



February/March 2010

Dear Members,

After a great Carnival season, in comparison to 2009 ABC has been experiencing very high levels occupancy during the month of February (95%) and so far, the first half of March, being just shy of a full house in most of the weeks.

Weather is nice as always, no rain, however we have had some days with very little wind which is unusual for this time of year, and some rough seas that has taken sand from our beach. But soon Mother Nature will do here her usual "wonder" again.

New Procedures:

- As part of Management's goal to be as Member/Guest friendly as possible, a new Room Change procedure has been implemented and working very well for both guests and staff. For those of you who require Saturday room change, you are now requested to stop by the Front Desk on Friday afternoons to complete the room change acknowledgement. Then on Saturday morning, as soon as you have your belongings packed, you are requested to call to have a bell man pick up your bags which will be held in the Member's lounge. When your new room is "ready" the bell man will deliver your bags to your room while you pick up your key from the Front Desk staff. No need to lose another fun day at the pool or beach anymore.
- A new Beach Towel procedure implemented for ABC Members on Island but not currently staying at ABC. As a member you are always welcome, however, in our efforts to keep towel loss to a minimum, you may obtain beach towels at the Beach Towel Hut from 10:00 AM daily by first completing a form that allows a charge to your ABC account of \$25.00 per towel, in case towels are not returned by 6:00 PM SAME DAY.

We really appreciate your understanding and cooperation with our efforts.

Congratulations Aruba!

Please note that Thursday, March 18, 2009 (Anthem and Flag Day) is an official holiday on the island and as a result of this most businesses will be closed. We will give service at ABC same as on Sundays.

2010 Annual General ABCCA Convocation and Board meetings:

Management and the Board of Directors, as well as the ABCCA Annual General Members Meeting are scheduled to be held in April and we look forward your participation. A reminder to mail your Proxy Voting card promptly. The Board of Directors will also be holding Board meetings together with Management during week 17, the last week of April.

The **first Aruba International Film Festival** (AIFF) will take place from June 4-10. We invite you to visit their website www.aiff.aw for additional information.

It is a pleasure updating you with the latest developments at the ABC and on the Island.

Greetings from sunny Aruba.

Farida Mansur
General Manager