

## TERMS AND CONDITIONS

Herein the term “SETAR”, “We”, “Our”, “Us”, and “The Company” will refer to SETAR NV, while the client will be referred as “The Client”, “The Customer”, “Subscriber”, “You” and “Your”. These Terms and Conditions are possible questions you may have concerning the following products and services provided and sold by SETAR NV: ‘Tourist SIM and Tourist Bundles’.

## SETAR TOURIST SIM AND TOURIST BUNDLES

### PURCHASING TOURIST SIM AND TOURIST BUNDLE

To get a Tourist SIM, buy one of our Tourist Bundles and receive the SIM Card for FREE. To purchase our Tourist SIM or Tourist Bundle, you can do this via our website [setar.aw/tourist](http://setar.aw/tourist), or you can visit our TeleKiosk located at the Airport of Aruba or one of our Teleshops located in Palm Beach, Oranjestad, Santa Cruz, or San Nicolas.

### EXCLUSIVE TOURIST OFFERING

Our Tourist SIM and Tourist Bundles are exclusively offered to tourists. A person is considered a Tourist in the case they are a foreign national, can provide any foreign document (ID, Passport, or driver’s license), and stay for a limited amount of time in Aruba. During the purchase process, the client will be requested to show a foreign ID, Passport, and/or driver’s license. This documentation will be strictly used as a method of nationality confirmation. None of the personal data on the document shall be used nor scanned or saved in our systems/servers. If the client fails to comply in showing a valid document, our agents reserve the right to reject service and/or terminate any service(s) and/or sales.

### TOURIST BUNDLE OFFERS

Our Tourist Bundles offer two (2) different options:

1. 7-Day Tourist Bundle
2. 14-Day Tourist Bundle

	7 DAYS	14 DAYS
<b>Data</b>	<b>UNLIMITED</b>	<b>UNLIMITED</b>
<b>SETAR Minutes (Fixed and Mobile)</b>	<b>200</b>	<b>300</b>
<b>Other Minutes (OLO + International)</b>	<b>30</b>	<b>60</b>
<b>SMS (Local + International)</b>	<b>50</b>	<b>50</b>
<b>Validity</b>	<b>7 DAYS</b>	<b>14 DAYS</b>

For the Data in both bundles, the client will receive 5GB of data allowance daily based on our Fair Use Police (FUP). Upon data exhaustion for the day, the data will switch over to a lower speed until the daily allowance of data refreshes the next day, at the same time the bundle was bought on the initial day.

### SETAR MINUTES

SETAR Minutes are calling minutes provided by SETAR NV in the Tourist bundles that subscribers can use to call SETAR Mobile or Fixed numbers. SETAR Fixed numbers include numbers that start with 58-, 28-, 52-, and 50-. SETAR Mobile numbers include numbers that start with 56-, 59-, 69- and 66-.

### OTHER MINUTES

Other Minutes are minutes provided by SETAR NV in the Tourist Bundles to the customer for them to be able to call **the other local provider in Aruba** and international. International destinations for the Other Minutes are: Bonaire, Canada, Colombia, Curacao, Saba, St. Eustatius, St. Maarten, The Netherlands, Panama, and USA **continental**.

## SMS

All the allotted SMS in this bundle can be used to send local SMS (SETAR and other local providers) and they can also be used for international numbers. International SMS countries included are the following: Bonaire, Canada, Colombia, Curacao, Saba, St. Eustatius, St. Maarten, The Netherlands, Panama, and USA **continental**.

## VALIDITY OF THE TOURIST BUNDLES

SETAR offers two (2) different bundles with different validity periods. The first bundle is valid for seven (7) days while the second bundle is valid for fourteen (14) days. Validity days start counting once a Tourist SIM card is activated. This means that depending on the purchased bundle, the bundle will be active for seven (7) or fourteen (14) days starting from activation day and time.

## REPURCHASING TOURIST BUNDLES

To repurchase any Tourist bundles you can visit our TeleKiosk located at the Airport or our Teleshops located in Palm Beach, Oranjestad Santa Cruz, or San Nicolas. You can easily repurchase our bundles through our online store at [setar.aw/tourist](http://setar.aw/tourist) using a credit card.

## PURCHASING OTHER BUNDLES

With the Tourist SIM you can only purchase Tourist Bundles. It is not possible to purchase any other SETAR Bundles or offers.

## HOW TO CHECK MY USAGE

To check your bundle usage, you can visit our website [www.setar.aw/tourist](http://www.setar.aw/tourist) and head to the 'Already have your Tourist SIM' section where you can use your phone number to login. To login, you will be requested to:

1. Enter your phone number (Tourist SIM)
2. Enter a login code received via SMS
3. You will be redirected to the usage page

## TOURIST SIM CUSTOMER SUPPORT

In case you need help or support with your Tourist SIM or Tourist Bundle, please call 140 or send us an email at [tourist@setar.aw](mailto:tourist@setar.aw).

## VALIDITY OF THE SIM CARD

Our Tourist SIM card has a validity of 45 days from activation. After 45 days, this SIM card will expire, which means that any active credit and/or bundle on the SIM card will be lost.

## UNLOCKED DEVICE VS CARRIER BLOCKED

Our Tourist SIM are only available for devices that are unlocked. Devices with a Carrier Block will not be able to use our SIM cards, nor will they be able to buy any of our Tourist Bundles.

## IMPORTANT NOTE

Our Tourist SIM and Tourist Bundles are designed and reserved for the personal use of our visitors. If we determine that it is not being used for its intended purposes or if there are any issues or problems, our company reserves the right to reject and/or terminate any service(s) and/or sales.