

## 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.

### IMPORTANT:

- **Please note, booking amendment and cancellation requests will be dealt with in departure date order.**
- **If your clients do not wish to travel as planned, please note, you must inform us at least 24 hours prior to your flight departing from the UK. Failure to do so will mean that they will be listed as a no show and your client's flights will not be able to be amended.**

### 1. COVID-19 cancellation and amendment policies (updated 10<sup>th</sup> November 2021)

Unique Caribbean Holidays Ltd.'s (UCHL's) amendment and cancellation policy bookings, is:

- UCHL's booking terms and conditions, including the cancellation policy, 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 for booking amends.
- 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.

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. Please include their SAN reference and preferred new travel dates if applicable. Phone lines are for new booking enquiries only and cannot be used for booking amends

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. If you have already emailed us to amend a booking, please do not email us again or this could delay the process

### 2. The UK currently requires a negative COVID-19 tests for re-entry if you are non or partially vaccinated. Do you still offer re-entry COVID-19 tests on resort?

Fully vaccinated customers returning to the UK are no longer required to take a COVID-19 test for re-entry. However, non-vaccinated/partially vaccinated customers returning to the UK are still 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 non-vaccinated and partially vaccinated clients to have complimentary COVID-19 testing in the comfort of our resorts. 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 UK's new travel system is now in force, with countries and territories categorised as either 'Red' or 'Rest of the World'. All countries and territories where Sandals and Beaches Resorts operate are currently categorised as 'Rest of the World'. Green and Amber lists have now been removed altogether from the UK's new travel system.

Different entry requirements now apply for fully vaccinated and non-vaccinated travellers returning to the UK. Further details for both fully vaccinated and non-vaccinated arrivals entering England, Scotland, Wales and Northern Ireland from overseas countries be found at:

- [Travel to England from another country during coronavirus \(COVID-19\) - GOV.UK \(www.gov.uk\)](http://www.gov.uk)
- [Rules for international travel to and from Wales: coronavirus | GOV.WALES](http://gov.wales)
- [Coronavirus \(COVID-19\): international travel and managed isolation \(quarantine\) - gov.scot \(www.gov.scot\)](http://gov.scot)
- [Coronavirus \(COVID-19\): travel advice | nidirect](http://nidirect)

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

### **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. 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.

#### **6. 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.

#### **7. 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

#### **8. 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")

**9. 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/>