



HOUSE RULES & POLICIES BAOASE LUXURY RESORT

We kindly request that our guests abide by the resort's house rules and policies so that everyone may have an enjoyable stay at Baoase Luxury Resort.

PERSONAL DOCUMENTS

Upon check-in Baoase requests a deposit in terms of a credit card or cash, and a copy of the passport/ID of each guests staying at Baoase.

CHECK-IN & CHECK-OUT

The check-in time is 3:00 PM and the check-out time is 12:00 PM. Guests who have checked out of their accommodations are welcome to stay within the resort premises for the rest of the day. If you would like a late checkout until 6:00 PM (subject to availability) we would charge the following amount: Villa = \$300, Beachfront Suite = \$250 and Room / Honeymoon Suite = \$200 / Standard = \$200. If you would like to check out after 6:00 PM, we are obliged to charge the amount of the entire night.

HOUSEKEEPING POLICY

Our housekeeping cleans your room/suite/villa completely every day and offer turndown service in the evening. If you do not wish to receive this service please use our 'Do not disturb' sign. The environment is of great importance to Baoase, please place only the soiled towels in the laundry basket to be collected and replaced. Should you wish to have your beddings changed anytime during your stay, please inform the housekeeper or place the dirty linen in the laundry basket. Turn off water faucets, lights, television, air-conditioner and any other electrical device after each use.

OUTSIDE FOOD/SNACKS/BEVERAGE

Outside food and/or beverages are not permitted in the resort, unless guests are staying in an accommodation with a fully equipped kitchen. Food and beverages brought into the resorts premises will be subject to corkage and/or cooking charges.

RESTAURANT & BAR RULES

- Guests are required to wear appropriate resort wear
- Children under the age of 12 must be accompanied with an adult at all times.
- Alcoholic beverages are only served to guests of 18 years or older

ROOMSERVICE & ICE

The Room Service delivery fee is \$10 per delivery and will be added to your order. Accommodations that do not have a built-in ice machine in the refrigerator will be provided with a complimentary daily ice bucket. Additional ice can be ordered through Room Service and is subject to the Room Service delivery fee of \$10. Additional ice buckets may also be picked up at the bar.

ELECTRICITY

All accommodations offer 220V European plugs and some accommodations also offer 110V US plugs. Electricity adopters and converters are available at the front office. Baoase cannot be held responsible for using the incorrect electricity plug for personal hair dryers and/or other appliances.

AIR CONDITIONING & WATER

Every accommodation is equipped with air-conditioning. We kindly ask you to switch off the air-conditioning before you leave your room. Electricity and water are valuable goods in Curacao. Also we are mindful of local water sources so we kindly ask you to ensure your water taps are turned off. The Curacao water coming from the taps is of good quality and is safe to drink.

SMOKING / ILLEGAL SUBSTANCES

Smoking is not allowed inside the accommodations. Ashtrays are provided in the respective porches and areas where smoking is allowed. Use of drugs and/or alcohol abuse is strictly prohibited.

SWIMMING POOL RULES

- The main swimming pool is opened every day from 10:00 AM till 7:00 PM. (No lifeguard on duty)
- The use of the swimming pools is entirely at own risk.
- The main swimming pool is freely accessible to guests from the resort only.
- It is not allowed to swim and/or sunbathe topless and swimming with cotton shirts, shorts or any footwear is also not allowed.
- It is not allowed to dive/jump into the pools.
- All guests must be rinsed off before going in the pool. Walking or rinsing off feet or equipment in the swimming pool gutter is prohibited.
- Drinks, food and glassware are not permitted in the swimming pool area.
- Children under the age of 12 must be accompanied with an adult at all times.

PETS / WILD ANIMALS

Pets or service animals are not allowed on property. Please do not feed wild animals.

PHOTOGRAPHY

Guests are not allowed to shoot a film or take photo's for a commercial purpose at the property of Baoase.

QUIET TIME

Between 10:30 PM to 7:00 AM, please keep the noise down! Respect your neighbor's right to sleep. Excessive noise during daytime hours is also prohibited-help us maintain the serenity and peacefulness of the area. In addition, the use of community walkways to the beach, and use of the beach shall be sufficiently quiet and peaceful so as not to disturb the other residents of the neighborhood and their guests in the enjoyment of their vacation and facilities of the resort. No private events or festivities are allowed in the accommodation nor public areas unless approved by Management.

BEHAVIOR

Aggressive, unsociable and/or violent behavior is not tolerated. Guests are only allowed to walk on the designated walking path. It is not allowed to walk through the gardens or landscaping, nor entering gardens/accommodations which is not part of own accommodation. The cleanliness of accommodations and our area sets us apart from others. Make use of the trash receptacles provided specifically for food, and non-food items. Please use ashtrays and trash receptacles provided.

OUTSIDE VISITORS

Outside visitors are allowed until 10:00 PM and need to be registered at the Security Office and Reception of the resort. The resort allows a maximum of 4 outside visitors per accommodation. If outside visitors would like to make use of the resort's facilities, such as the beach, beach chairs, snorkel and kayak gear, they must purchase a beach package of \$50 per adult at the Baoase Culinary Beach Restaurant.

RESPONSIBILITY AND LIABILITY

- The customer is obliged to take good care of resort property and rented equipment and to protect them from damage, loss or theft. If any of the mentioned situations occur during your stay and/or the rental period, the customer will be charged at the moment for the full cost of repair materials and labor fees if equipment is repairable or the full cost of the damaged item(s). At the end of your rental period, our resort representative will determine the conditions of the rented materials. In case of loss or theft of the equipment, components or any other accessories, the resort will charge the customer the full cost of the missing item(s) at market price.
- Baoase Luxury Resort can never be held responsible for personal or material damages. All facilities are used at your own risk.
- The resort will not be responsible for accidents, injuries or loss of property by theft, wind or act of God. Baoase Luxury Resort is not liable for bodily injury or even deaths as a result of but not limited to: accidents caused by equipment with or without staff supervision; physical exertion for which a guest is not prepared; forces of nature; lack of or limited access to medical attention in remote locations; travel by auto, boat, tricycle or other conveyance; consumption of alcoholic beverages; breakdown of equipment; and the adequacy of medical attention once provided.

FAILURE TO COMPLY WITH ANY POLICIES, RULES AND GUIDELINE MAY RESULT IN YOUR LEAVING THE RESORT WITH NO REFUND AND FUTURE RESERVATIONS BEING CANCELLED.

Please use "common sense" while here and enjoy your stay!