



KIBAIMA  
REAL ESTATE & HOTEL MANAGEMENT

# Owner Information Guide

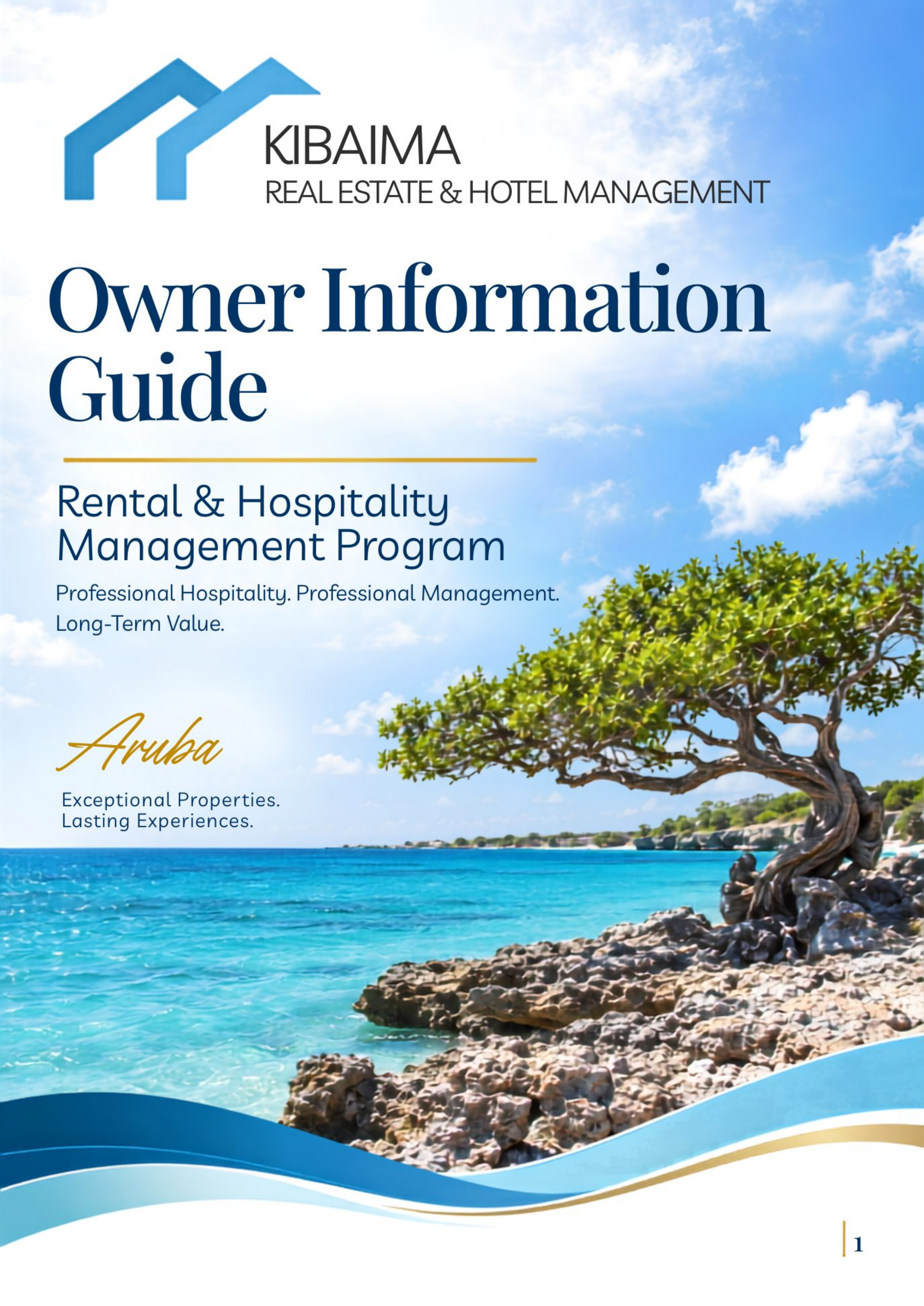
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## Rental & Hospitality Management Program

Professional Hospitality. Professional Management.  
Long-Term Value.

*Aruba*

Exceptional Properties.  
Lasting Experiences.



# Table of Contents, Welcome & About

## Table of Contents

1. Welcome
2. About Kibaima Real Estate & Hotel Management
3. Why Choose Kibaima Real Estate & Hotel Management
4. Professional Hospitality Management
5. Why a Centralized Rental Program
6. Technology & Innovation
7. Distribution & Channel Management
8. Revenue Management, Yield Management & Dynamic Pricing
9. Marketing & International Promotion
10. Guest Experience
11. Property Operations
12. Rental Programs
13. Owner Services
14. Illustrative Financial Scenario
15. Owner Expenses
16. Important Legal Disclaimer
17. Contact Information
18. Final Remarks

## Welcome

**Welcome to Kibaima Real Estate & Hotel Management N.V.** Our Rental & Hospitality Management Program is designed to help property owners maximize rental opportunities, protect long-term property value, and enjoy a worry-free ownership experience. Through professional management, smart marketing, revenue optimization, technology, and personalized guest services, we manage every property to high hospitality standards. This guide provides an overview of our services, rental programs, and management approach. We look forward to building a successful long-term partnership with you.

