** [QuickTime](#) - [Windows Media](#)  
[VR Tour](#) | [Facility Details](#) | [Website](#)





### **Radisson Aruba Resort, Casino & Spa**

#### **Black out dates:**

- Subject to limited availability

#### **TRAM Features:**

- Featuring a \$30 million renovation!

#### **All inclusive package:**

- Not applicable

#### **Hotel Features:**

This AAA Four-Diamond resort is located on Palm Beach, the island's most extensive beach. The 15-acre tropical oasis includes 355 updated guestrooms and suites, Plaza Club Level, three dining options including the island's only AAA Four-Diamond restaurant, Sunset Grille, three lounges, Aruba's most comprehensive spa, casino, complimentary activities, and two zero-entry free form pools.

[VR Tour](#) | [Facility Details](#) | [www.Radisson.com/aruba](http://www.Radisson.com/aruba)



## **Renaissance Aruba Resort & Casino**

### **TRAM Features:**

- Blackout dates: Based on availability (Check in advance)

### **All Inclusive Package:**

US\$130.00 per travel agent and \$130.00 per companion All-Inclusive Add *excluding* room, per person / per night. All Inclusive package has to be purchased for entire stay and for all persons in room. All Inclusive add for children between 13 to 17 years old \$75.00 per child, children 0 to 12 free.

All Inclusive Add includes: unlimited standard brand beverages including frozen drinks in Renaissance operated outlets, daily American breakfast or breakfast buffet in Renaissance operated outlets, daily a la carte or buffet lunch in Renaissance operated outlets, daily a la carte or buffet dinner in Renaissance operated outlets. Dinner is defined as 1 Appetizer or salad, 1 entrée and 1 dessert from the menu. F&B service charge, free use of Patamingo kid's club, 15% discount on indoor spa treatments, casino match play coupon of \$10.00 per adult, per stay.

### **Hotel Features:**

The wonder of Renaissance Aruba isn't just its private, white sandy beaches, or its crystal blue water. Renaissance Aruba Resort & Casino will be your guide to discovering something wonderful all over the island. Our location in Oranjestad's vibrant, modern downtown gives you endless opportunities to indulge your inner shopaholic, sample international and local cuisine, take in a show, try your luck at our two on-site casinos and revel in the Aruban culture in a way you can only experience from the heart of the city. We offer two hotels within one resort featuring our newly renovated adult-exclusive Renaissance Marina Hotel. There are many beautiful things to find on the island, but a very special discovery hides just off shore. Renaissance Island, Aruba's only private beaches and a popular destination wedding location. Its pristine, secluded beaches give you a sense of peace and solitude that is simply not found anywhere else in the world, a true escape within an escape

Please find below a link to our new resort video:

<http://www.youtube.com/watch?v=9oBJLuz3JPY&context=C4c7f746ADvjVOaIPpcFOZIJZHFoAwbeYwBjco-wjvIZZfcGAgkog=>



### **The Ritz-Carlton, Aruba**

#### **TRAM Features:**

- All request must be approved by resort prior to commitment

#### **All inclusive package:**

- Not applicable

#### **Hotel Features**

Perched on the exclusive Palm Beach of the beautiful southern Caribbean island of Aruba, The Ritz-Carlton, Aruba is one of the most luxurious and ideally located hotels in Oranjestad. The resort's 320 stylish guest rooms, including 55 suites, reveal a new level of elegance, featuring the finest bed linens, marble baths, European bath essentials and evening turndown service. Through a landscape of pristine ocean views, tropical palms and colorful foliage, well-appointed and luxurious accommodations coax guests to unwind as they soak in the Caribbean sunset from a spacious, private balcony. The renowned Ritz-Carlton Club® Level features an expansive Club Lounge with floor-to ceiling-windows revealing views of Palm Beach and an endless array of culinary and beverage offerings throughout the day, paired with dedicated personal service to ensure lasting memories of your stay. An authentic island experience brimming with unique amenities and recreational opportunities, including four distinctive dining outlets, a luxurious, 13-treatment-room Spa, two swimming pools and a 24-hour casino.



## **Occidental Grand Aruba**

### **TRAM Features:**

- Blackout dates: Christmas, New Year's Eve, President's Week, Easter and the months of January to March
- Please be advised that the Aruba Government starting March 1st is charging a new Environment tax that will be charged to all guests' rooms upon arrival. The fee is \$3 per day per room and guests will be charged at check-in. This is not a hotel tax, but a new Aruba Government tax and must be paid in destination.

