

Venezuelan coast. Bonaire was one of the world's premiere wind surfing, snorkeling, and scuba diving destinations.

As they completed their guest registration cards at the hotel desk, the clock struck midnight and a majestic fireworks display began to fill the night sky over the shore of their beach front resort. What a magical ending to a long day that began at 4:00 A.M. the previous morning. However, things started going downhill from there.

As Roger and Julie prepared to call it a night, Julie complained that a cold she had been nursing was really starting to bother her. She felt like the start of a perfect vacation was beginning to unravel and she became a little emotional. She was afraid that her cold would ruin their vacation. Roger sympathized with her, but told her not to worry about ruining their trip. Tropical Dive had said they could downgrade their packages and receive a refund if they decided to reduce the number of boat dives on their trip. He reminded her of how much fun they had snorkeling years ago, before they even learned to dive. In the worst case, if her head cold didn't get better, they would just give up the diving and have a great time snorkeling.

Storm Clouds on the Horizon

After a very short night's sleep, it was time to get up and attend the mandatory morning orientation meeting required of all divers. Roger and Julie drug themselves out of bed, dressed, and went to grab a quick breakfast with Sheena and Harrison before the meeting. However, once they arrived for the orientation, they were told that, due to the small number of new divers at the resort and because it was New Year's Day, management had rescheduled orientation for 1:00 P.M. Roger was surprised that they had not been informed, but decided to see what was required to reduce the number of dives in their package. Karen, the employee at the orientation desk, told them that she couldn't help them with that and they would have to talk to someone in management, but there wouldn't be anyone there until 12:30 P.M. Roger asked who would he need to talk with in management and was told to talk to Brett, head of dive operations.

Later that day, Roger found Brett and explained about Julie's head cold, her inability to dive, and the necessity to reduce the number of dives in their package. Brett replied that he couldn't help them because all changes have to be approved by the office. Again, Roger asked who would he need to talk with in the office and was told Lucinda. Roger headed over to the office and asked to see Lucinda to change their dive package. He was told that she wasn't working that day, but would be back the next day.

The Clouds Roll In

That night, Roger, Julie, Harrison, and Sheena met for dinner at the resort's romantic ocean front restaurant. Upon returning to their cabana, Julie asked Roger why he had messed up her clothes in the closet. He said that he hadn't touched them, and at that point, they noticed the open window. They immediately called to Harrison and Sheena who were lounging on the patio and asked them to check to see if anything was amiss in their room. After a quick inventory, both couples realized that they had been victims of a burglary. Fortunately, each couples' losses were only a couple hundred dollars. It could have been much worse since there was a lot of expensive scuba gear in their rooms.

Roger and Harrison went immediately to the resort front office to report the break-in and their losses. The front desk clerk seemed genuinely unconcerned, but after pressing her to do something, she reluctantly agreed to call both resort security and the police. Based on her apparent indifference, they were worried that the resort had no intention of alerting other guests that there was a burglary problem. So Roger took it upon himself and started making the rounds, going to notify other guests to take extra precaution. At his first stop, the guest next door said his son had had \$200 stolen two