**Kibaima Real Estate & Hotel Management N.V.**

## About Kibaima Real Estate & Hotel Management



### Our Company

Kibaima Real Estate & Hotel Management N.V. is a professional hospitality and property management company specializing in vacation rentals, apartments, villas, and boutique properties in Aruba. We provide an integrated management solution combining hospitality, technology, marketing, revenue strategy, and financial reporting. Our team handles the day-to-day operations, pricing, guest service, and property management, allowing owners to enjoy a smooth and rewarding ownership experience.



### Our Vision

Our vision is to become one of Aruba's leading hospitality management companies by delivering professional, transparent and innovative management services for vacation rental properties. We strive to create long-term value for property owners through exceptional hospitality, operational excellence and continuous investment in technology, marketing and guest satisfaction. By building a trusted hospitality brand, we aim to increase both the reputation and long term value of every property under our management.



### Our Mission

Our mission is to provide property owners with a worry-free ownership experience through professional hospitality management and personalized service. We are committed to:

- Maximizing long-term rental performance.
- Protecting the value of every property.
- Delivering exceptional guest experiences.
- Maintaining the highest operational standards.
- Providing transparent financial reporting.
- Building long-term relationships with both owners and guests.
- Continuously improving our services through innovation and technology.

EXCEPTIONAL  
PROPERTIES.  
LASTING  
EXPERIENCE.

# Why Choose Kibaima Real Estate & Hotel Management



## More Than Property Management

At Kibaima Real Estate & Hotel Management, we go beyond basic reservation and cleaning services. Our goal is to provide owners with a complete, worry-free management experience while maintaining high standards of quality, service, and professionalism. Our responsibilities include:



**Hospitality Management**



**Revenue Management**



**Yield Management**



**Dynamic Pricing**



**International Marketing**



**Distribution Management**



**Guest Communication**



**Reservation Management**



**Property Inspections**



**Housekeeping Coordination**



**Laundry Coordination**



**Maintenance Coordination**



**Financial Administration**



**Monthly Owner Reporting**



**Owner Support**

## A Full-Service Hospitality Partner

Our objective is not simply to manage your property. Our objective is to become your long-term hospitality partner. By combining experienced hospitality professionals with industry-leading technology and internationally recognized operating procedures, we create a management platform designed to maximize rental performance while protecting the long-term value of your property. Whether managing a single apartment or an entire portfolio of vacation homes, our approach remains the same: Professional service, operational excellence and complete transparency.

## Creating Long-Term Value

We believe successful hospitality management is built for the long term. Every decision we make is focused on strengthening your property's performance, value, and guest experience. We focus on:

- Maximizing occupancy and healthy daily rates
- Protecting your property's condition
- Delivering exceptional guest experiences
- Building strong reviews and repeat bookings
- Maintaining consistent quality standards
- Providing transparent financial reporting
- Continuously improving performance

## Our Commitment

Every property entrusted to Kibaima Real Estate & Hotel Management is managed with the same care, professionalism and attention to detail as if it were our own investment. We are committed to building lasting relationships based on trust, transparency and results.

# Professional Hospitality Management

Professional hospitality management is the foundation of a successful vacation rental business. While many owners focus primarily on occupancy and rental income, long-term success depends on delivering consistent guest experiences, maintaining high operational standards and protecting the overall quality and reputation of the property.

At Kibaima Real Estate & Hotel Management N.V., hospitality is at the heart of everything we do. Our management philosophy is based on professionalism, transparency, attention to detail and continuous improvement. Every guest interaction, every reservation and every operational decision contributes to the long-term success of both the property and its owner. Rather than reacting to problems, we believe in proactive management, preventive maintenance and continuous quality control.

## Our Hospitality Philosophy

Exceptional hospitality begins before arrival. From reservation to departure, every step is carefully managed to ensure a smooth and memorable guest experience. Our hospitality philosophy is built on five core principles:

- Professionalism
- Consistency
- Transparency
- Quality
- Continuous Improvement

## Operational Excellence

Professional hospitality requires continuous coordination between multiple operational activities. Our management team oversees every aspect of the daily operation, including:

- Reservation Management
- Guest Communication
- Revenue Management
- Dynamic Pricing
- Housekeeping Coordination
- Laundry Coordination
- Maintenance Coordination
- Property Inspections
- Quality Control
- Monthly Owner Reporting

## Guest Satisfaction

Guest satisfaction is one of the most important drivers of long-term rental success. Positive guest experiences lead to:

- Higher review scores
- Increased booking conversions
- Greater guest confidence
- More repeat bookings
- Higher occupancy levels
- Stronger online visibility
- Increased long-term revenue potential

## Quality Assurance

Maintaining consistent quality standards is essential to protecting both the owner's investment and the reputation of Kibaima Real Estate & Hotel Management. To achieve this, our team performs ongoing quality control throughout the year. This includes:

- Property inspections
- Inventory checks
- Maintenance monitoring
- Housekeeping inspections
- Guest feedback analysis
- Operational performance reviews

## Preventive Maintenance

Well-maintained properties perform better. Our preventive maintenance program helps protect your property, reduce repair costs, and improve guest satisfaction. Our program includes:

- Routine inspections
- Preventive maintenance scheduling
- Coordination of repairs
- Contractor management
- Quality control following maintenance work
- Ongoing monitoring of the property's condition

## Transparent Communication

Strong communication builds successful partnerships. We provide owners with clear updates on property performance, finances, maintenance, and operations. Our approach is based on trust, transparency, and long-term relationships.