### **All Inclusive package:**

- All Inclusive not optional

### **Hotel Features:**

The Occidental Grand Aruba offers 368 rooms and suites from which to enjoy all that Aruba has to offer. This exclusive all-inclusive resort caters to an international clientele seeking an exotic island getaway and includes accommodations perfect for honeymooners and families alike. With six restaurants and five bars to choose from, a variety of water sports, a free-form pool, nearby shopping and dazzling nightly entertainment, there are limitless options to fill both your days and evenings.

## Low Rise Hotels



### Bucuti & Tara Beach Resorts

#### **TRAM Features:**

- Adults only (18+)
- Full American Breakfast Buffet Included
- Based on Availability
- Blackout dates: January 1 – April 30, 2014

#### **All Inclusive package:**

- Not Applicable

#### **Hotel Features:**

- Intimate, owner-managed boutique hotel, located on one of the World's Top 3 beaches, as voted on Trip Advisor. Perfect for Romantic Getaways and Honeymoons. Eco-friendly, Green Globe and ISO 14001 certified.



## **Manchebo Beach Resort & Spa**

### **TRAM Features:**

- Blackout dates: Upon availability

### **All inclusive package:**

- Available upon request at check-in at US\$ 100.00 per person per day, US\$ 100.00 per companion per day
- All-inclusive features: Breakfast Buffet, lunch, dinner a la carte & unlimited premium drinks

### **Hotel Features:**

The ultimate Caribbean vacation experience begins at the intimate, 2-story boutique resort located on the shores of majestic Eagle Beach, an ideal place for romantic and rejuvenating getaway. The newly-renovated Deluxe Ocean and Deluxe Garden View Rooms offer attention to details and amenities, including spa-like bathrooms with a rain/waterfall shower. The beach-side exotic Caribbean-Balinese style spa offers a variety of massages, body treatments and yoga classes. Optional premium fully a-la-carte all-inclusive program is available.

Yoga Vacations featured year-round at the Pavilion on the Beach.

**Video I min 45sec:** [QuickTime](#) - [Windows Media](#)

[VR Tour](#) | [Facility Details](#) | [www.Manchebo.com](http://www.Manchebo.com)



### **Tamarijn Aruba All Inclusive Beach Resort**

#### **TRAM Features:**

- Blackout dates: May 1, 2014 to August 15, 2014
- Based on availability
- ALL INCLUSIVE PORTION MANDATORY as we only offer All Inclusive packages

#### **All inclusive package:**

- One person \$130 per day, two person \$160 per day; children 0 – 17 years old US\$ 40 per child, per day Full All Inclusive program, Maximum 2 children, Maximum 4 persons in a room including children.

#### **All-inclusive features:**

- All meals, all beverages, taxes, tips.

#### **Payment:**

- All inclusive charges to be paid at check in
- A one night CREDIT Card deposit will be required to reserve
- Once reservation is confirmed by hotel, participant needs to e-mail the credit card number and a one night deposit will be processed

For more information see [www.tamarijnaruba.com](http://www.tamarijnaruba.com)



## **Talk of The Town Hotel & Beach Club**

### **TRAM Features:**

- Blackout dates. Based upon Availability.

### **All inclusive package:**

- Not applicable
- We include a free breakfast with a Site inspection

### **Hotel Features:**

Talk of the Town Hotel, the perfect place to meet the real Aruba, its ambience, its people. Informal, intimate, charming and inviting, here you will enjoy the treatment and comfort you get from good friends. It is your Aruba home. Across the street from one of Aruba's best beaches, Surfside Beach, the hotel is located very close to the airport, the cruise port and within walking distance of downtown Oranjestad.

Our guest rooms, completely renovated, offer either two Queen sized beds or one King sized bed and a pull out sofa. They are all equipped with air conditioning, flat LCD TVs and energy saving lighting systems. Courtesy Wi-Fi internet service is available in all rooms and public areas of the hotel.

Come see us and take a break with us!

[www.talkofthetownaruba.com](http://www.talkofthetownaruba.com)





## **The Mill Resort & Suites Aruba**

**TRAM Features:** Based upon Availability & EP basis.

**All inclusive package:** Not applicable

### **Special Offers for TA:**

- Free breakfast with a Site inspection
- 5% discount on F&B charges: Wednesday Evening BBQ Night & Saturday Evening Arubian Night.

