

TRAVEL AGENT MONTHS PROGRAM



MAY 1 – DECEMBER 15, 2015

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

UPON AVAILABILITY ONLY

Dear Travel Agent,

You are cordially invited to participate in Aruba's Travel Agent Month 2015 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 1st to December 15th, 2015.
(Blackout months: July & August 2015)
- 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:
 - Travel Agents.
 - To take advantage of the special rate offered by ACE agent, the agent must be certified based on the most updated ACE program offered by Aruba Tourism Authority.
 - All Travel Agents: To take advantage of the TRAM Program offers you must include your IATA number.
- V. Participation constitutes one visit per agent every other year.

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 US\$ 270.00 for ACE agents 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 US\$ 180.00 for ACE agents 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\$ 3.00 Environmental Levy & US\$ 0.50 AHATA Levy will be charged at the hotel directly per room per night.

VII. To apply, agents must fill out the electronic application form available at <http://agents.aruba.com/tram/>

VIII. Applications should be sent not earlier than a month and half and not later than 2 weeks prior to arrival date to the island of Aruba.

IX. 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.**

X. 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).

XI. 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.

- XII. 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.
- XIII. **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 and also to the hotels concerned.
- XIV. 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.
- XV. All passengers are responsible for the **Aruba Airport Departure Tax**, which is: US\$ 37.50 per person for US bound flights. US\$ 34.25 per person for Non-USA bound flights, 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. **Note:** since June 1st, 2012 all passengers are responsible to pay the Tourism Promotional Tax Levy of US\$ 10.00 per person, if this is not included in the airline ticket. Payment indicated above should be made cash.
- XVI. **A Site Inspection of your host hotel(s) is a requirement. Please contact the sales person upon arrival to the hotel.**
- XVII. For more information about the TRAM Program 2015; please visit <http://agents.aruba.com/tram/> (travel agent page) and/or contact:

Name	Company	Email	Telephone
Jan Allen	Aruba Tourism Authority (CA)	j.allen@aruba.com	(858) 784-0241
Angelica Buckley	Aruba Tourism Authority (FL)	a.buckley@aruba.com	(305) 766-3625
Katy Kennedy	Aruba Tourism Authority (NE)	k.kennedy@aruba.com	(978) 276-1600
Edward Malone	Aruba Tourism Authority (NJ)	e.malone@aruba.com	
Ayerim Maduro	Aruba Tourism Authority (NY)	a.maduro@aruba.com	(201) 558-1110
Natasha Felix	Aruba Tourism Authority (NY)	n.felix@aruba.com	
Kim Riddle	Aruba Tourism Authority (TX)	k.riddle@aruba.com	(936) 232-4938
Carlos Barbosa	Aruba Tourism Authority (Brazil)	c.barbosa@aruba.com	

Colleen LesSard	Aruba Tourism Authority (Canada & upper Midwest)	c.lessard@aruba.com	(763) 502-8800
Alvaro Caballero	Aruba Tourism Authority (Chile)	a.caballero@aruba.com	
Maria Victoria Galan	Aruba Tourism Authority (Colombia)	m.galan@aruba.com	(57) 170-202-57
Elton Barbour	Aruba Tourism Authority (Europe)	e.barbour@aruba.com	(31) 703-028-040
Miriam Dabian	Aruba Tourism Authority (LATAM)	m.dabian@aruba.com	(58) 212-959-9166
Johana Santiago	Aruba Tourism Authority (PR/Digital LATAM)	j.santiago@aruba.com	
Nataly Arends	Aruba Tourism Authority (Venezuela)	n.arends@aruba.com	
Vanessa Rasmussen	Aruba Hotel & Tourism Association (Aruba)	vanessa@ahata.com	(297) 582-2607

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

Aruba Marriott Resort & Stellaris Casino
Hyatt Regency Aruba Resort, Spa & Casino
Occidental Grand Aruba
Hilton Aruba Caribbean Resort & Casino
Renaissance Aruba Resort & Casino

Low-rise

Bucuti & Tara Beach Resorts
Manchebo Beach Resort & Spa
Talk of the Town Beach Resort
Tamarijn Aruba All-Inclusive Beach Resort
The Mill Resort & Suites 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

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 send the credit card number to the hotel and a one night deposit will be processed.

High-rise

Occidental Grand Aruba

Note: The Occidental Grand Aruba is an All-Inclusive Resort and it is mandatory. 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 send the credit card number to the hotel and a one night deposit will be processed.

High-rise Hotels



Aruba Marriott Resort & Stellaris Casino

TRAM Features:

- A maximum of three guests, regardless of age, are permitted in rooms with one king bed.
- A maximum of four guests, regardless of age, are permitted in rooms with two queen beds.
- Blackout dates: December 1 – December 15, 2015, Thanksgiving week and based upon 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.

[Facility Details](#) | [Website](#)



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 continental 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 clear waters and experience the thrill of casino games and dazzling entertainment.