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# Why a Centralized Rental Program

Our centralized rental program combines marketing, pricing, reservations, and daily operations into one professional platform—helping maximize property performance while giving owners a worry-free experience.



## Professional Management

Our centralized management platform coordinates pricing, guest service, market monitoring, and daily operations—ensuring every property meets consistent professional standards.



## Consistent Quality Standards

- Guest communication
- Reservation handling
- Check-in procedures
- Check-out procedures
- Housekeeping standards
- Property inspections
- Marketing procedures
- Quality control
- Monthly owner reporting



## Stronger Brand Recognition

A professionally managed portfolio builds guest trust, consistency, and brand recognition. As Kibaima grows, every property benefits from stronger visibility, credibility, and reputation.



## Economies of Scale

- Centralized reservation management
- Professional marketing campaigns
- Shared technology platforms
- Coordinated housekeeping services
- Preferred supplier relationships
- Preferential supplier rates
- Standardized operating procedures
- Streamlined financial administration



## Increased Guest Satisfaction

Guest satisfaction drives long-term rental success. By delivering consistent, high-quality hospitality, we encourage positive reviews, repeat stays, referrals, and stronger brand reputation.



## Benefits for Property Owners

- Professional hospitality management
- Greater international exposure
- Advanced revenue optimization
- Improved customer service
- Reduced administrative responsibilities
- Transparent financial reporting
- Consistent operational standards
- Long-term asset protection
- Stronger industry-leading technology
- A trusted hospitality partner committed to maximizing the long-term value of their investment.

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# Technology & Innovation

## Smarter Management. Brighter Possibilities.

Kibaima combines experienced hospitality professionals with industry-leading technology to streamline operations, improve communication, enhance transparency and optimize the performance of every property.



### Hostaway Property Management System

Kibaima Real Estate & Hotel Management utilizes Hostaway, one of the world's leading Property Management Systems (PMS) specifically developed for professional vacation rental operators. Hostaway enables our team to manage reservations, calendars, pricing, guest communication and operational workflows through one centralized platform. This creates a more efficient management process while reducing administrative workload and minimizing operational errors. The system provides professional hospitality management comparable to international hotel operators and large vacation rental companies.



### Centralized Reservation Management

- ✓ Reservations
- ✓ Guest communication
- ✓ Calendar management
- ✓ Housekeeping
- ✓ Maintenance scheduling
- ✓ Owner reporting
- ✓ Financial administration



### Owner Portal

- ✓ Reservation calendar
- ✓ Upcoming bookings
- ✓ Owner stays
- ✓ Occupancy levels
- ✓ Monthly statements
- ✓ Financial reports
- ✓ Booking history
- ✓ Property performance



### Automation

- ✓ Reservation confirmations
- ✓ Guest messaging
- ✓ Arrival instructions
- ✓ Check-in reminders
- ✓ Departure instructions
- ✓ Review requests
- ✓ Calendar synchronization
- ✓ Booking notifications
- ✓ Internal operational workflows



### Smart Property Management

- ✓ Faster response times
- ✓ Better guest communication
- ✓ Improved operational planning
- ✓ More efficient housekeeping scheduling
- ✓ Better maintenance coordination
- ✓ Enhanced owner reporting
- ✓ Greater operational transparency



### Innovation & Continuous Improvement

We combine modern technology with hospitality expertise to improve operations, enhance guest experiences, and create long-term value for property owners.

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PROPERTIES.  
LASTING  
EXPERIENCE.

# Distribution & Channel Management

Our multi-channel distribution strategy gives each property greater global visibility while keeping reservations, pricing, and availability centrally managed.

Maximum visibility. Maximum efficiency. Maximum booking opportunities.