### **Hotel Features:**

The Mill is the best kept secret of the Palm Beach area. Conveniently located just steps across the famous sandy white beaches and world of entertainment with casino's, night clubs, restaurant and malls of Aruba. This cozy compact low rise Resort offers spacious, comfortable, fully equipped rooms with easy access to the facilities and beautiful free form swimming pools. Our friendly staff is sure to keep you coming back.

The Mill Resort & Suites is perfect for people with special needs as we are a compact low rise resort with ground and first floor only, with elevator. So everything is close to each other. We are located across the street of the beach and about 10 minutes driving from down town. We are always ready to assist you.

[www.millresort.com](http://www.millresort.com)



## **Tierra Del Sol Resort, Spa & Country Club Aruba**

**TRAM Features:** Blackout dates: All major Holidays and based upon availability

**All inclusive package:** Not applicable

### **Hotel Features:**

Discover one of Aruba's amazing properties located at the only 18-hole Championship Golf Course, designed by the renowned Robert Trent Jones Jr. This distinctive resort is situated on 600 acres of Aruba's north-west tip, featuring ocean, golf course and scenic island views. Located just 5 minutes drive from the High Rise area and Palm Beach, 20 minutes drive to Queen Beatrix International Airport and 15 minutes drive to downtown Oranjestad. All the residences provide the advantages of a luxurious second home, while allowing one and all their own private space.

Scattered amongst the greens and individually furnished and completely equipped. Choose from 2 & 3 bedroom condominiums, free standing 2, 3 or 4 bedroom villas with private pool or custom build Estate homes with 4 or 5 bedrooms all clustered in small neighborhoods. Within our inventory we are proud to introduce our new product "Anabui" that are a collection of a total of five 3 bedrooms luxury suites with custom designed interiors and best described as "Aruban Casual Elegance". The 2,479 square foot (230 m<sup>2</sup>) luxury suites are distinctive in both architecture and interiors. Conveniently located adjacent to all the facilities and also the golf course. While you are here with us, relax at our Body and Soul Spa, experience the gourmet cuisine of our restaurants and bring back a special souvenir of your stay from the golf pro-shop located at the Clubhouse. If the beach is your wish a three minute walk will bring you to the Arashi Beach or just call at the Front Desk and you will be shuttled to the beach within the property. Our Packages and Special Offers present a wonderful opportunity to enjoy your times with world-class experiences and exemplary service. Resort guests also enjoy special booking privileges for golf reservations. Daily maid service and usage of the club facilities included.

<http://www.tierradelsol.com>

Movie: [http://www.youtube.com/watch?v=Gh69Qc7UyCo&feature=player\\_embedded#!](http://www.youtube.com/watch?v=Gh69Qc7UyCo&feature=player_embedded#!)

## Special Offers 2014 Participating Companies

Company	Contact Information
Aruba Adventures – Kukoo Kunuku	<a href="http://www.kukookunuku.com">www.kukookunuku.com</a>
ABC Tours & Attractions N.V.	<a href="http://www.abc-aruba.com">www.abc-aruba.com</a>
Aruba Gastronomic Association	<a href="http://www.arubadinning.com">www.arubadinning.com</a>
De Palm Tours	<a href="http://www.depalm.com">www.depalm.com</a>
Fofoti Tours & Transfers N.V.	<a href="mailto:s.croes@fofoti.com">s.croes@fofoti.com</a>
EL Tours - Le Pep Tours N.V. dba.	<a href="mailto:leon@eltoursaruba.com">leon@eltoursaruba.com</a>
Pelican Adventures Tours & Water Sports	<a href="http://www.pelican-aruba.com">www.pelican-aruba.com</a>
Red Sail Sports	<a href="http://www.redsailaruba.com">www.redsailaruba.com</a>

The Special Offers will be provided to the travel agent together with the final room confirmation.

**The Travel Agent Month Program 2014 is made possible through the combined efforts of the Aruba Hotel and Tourism Association Members. The program is contingent on the room allotment and subject to change at any time. The Aruba Hotel & Tourism Association will only process the application forms and distribute the confirmations and cannot make any commitments on behalf of the participating hotels and tourism partners.**

**Thank you for participating and we look forward to welcome you to Aruba.**

TRAVEL AGENT MONTH 2014  
APPLICATION FORM:  
<http://agents.aruba.com/tram/>