[YouTube Video](#) | [Website](#)



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 US\$ 3.00 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: Single \$205 per person, per night, double \$125.00 per person per night, the AIP features: Breakfast, Lunch & Dinner Restaurants.

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.



Hilton Aruba Caribbean Resort & Casino

TRAM Features:

- Blackout dates: July 1st to July 31st, 2015 and subject to availability
- Featuring unique, complimentary guest programs

All-Inclusive Package:

- Not applicable

Hotel Features:

Hilton Aruba, a AAA Four Diamond beachfront resort, offers unique activities to customize each vacation. Through the Discover Programs, guests can enjoy biking, yoga, wine tasting, spa experiences and more. A warm and welcoming staff, private balconies and complimentary Wi-Fi make guests feel at home in this 15-acre tropical oasis. Entertainment options include two zero-entry pools, weekly Biba Aruba Carnival-style party, Larimar Spa, beach palapas and pool cabanas. The property features six restaurant and lounges.

[Website](#) | [Larimar Spa](#) | [Facebook](#) | [Twitter](#)



Renaissance Aruba Resort & Casino

TRAM Features:

- Blackout dates: Memorial Weekend (May 22nd to May 25th, 2015) and September 2nd to September 6th, 2015.

All-Inclusive Package:

US\$ 130.00 per travel agent and US\$ 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 is US\$ 75.00 per child, children 0 to 12 years old is free. All-Inclusive Add includes: alcoholic beverages, breakfast, lunch, and dinner.

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

[YouTube Video](#) | [Website](#) | [Facebook](#) | [Twitter](#)

Low-Rise Hotels



Bucuti & Tara Beach Resorts

TRAM Features:

- Adults only (18+)
- Full American Breakfast Buffet Included
- Based on Availability
- Blackout dates: N/A

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 TripAdvisor. This is perfect for Romantic Getaways and Honeymoons. Eco-friendly, Green Globe and ISO 14001 certified.

[Website](#) | [Bucuti Cam](#)



Manchebo Beach Resort & Spa

TRAM Features:

- Blackout dates: Based upon availability

All-Inclusive Package:

- Available upon request at check-in at US\$ 110.00 per person per day, US\$ 110.00 per companion per day
- All-Inclusive features: Breakfast Buffet, lunch and 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.

[Website](#) | [Instagram](#)



Talk of The Town Hotel & Beach Club

TRAM Features:

- Blackout dates: July 1st to August 31st, 2015
- Based upon availability
- Children between 0 – 12 years old stay free. One child per parent
- Additional person per night is US\$ 30.00

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!

[Website](#)



Tamarijn Aruba All-Inclusive Beach Resort

TRAM Features:

- Blackout dates: June 1st to August 15th, 2015
- Based upon availability
- ALL-INCLUSIVE PORTION MANDATORY as we only offer All-Inclusive packages

All-Inclusive Package:

- One person US\$ 130.00 per day, two people US\$ 160.00 per day
- Children 0 – 5 years old is free; children 6 – 12 years old is US\$ 50.00 per child, per day; children 13 – 17 years old is US\$ 75.00 per child, per day
- Full All-Inclusive program, maximum 2 children, and maximum 4 persons in a room including children

All-Inclusive Features:

- All meals, all beverages, taxes, tips, service.

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

[Website](#)



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 any Food and Beverage charges during stay at Marco Polo Restaurant and Bellini's Bar.

Hotel Features:

The Mill Resort & Suites Aruba is a tropical oasis amidst the hustle and bustle of Aruba's high-rise and casino resorts on Palm Beach. With its casual elegance, spacious comfort and outstanding personal service, The Mill Resort offers both standard and deluxe accommodations in each of their room categories. Although size, lay-out and amenities of the rooms are the same, the deluxe units are recently renovated and feature new and upgraded furnishings and are sold at a premium. Most of our non-smoking rooms feature fully equipped kitchenettes (except the Royal Room) and are the perfect choice for a comfortable romantic getaway, family vacation, honeymoon or business visit. We are located on the famous beach strip of all the high rise hotels in Aruba with a walking distance of less than 10 minutes.

[Website](#) | [Email Contact](#)

Special Offers 2015
Participating Companies

Company	Contact Information
ABC Tours & Attractions N.V.	www.abc-aruba.com
Aruba Gastronomic Association	www.arubadinning.com
Bedrock Tours N.V., dba Kukoo Kunuku	www.kukookunuku.com
Colombian Emeralds International	http://www.colombianemeralds.com/OurStores/Aruba/
De Palm Tours N.V.	www.depalm.com
EL Tours – Le Pep Tours N.V. dba.	leon@eltoursaruba.com
Mi Dushi Sailing and Snorkeling Tours	www.midushi.com
Pelican Adventures Tours & Watersports	www.pelican-aruba.com

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

The Travel Agent Month Program 2015 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 2015
APPLICATION FORM:
<http://agents.aruba.com/tram/>