## Global Distribution Network

- Airbnb
- Booking.com
- Expedia Group
- VRBO
- Google Vacation Rentals
- Direct Website Reservations
- Corporate Housing Networks
- Relocation Agencies
- Returning Guests
- Referral Partners



## Real-Time Synchronization

- Availability
- Reservations
- Calendar updates
- Nightly rates
- Minimum stay requirements
- Booking restrictions
- Cancellations



## Direct Bookings

- Greater flexibility
- Stronger guest relationships
- Returning guest opportunities
- Lower third-party commission costs
- Personalized communication
- Brand loyalty



## Corporate & Relocation Rentals

- International companies
- Project-based employees
- Government organizations
- Medical professionals
- Consultants
- Relocation assignments
- Long-stay professionals



## Repeat Guest Strategy

- Return for future vacations
- Recommend the property to family and friends
- Leave positive online reviews
- Book directly through our organization
- Become long-term ambassadors for the Kibaima brand



## One Central Reservation System

- Reservation management
- Guest communication
- Financial administration
- Housekeeping schedules
- Maintenance planning
- Owner reporting
- Operational performance



## Our Distribution Philosophy

Distribution is not about advertising on as many websites as possible. It is about placing the right property, in front of the right guest, at the right time, through the right booking channel and at the right price. By combining professional distribution management with advanced technology, revenue management and international marketing, Kibaima Real Estate & Hotel Management strives to maximize booking opportunities while protecting the long-term value and reputation of every property entrusted to our care.

# Revenue Management, Yield Management & Dynamic Pricing

Pricing is managed using internationally recognized Revenue Management and Yield Management principles. Our objective is to maximize annual financial performance while maintaining a competitive market position and delivering exceptional value to guests.



## Revenue Management

Revenue Management continuously analyzes market conditions to optimize pricing and maximize annual revenue. Our pricing strategy considers:

- ✓ • Historical occupancy trends
- ✓ • Seasonal demand
- ✓ • Public holidays
- ✓ • Seasonal operations
- ✓ • Local events and festivals
- ✓ • Competitor pricing
- ✓ • Booking pace
- ✓ • Remaining availability
- ✓ • Length of stay
- ✓ • Booking lead time
- ✓ • Last-minute demand
- ✓ • Historical market performance
- ✓ • Current tourism trends



## Yield Management

Yield Management balances occupancy and nightly rates to maximize overall annual revenue. Every pricing decision is made with the property owner's long-term financial performance in mind.



## Dynamic Pricing

adjusts nightly rates based on market demand, helping properties stay competitive, improve occupancy, and capture higher revenue during peak periods.



## Average Daily Rate (ADR)

Average Daily Rate (ADR) measures the average revenue earned per occupied night. We monitor ADR to evaluate pricing performance and identify opportunities to improve revenue.



## Occupancy Performance

Occupancy remains an important performance indicator. However, occupancy alone does not determine financial success. Our management strategy seeks to achieve a healthy balance between:

- Occupancy
- Average Daily Rate (ADR)
- Revenue per Available Night
- Long-Term Property Performance



## Market Intelligence

Professional pricing decisions require continuous monitoring of the market. Our management team reviews:

- Competitor pricing
- Local accommodation supply
- Tourism demand
- Seasonality
- Booking trends
- Special events
- Economic conditions
- Seasonal travel patterns



## Continuous Performance Monitoring

Revenue optimization is continuous. We regularly review and adjust pricing to keep each property competitive and maximize year-round rental performance.



## Our Revenue Philosophy

Every property is unique, so pricing is tailored using market data, hospitality expertise, and technology to maximize long-term rental performance while protecting guest satisfaction and property value.



## IMPORTANT NOTICE

Revenue Management, Yield Management and Dynamic Pricing are professional management tools designed to optimize rental performance. While these strategies are intended to improve occupancy and revenue potential, they do not constitute a guarantee of occupancy levels, nightly rates, rental income or investment returns. Actual operating results may vary depending on market conditions, tourism demand, seasonality, competition, owner usage and numerous other factors beyond the control of Kibaima Real Estate & Hotel Management N.V.

# Marketing & International Promotion

Our marketing strategy combines digital technology, professional branding, and targeted promotion to increase visibility, strengthen brand recognition, and maximize long-term rental performance.



## Professional Branding

Strong branding builds guest confidence. We ensure every property is professionally presented, consistently managed, and supported by high-quality marketing to create trust before booking.



## Professional Photography

- Interior spaces
- Exterior areas
- Amenities
- Experience
- Unique property features
- Surrounding environment



## Search Engine Optimization (SEO)

- Destination-based searches
- Vacation rental keywords
- Local accommodation searches
- Property-specific content
- High-quality website content
- Continuous optimization



## Digital Marketing

- Google Ads
- Social Media Advertising
- Display Advertising
- Remarketing Campaigns
- Email Marketing
- Social Media Marketing
- Brand Awareness Campaigns
- Seasonal Promotions



## Social Media

- Property showcases
- Destination highlights
- Guests experiences
- Promotional campaigns
- Seasonal offers
- New property announcements
- Hospitality updates



## Direct Booking Strategy

- Stronger guest relationships
- Personalized communication
- Lower third-party commission costs.
- Greater booking flexibility
- Improved guest loyalty
- Higher long-term profitability



## Repeat Guest Marketing

- Return for future vacations
- Recommend the property to others
- Book directly
- Leave positive reviews
- Strengthen the Kibaima brand



## Corporate & Relocation Markets

- International companies
- Relocation agencies
- Social media communications
- Medical professionals
- Consultants
- Project-based employees
- Corporate Housing
- Long-term business travelers



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## Marketing Philosophy

Successful marketing is about more than generating reservations. It is about building a trusted hospitality brand, creating memorable guest experiences and positioning every property for long-term success. By combining professional branding, advanced technology, international exposure and targeted marketing campaigns, Kibaima Real Estate & Hotel Management strives to maximize occupancy, strengthen guest loyalty and enhance the long-term value of every property entrusted to our care.

