

## CORONAVIRUS FREQUENTLY ASKED QUESTIONS

We understand this is an uncertain time, so we've compiled our most frequently asked questions to help you out. Thank you for your patience and continued understanding:

### 1. COVID-19 cancellation and amendment policies (updated 6<sup>th</sup> September 2021)

**If your clients are travelling to Jamaica on or before 30<sup>th</sup> September 2021, they can:**

- Amend their holiday to alternative dates between 31<sup>st</sup> October 2021 and 31<sup>st</sup> December 2022
- All booking amends are subject to availability and blackout dates
- The rate originally paid for the accommodation part of the booking will be protected when moving the booking at the same resort and in the same room category for alternative dates up until 31<sup>st</sup> December 2022
- If they wish to move their holiday to an alternative date after 31<sup>st</sup> December 2022, the difference in the price if the room will be charged
- Any changes to resort or room category for all booking amends will be charged
- Any differences in the air fare for all booking amends will be charged
- Fees for ticket amends may also apply according to the airline's policy
- UCHL's usual £50 administration fee will be waived
- Cancellations and refunds are available on the accommodation part of the booking if clients are due to travel to Jamaica on or before 30<sup>th</sup> September 2021 only
- If flight tickets have not been issued, flights can also be refunded if clients are due to travel to Jamaica on or before 30<sup>th</sup> September 2021. If flight tickets have been issued, they will be able to claim a flight credit to use against a future UCHL holiday booking (Virgin Atlantic flight credits must be redeemed before 31<sup>st</sup> April 2023, British Airways flight credits must be redeemed before 30<sup>th</sup> September 2023)

**Unique Caribbean Holidays Ltd.'s (UCHL's) policy for all other bookings, is:**

- Standard cancellation terms and conditions apply. Unique Caribbean Holidays Ltd. (UCHL)
- standard booking terms and conditions can be found here:  
<https://www.sandals.co.uk/terms-conditions>
- Bookings can be amended to alternative travel dates up to 31 December 2023.
- Flight change fees and fare increases may apply, according to the airline's policy.
- Any price increase for the accommodation part of the booking will be charged, according to the rate on the day the amend is made.
- UCHL's usual £50 administration fee will be waived for booking amends.
- All booking amends are subject to availability and blackout dates.
- If you wish to amend a booking, please email [amendments@sandals.co.uk](mailto:amendments@sandals.co.uk) with your client's SAN reference and preferred new travel dates and our team will be in touch as soon as possible.

**To make a booking amend or cancellation:**

- Please contact UCHL's administration team on [amendments@sandals.co.uk](mailto:amendments@sandals.co.uk) to discuss changes to your client's booking. Phone lines are for new booking enquiries only and cannot be used for booking amends
- If your client is travelling to Jamaica after 30<sup>th</sup> September 2021, you can still email us, but your amendment request will be placed in a queue and will be dealt with as soon as possible and standard cancellation and amendment policies will apply

**Important:**

- Customers are responsible for purchasing travel insurance with adequate COVID-19 cover as soon as possible after booking.
- Please encourage clients to use our [helpful guide to island entry protocols](#) to ensure they comply before travelling. Separate protocols apply for travel to/from England, Scotland, Wales and Northern Ireland.
- Flight tickets will be issued approximately 50-days before departure. Once these tickets are issued, they become non-refundable. If customers decide not to travel on their original itinerary once flight tickets have been issued, penalty charges will apply.
- Customers must be fully compliant with FCDO advice if they travel.  
We are currently dealing with a high volume of enquiries so please bear with us. Thank you for your patience.

**2. The UK currently requires a negative COVID-19 tests for re-entry. Do you offer re-entry COVID-19 tests on resort?**

Currently, all departures returning to the UK are required to take a COVID-19 test for re-entry. To ensure that this is of minimal disruption to your client's holiday, we have arranged the ability for your clients to have complimentary COVID-19 testing in the comfort of our resort. Tests will be conducted by approved and practiced medical professionals with maximum convenience and minimal distraction to the overall holiday experience. This will be done within 72 hours prior to your client's departure and the test results will be available within 24-48 hours

**3. I have clients due to travel, what are the island entry requirements for their holiday?**

Please refer to our helpful guide here: <https://www.sandals.co.uk/island-protocols/>

Below are links to other websites your clients should check before travelling:

- Foreign, Commonwealth & Development Office (search destination): [www.gov.uk/foreign-travel-advice](http://www.gov.uk/foreign-travel-advice)
- Visit Antigua and Barbuda: <https://visitantiguabarbuda.com/travel-advisory>
- Barbados: [www.visitbarbados.org/travel-guidelines-2020](http://www.visitbarbados.org/travel-guidelines-2020)
- Pure Grenada: [www.puregrenada.com/travel-advisory/](http://www.puregrenada.com/travel-advisory/) (NOTE: Sandals Grenada Resort & Spa guests have different protocols to what is listed on the Government website. Please refer to our helpful guide, [here](#))
- Visit Jamaica: <https://www.visitjamaica.com/travelauthorization/>
- St Lucia: [www.stlucia.org/en/covid-19](http://www.stlucia.org/en/covid-19)
- The Bahamas: [www.bahamas.com/tourism-reopening](http://www.bahamas.com/tourism-reopening)
- Turks & Caicos: <https://turksandcaicostourism.com/>

The following destinations have been classified as green: Antigua, Barbados, Grenada and Turks & Caicos. The following destinations have been classified as amber: Jamaica, Saint Lucia and the Bahamas. Further details for entering the England, Scotland, Wales and Northern Ireland from green, amber or red countries be found at:

- [Red, amber and green list rules for entering England](#)
- [Rules for foreign travel to and from Wales: coronavirus \(COVID-19\) | GOV.WALES](#)
- [Coronavirus \(COVID-19\): guidance on travel and transport - gov.scot \(www.gov.scot\)](#)
- [Coronavirus \(COVID-19\): travel advice | nidirect](#)

Due to the large number of enquiries we are receiving, please do not call our call centre to ask about island entry protocols or requirements for travel from green, amber or red destinations.

#### **4. I want to amend a booking due to COVID-19. How do I do this?**

Please see section 1.

If you have already emailed us to amend a client's booking, your request has been automatically logged and has gone into a queue. Please do not send more emails as this will slow down the amendment process. We will respond to you as soon as possible. Thank you for your patience.

If you've emailed us to cancel a client's booking, the cancellation request will be logged on the date that the email has received. If the email is received at the loss of deposit stage no other cancellations charges will be applied unless the flight has been ticketed. Cancellation confirmations and invoices will be generated as quickly as possible, please bear with us. For any queries, please email [tradeaccounts@sandals.co.uk](mailto:tradeaccounts@sandals.co.uk).

#### **5. What is your refund policy?**

Please see section 1 for information about bookings affected by COVID-19. If impacted clients would like more time to decide on a new holiday, their deposit can be put on hold for an additional three months. For our full standard terms and conditions please visit -- <https://www.sandals.co.uk/terms-conditions/>.

#### **6. Should I pay the full balance for travel?**

Yes. If you have a client's holiday booked with us the balance will need to be paid 71-days before travel if they plan to travel on their original travel dates.

If your client's balance is due but they wish to amend their travel dates, please advise them not to pay their remaining balance. Please email [amendments@sandals.co.uk](mailto:amendments@sandals.co.uk) and the request will be automatically logged with our team.

We are dealing with bookings in departure date order to provide your clients with the most cost-effective and flexible travel alternatives alongside our airline partners. If you have emailed us and have not yet received a response, please bear with us.

#### **7. When are your resorts opening?**

All Sandals and Beaches Resorts are now open apart from Sandals Royal Bahamian which is due to reopen on 27<sup>th</sup> January 2022 following a multi-million-dollar renovation.

#### **8. How can I make a new booking?**

If you'd like to make a booking, please look online at [www.sandals.co.uk/agents](http://www.sandals.co.uk/agents) or [www.beaches.co.uk/agents](http://www.beaches.co.uk/agents), or call on of our dedicated reservations team on 0808 164 3459.

Alternatively, email your request to [sales@sandals.co.uk](mailto:sales@sandals.co.uk) and our knowledgeable reservations team will be able to assist you. To help us get you the best quote please provide the following details:

- Number of Guests
- Preferred Departure Airport
- Preferred Resort
- Preferred Departure Dates
- Holiday Duration
- Your ABTA Number

**9. Do my clients need to reconfirm their flight before they travel?**

Yes. Whilst we make every effort to provide you with accurate flight information, airlines can make changes to their flight operations particularly in these difficult times. We therefore strongly recommend that you reconfirm your client's flight departure time, airport and terminal 72 hours prior to departure directly with the airline. Sandals & Beaches Resorts or Unique Caribbean Holidays Ltd. are not liable for passengers arriving at incorrect departure terminals or for any missed departures.

- British Airways: <https://www.britishairways.com> (select "manage")
- Virgin Atlantic: <https://www.virginatlantic.com/> (select "my booking")

**10. How will you be ensuring cleanliness safety at your resorts?**

Our Sandals and Beaches Platinum Protocol of Cleanliness covers additional protocols and guaranteed cleanliness standards to ensure heightened health and safety measures for guests seeking peace of mind in the Caribbean. For full details please visit - <https://www.sandals.co.uk/cleanliness-protocols/>

