

Dear valued partner,

As you're aware, we've been constantly reviewing and updating our policies during the Covid-19 crisis.

Since the start of the pandemic, we've amended affected bookings in departure date order. In this fast-changing and unpredictable environment, this system has allowed us to work with the most up-to-date airline policies to offer flexible and cost-effective alternatives for your clients. Our full Operations team is working around the clock to process amendments and refunds however they can only process so many bookings at a time. We also continue to face challenges which affect our operations and mean that we can only work so far in advance, including:

- Moving flight schedules and cancellations
- Staggered resort opening dates
- Changing island entry protocols
- Foreign, Commonwealth & Development Office (FCDO) travel advice which can change without notice

Due to this, we are currently dealing with amends for departures up to and including **30th November 2020**. Please note, we are unable to process amends for any other bookings now but if you email us with the details, the request will automatically join a queue. Please see below for our latest policies:

- **Clients due to travel before 30th November 2020 who wish to amend or cancel their booking:** We have a flexible Covid-19 policy in place which allows amends to new dates in 2020, 2021 or 2022. The original rate paid for the accommodation will be protected at the same resort, in the same room category. Blackout dates apply. Any changes to the resort or the room category will incur a cost and will need to be paid for by the client. Flight amendment fees and price increases may apply, according to the airline's policy. Standard terms and conditions apply for cancellations for package holidays unless the flight is cancelled or if the booking cannot be accommodated at an alternative resort if the booked property is not open. Please email the booking details to amendments@sandals.co.uk. If you have already emailed and are yet to hear back, please do not email again. Please bear with us and rest assured that we will be in touch soon.
- **Clients due to travel after 1st December who wish to amend or cancel their booking:** Clients can amend their booking to new travel dates in 2020, 2021 or 2022. Flight amendment fees and price increases may apply, according to the airline's policy. Accommodation rates for clients originally due to travel in 2020 will be protected at the same resort and in the same room category. Blackout dates apply. Standard terms and conditions apply for cancellations on package holidays unless the flight is cancelled or if the booking cannot be accommodated at an alternative resort if the booked property is not open. **Please advise clients not to pay their final balance if they wish to amend their travel dates or cancel their holiday.** Please email the booking details to amendments@sandals.co.uk and your request will be automatically be logged with our team. If you have already emailed and are yet to hear back, please do not email again. Please bear with us and rest assured that we will be in touch soon. **Please note, due to the volume of amends, we may not reach your client's booking until 30-days prior to the original departure date. We are currently dealing with bookings up to and including 30th November 2020.**

- **Booking cancellation charges** – if you have emailed amendments@sandals.co.uk to cancel your client's holiday, the cancellation charge will be applied according to the date that your email is received in the inbox. If you have emailed us at the loss of deposit stage, no additional cancellation charges will be applied. As above, standard terms and conditions apply for cancellations on package holidays unless the flight is cancelled or if the booking cannot be accommodated at an alternative resort if the booked property is not open. Standard terms and conditions apply to hotel-only bookings unless the booking is not able to be accommodated at an alternative Sandals or Beaches Resorts property in the destination.
- **Phone lines** – please note, phone lines are to be used for new bookings only. Staff answering these calls can't process amends.
- **These policies may change or be withdrawn at any time.**
- **Monthly statement updates** – please remember to update your monthly statements to let us know which clients are travelling as planned with full balances paid, which clients are amending their bookings and which clients are cancelling.

We have published a list of frequently asked questions that are regularly updated online [here](#). Please refer to this page as it may answer your query.

We appreciate that this is a difficult time for everyone and we're grateful for your ongoing support. We ask for your patience and understanding as we work hard to do the right thing for you, our valued partners, and your clients.

Thank you for your ongoing support.

Kind regards,

Leah Marshall,
Director of Sales