# Guest Experience

At Kibaima Real Estate & Hotel Management N.V., we believe that exceptional guest experiences are the foundation of long-term rental success. Every reservation represents more than a booking—it is an opportunity to create lasting memories, generate positive reviews and encourage future reservations. Our objective is to deliver a consistent, professional and personalized hospitality experience from the moment a reservation is confirmed until after the guest has returned home. Guest satisfaction remains one of the strongest drivers of occupancy, pricing performance and long-term property value.



## The Guest Journey

- ✓ Reservation Confirmation
- ✓ Pre-Arrival Communication
- ✓ Arrival Information
- ✓ Check-in
- ✓ During-Stay Guest Support
- ✓ Housekeeping Coordination
- ✓ Maintenance Support (if required)
- ✓ Check-out
- ✓ Post-Stay Communication
- ✓ Review Request
- ✓ Repeat Guest Engagement



## Pre-Arrival Communication

- Reservation confirmation
- Property information
- Arrival instructions
- Check-in procedures
- House Rules
- Contact information
- Local recommendations
- Frequently Asked Questions



## Check-In Experience

- Self Check-in
- Smart Lock Access
- Personal Welcome (where applicable)
- Digital Guest Guide
- Arrival Assistance
- Emergency Contact Information



## During the Stay

- Guest inquiries
- Local recommendations
- Maintenance coordination
- Emergency assistance
- Additional housekeeping requests
- Booking extensions
- General hospitality support



## Housekeeping Standards

- Arrival cleaning
- Departure cleaning
- Linen replacement
- Towel replacement
- Inventory checks
- Damage reporting
- Quality inspections



## Guest Communication

- Fast response times
- Friendly and professional service
- Clear instructions
- Problem resolution
- Guest satisfaction
- Review requests
- Repeat booking opportunities



## Guest Reviews & Reputation Management

- Guest confidence
- Booking conversions
- Search rankings
- Brand reputation
- Occupancy performance
- Long-term rental revenue



## Creating Memorable Experiences

We create memorable guest experiences through professional service, clear communication, and high hospitality standards—encouraging repeat stays, positive recommendations, and long-term value for property owners.

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EXCEPTIONAL  
PROPERTIES.  
LASTING  
EXPERIENCES.

# Property Operations

Efficient Operations.  
Protected Value.

Successful hospitality management depends on efficient day-to-day operations. Behind every successful guest stay is a well-organized operational team responsible for maintaining the property, coordinating suppliers, monitoring quality standards and ensuring that every aspect of the operation runs smoothly. At Kibaima Real Estate & Hotel Management N.V., we coordinate all operational activities on behalf of the property owner, allowing owners to benefit from professional management without the daily responsibilities of operating a vacation rental business. Our objective is to maintain every property to the highest possible standard while protecting its long-term value.



## Maintenance Coordination

- Routine maintenance
- Preventive maintenance
- Emergency repairs
- Technical inspections
- Electrical repairs
- Plumbing repairs
- Air conditioning servicing
- Appliance repairs
- Exterior maintenance
- Pool and garden
- coordination where
- applicable.



## Preventive Maintenance

- Extend equipment lifespan
- Reduce unexpected repair costs
- Improve guest satisfaction
- Protect property condition
- Maintain operational continuity.



## Housekeeping Coordination

- Arrival cleaning
- Departure cleaning
- Linen replacement
- Towel replacement
- Inventory checks
- Restocking essential
- guest supplies
- Damage reporting
- Final quality inspections.

# Property Operations Continued

## Standards, Coordination and Ongoing Oversight.

Operational quality is maintained through structured inspections, trusted vendor relationships, and continuous attention to detail.



### 1. Property Inspections

- Before guest arrival
- After guest departure
- During maintenance visits
- Periodically throughout the year
- Following reported incidents



### 2. Vendor Management

- Housekeeping providers
- Maintenance contractors
- Plumbers
- Electricians
- Air-conditioning specialists
- Internet providers
- Pest control companies
- Pool maintenance companies
- Landscaping contractors
- Security providers



### 3. Quality Assurance

- Property inspections
- Housekeeping inspections
- Guest feedback monitoring
- Maintenance follow-up
- Inventory monitoring
- Operational reviews



### 4. Protecting Your Investment

We protect your property through preventive maintenance, regular inspections, trusted contractors, and continuous quality control—preserving its condition, performance, and long-term value.

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# Rental Programs Overview

## Flexible Programs for Different Ownership Goals.

We offer two professionally managed rental programs tailored to different owner goals—short-term vacation rentals and long-term leasing—while maintaining the same high standards of service, transparency, and management.



### Short-Term Rental Program

Designed for owners who want to professionally manage vacation rentals.



Management fee is **20% of Gross Rental Income.**



### Long-Term Rental Program

Designed for longer-stay rentals with a minimum duration of three months.



Management fee is **10% of Monthly Rental Income.**



### Flexible Ownership

Owners may reserve their property for personal use subject to existing confirmed reservations and applicable reservation policies.



### Our Approach

Both programs are supported by professional hospitality management, transparent reporting, and long-term value protection.

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# Short-Term Rental Program

## Included Services – Part 1

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Our Short-Term Rental Program has been developed for owners who wish to maximize the income potential of their property through professionally managed vacation rentals. This program is ideal for owners looking to benefit from Aruba's strong tourism market without becoming involved in the day-to-day operation of their property. The management fee is 20% of the Gross Rental Income. Rather than simply collecting reservations, our team manages the complete hospitality operation on behalf of the owner.



### 1. Included Services

- Reservation Management
- Calendar Management
- Airbnb Management
- Booking.com Management
- Expedia Management
- VRBO Management
- Google Vacation Rentals
- Direct Booking Management
- Corporate Booking Management



### 2. Revenue Management

- Revenue Management
- Yield Management
- Dynamic Pricing
- Market Analysis
- Competitor Analysis
- Occupancy Optimisation
- Pricing Strategy
- Seasonal Rate Adjustments



### 3. Marketing & Promotion

- Professional Website
- Digital Marketing
- Search Engine Optimisation (SEO)
- Google Advertising
- Social Media Marketing
- Professional Photography
- Listing Optimisation
- International Marketing Campaigns
- Repeat Guest Marketing



Management fee is **20%** of Gross Rental Income.

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# Short-Term Rental Program

## Included Services - Part 2



### Guest Services

- Guest Communication
- Reservation Confirmations
- Pre-Arrival Information
- Arrival Instructions
- Check-in Coordination
- Check-out Coordination
- Guest Support During Stay
- Review Management
- Repeat Guest Communication



### Property Operations

- Housekeeping Coordination
- Laundry Coordination
- Maintenance Coordination
- Property Inspections
- Vendor Coordination
- Preventive Maintenance Scheduling
- Quality Assurance



### Owner Services

- Monthly Owner Statements
- Financial Reporting
- Owner Support
- Reservation Administration
- Owner Calendar Management
- Operational Updates



### Additional Owner Expenses

- HOA Contributions
- Property Insurance
- Utilities (Water & Electricity)
- Internet & Television Services
- Government Taxes and Levies
- Extraordinary Repairs
- Furniture & Inventory Replacement
- Owner Requested Improvements
- Capital Expenditures



**Note:** Cleaning fees charged to guests are generally collected separately and therefore do not form part of the 20% Management Fee.

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# Long-Term Rental Program

**Stable Occupancy. Structured Management.**

The Long-Term Rental Program is designed for owners seeking stable occupancy with professionally managed residential rentals.



Minimum rental duration is **three months.**



Management fee is **10% of Monthly Rental Income.**

## Included Services



Property Marketing



Tenant Screening



Lease Administration



Rental Agreement Preparation



Rent Collection



Tenant Communication



Maintenance Coordination



Periodic Property Inspections



Owner Reporting



Financial Administration

## Flexible Ownership

Owners remain in control and may reserve their property for personal use, subject to confirmed bookings. We balance owner flexibility with rental opportunities to support long-term financial performance.

## Our Commitment

Whichever rental program you choose, our commitment remains the same: professional management, transparent communication, high operational standards, and long-term value for your investment.

EXCEPTIONAL  
PROPERTIES.  
LASTING  
EXPERIENCES.

# Owner Services

## Transparent Reporting.

## Professional Support.

A strong relationship with owners is built on transparency, communication, and trust.



### 1 Monthly Owner Statements

Monthly owner statements may include:

-  Gross Rental Income
-  Number of Reservations
-  Occupancy Percentage
-  Average Daily Rate (ADR)
-  Revenue per Available Night
-  Management Fee
-  Housekeeping Charges
-  Maintenance Costs
-  HOA Contributions
-  Additional Owner Expenses
-  Net Amount Payable to the Owner

### 2 Financial Reporting

Transparency is one of the core values of Kibaima Real Estate & Hotel Management. Owners receive regular financial reporting designed to provide a complete overview of property performance and operational expenses. Reports are intended to assist owners in understanding both the operational and financial aspects of their investment.

### 3 Owner Communication

We believe that effective communication is essential to building long-term relationships. Our management team remains available to answer questions, discuss operational matters and provide assistance whenever required. Owners are kept informed regarding matters such as:

- Maintenance activities
- Operational updates
- Significant repairs
- Guest-related matters
- Financial reporting
- Reservation activity
- Property performance

EXCEPTIONAL  
PROPERTIES.  
LASTING  
EXPERIENCES.

# Owner Services Continued

Availability, Support and Trust.



## Owner Support

Every owner receives personalized support for reservations, finances, maintenance, and future planning. We build long-term partnerships through trust, professionalism, and reliable service.



## Property Availability for Owners

We protect your investment, maximize its long-term potential, and deliver professional hospitality service focused on owner satisfaction, guest experience, and lasting value.



## Transparency & Trust

How the property is performing  
How rental income is generated  
Which expenses have been incurred  
Which maintenance activities have been completed  
What opportunities exist to improve performance.



## Commitment to Owners

We protect your investment, maximize its long-term potential, and deliver professional hospitality service focused on owner satisfaction, guest experience, and lasting value.

ARUBA

ONE HAPPY  
ISLAND



# Illustrative Financial Scenario

## Illustrative Example Only

This financial scenario is for illustration only, showing how rental income, management fees, and operating expenses may be calculated. It does not guarantee future occupancy, income, or investment returns.



### Illustrative Assumptions

|                            |         |
|----------------------------|---------|
| Average Daily Rate (ADR):  | USD 149 |
| Occupancy:                 | 75%     |
| Available Rental Nights:   | 365     |
| Estimated Occupied Nights: | 274     |



### Illustrative Rental Calculation

|                                        |                                              |
|----------------------------------------|----------------------------------------------|
| Gross Rental Income:                   | 40,826 USD                                   |
| Less: Management Fee (20%):            | (8,165) USD                                  |
| <b>Net Rental Income:</b>              | <b>32,661 USD</b>                            |
| Less: Actual Owner Operating Expenses: | Variable                                     |
| <b>Estimated Net Income:</b>           | <b>Subject to actual operating expenses.</b> |

### Understanding Rental Performance

Actual performance depends on occupancy levels, ADR, length of stay, seasonal demand, tourism trends, airline capacity, market competition, local events, government regulations, owner usage, operational expenses, and maintenance requirements.

# Financial Transparency & Important Notice

## Professional Management With Clear Expectations

### 1 Our Objective



Kibaima applies professional Revenue Management, Yield Management and Dynamic Pricing techniques with the objective of maximizing the long-term performance of the properties under its management.

### 2 Transparency



Owners receive detailed monthly financial statements including rental income, management fees, operating expenses, and the resulting net amount payable.

### 3 Key Performance Factors



- Occupancy levels
- Average Daily Rate (ADR)
- Length of guest stays
- Seasonal demand
- Tourism trends
- Airline capacity
- Market competition
- Local events
- Government regulations
- Owner usage
- Operational expenses
- Maintenance requirements

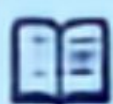
### 4 Important Notice



- Not a financial forecast
- Not an investment projection
- Not a guaranteed return
- Not a guarantee of future occupancy
- Not a promise of rental income
- No rights may be derived from the illustrative scenario.

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Further owner expenses, legal disclaimers, contact information, and final remarks continue in the following pages.

# Owner Expenses

## Transparent Cost Management for Long-Term Value.

Owning a professionally managed vacation rental property involves certain operating expenses that remain the responsibility of the property owner. Kibaima Real Estate & Hotel Management N.V. believes in complete transparency regarding these expenses. Every owner receives a clear overview of all owner-related costs through the monthly financial reporting. Our objective is to ensure that owners have a complete understanding of both the income generated by their property and the expenses associated with its operation.

### 1 Standard Owner Expenses

Owner expenses typically include the following categories:



#### Property Related Expenses



Homeowners Association (HOA) Contributions



Property Insurance



Government Taxes and Levies



Utilities (Water & Electricity)



Internet & Television Services



#### Operational Expenses



Repairs and Maintenance



Replacement of Furniture and Inventory



Appliance Replacement



Preventive Maintenance



Pest Control in rental unit



Deep Cleaning (when required)



#### Owner Requested Expenses



Renovations in apartment



Interior Upgrades



Furniture Replacements



Decorative Improvements



Additional Equipment

These expenses are only incurred with the owner's approval unless immediate action is required to protect the property, ensure guest safety or prevent further damage.

# Guest-Related Charges & Expense Transparency;

Clear Reporting. Responsible Cost Control.

1

## Guest Related Charges



Certain operational costs are normally charged directly to guests and therefore do not form part of the management fee.

- Departure Cleaning Fees
- Extra Housekeeping Services
- Extra Linen Requests
- Late Check-Out Fees
- Early Check-In Fees
- All tax fees related to rental
- Online platform fees ( booking.com expedia airbnb etc )
- Damage Charges (where applicable)

Where possible, these costs are recovered directly from the guest and therefore do not affect the owner's rental income.

2

## Transparency in Expense Management



Every owner receives a detailed overview of all owner-related expenses through the monthly financial statement.

The report includes:

- Gross Rental Income
- Management Fees
- Guest Related Charges
- Owner Operating Expenses
- Approved Maintenance Costs
- Net Amount Payable

3

## Cost Control



Professional property management is not only about maximizing rental income, it is also about controlling operational costs. Kibaima actively monitors the expenses, negotiates with suppliers where possible and coordinates maintenance efficiently to protect the owner's investment while maintaining the highest hospitality standards.

4

## Our Commitment



Responsible, transparent and professional expense management with one objective: to protect the long-term value of the property while maximizing financial performance through professional hospitality management.

# Not Legal or Investment Advice.

## No Guarantee of Financial Performance



This Owner Information Guide has been prepared by Kibaima Real Estate & Hotel Management N.V. solely for informational and marketing purposes.

The information provides a general overview of the Rental & Hospitality Management Program, the services provided, and the operational philosophy of the hospitality platform. This document should not be interpreted as legal, tax, accounting or investment advice. Prospective owners are strongly encouraged to obtain independent legal, tax and financial advice before purchasing any property or participating in the rental management program.

2

## No Guarantee of Financial Performance

Nothing in this document shall be interpreted as:

- A guarantee of occupancy
- A guarantee of rental income
- A guarantee of Average Daily Rates (ADR)
- A guarantee of investment returns
- A guarantee of future appreciation in property value
- A financial forecast
- An investment projection
- A representation of future operating performance
- Actual results may differ substantially.

3

## Market Conditions

Operating results may be affected by a variety of factors, including but not limited to:

- |                                                                                                              |                                                                                                                  |
|--------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------|
|  Tourism demand         |  Weather conditions         |
|  Economic conditions    |  Natural disasters          |
|  Government regulations |  Pandemics                  |
|  Tax legislation        |  Force majeure events.      |
|  Competition            |  Exchange rate fluctuations |
|  Market supply          |  Property availability      |
|  Seasonal demand        |  Owner usage                |

Actual operating results may be materially different from any illustrative examples contained within the guide.

# Important Legal Disclaimer Continued

## Responsibilities, Platforms and Limitation of Liability.

### 1 Revenue Management



Kibaima Real Estate & Hotel Management applies professional Revenue Management, Yield Management and Dynamic Pricing techniques with the objective of maximizing the long-term performance of the properties under its management. However, these techniques cannot eliminate market risk and do not guarantee specific financial results. Nightly rates, occupancy levels and overall rental performance remain subject to prevailing market conditions.

### 2 Third-Party Platforms



Reservations may be generated through:

- Airbnb
- Booking.com
- Expedia
- VRBO
- Google Vacation Rentals
- Direct booking channels
- Corporate booking partners

Kibaima cannot guarantee the continued availability, policies, ranking algorithms, commission structures or commercial terms of any third-party booking platform.

### 3 Owner Responsibilities



Property owners remain responsible for taxes, insurance, HOA contributions, financing obligations and any owner-specific operating expenses. Participation in the Rental & Hospitality Management Program does not transfer ownership responsibilities to Kibaima Real Estate & Hotel Management N.V.

### 4 Limitation of Liability



Kibaima Real Estate & Hotel Management N.V. shall not be liable for direct, indirect, incidental or consequential loss arising from:

- Market fluctuations
- Reduced occupancy
- Lower-than-expected rental income
- Changes in operating expenses
- Government measures
- Force majeure events
- Third-party platform interruptions
- Economic developments
- Tourism fluctuations
- Circumstances beyond the reasonable control of the company.

### 5 No Rights May Be Derived.



No rights may be derived from:

- Illustrative financial scenarios
- Rental income examples
- Occupancy assumptions
- Marketing materials
- Revenue illustrations
- Operational examples
- Statements contained within this Owner
- Information Guide.

Only the executed Property Management Agreement and any other formally executed legal agreements shall govern the legal relationship between the parties.

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EXCEPTIONAL  
PROPERTIES.  
LASTING  
EXPERIENCES.

# Contact Information & Final Remarks

Let's Continue Building Brighter  
Futures in Aruba.

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## 1 Final Statement



By participating in the Rental & Hospitality Management Program, property owners acknowledge that hospitality operations involve commercial risks and that rental performance cannot be guaranteed. Kibaima Real Estate & Hotel Management N.V. is committed to applying professional hospitality management, advanced technology, transparent reporting and internationally recognized operational standards with the objective of maximizing the long-term success of every property entrusted to our care.

## 2 Contact Information

Kibaima Real Estate & Hotel Management N.V.



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## 3 Our Services



- Vacation Apartments
- Villas
- Holiday Homes
- Boutique Hospitality Properties
- Investment Properties
- Short-Term Rental Management
- Long-Term Rental Management
- Hospitality Consulting
- Revenue Management
- Property Operations

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# Building Let's Build Long-Term Success Together

Your Property. Our Expertise.  
A Stronger Aruba.

Aruba

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1

## Let's Build Long-Term Success Together



Kibaima believes successful hospitality management is built on professionalism, transparency and long-term partnerships. We are dedicated to protecting your investment, maximizing its performance and delivering exceptional hospitality experiences that benefit both property owners and guests. Whether you own a single apartment or a portfolio of investment properties, the experienced team at Kibaima is committed to providing the highest standards of hospitality management and operational excellence.

2

## Final Remarks



Thank you for taking the time to review the Rental & Hospitality Management Program. The guide has been prepared to provide a clear understanding of Kibaima's management philosophy, operational standards and comprehensive services. Our goal is to provide property owners with a professional, transparent and worry-free ownership experience while maximizing long-term value and performance.

**Kibaima Real Estate & Hotel Management N.V. — Part of the Perle d'Or Group**



Thank You

FOR BEING PART OF  
OUR JOURNEY