

Dear valued partner,

As we are sure you are aware, England and Scotland are now in full lockdown and Wales is in Level 4. As a result, international travel is prohibited by law except for essential travel.

Our updated policy will allow your clients to:

- Amend the dates of their booking to alternative travel dates from 15th April 2021 - December 2022. The original rate paid for the accommodation will be protected at the same resort, in the same room category, subject to availability. Blackout dates for booking amends apply. Any changes to the resort or the room category will incur a cost and will be charged
- Flight amendment fees and price increases may apply, according to the airline's policy.
- Please email amendments@sandals.co.uk with their SAN reference and preferred new travel dates and our team will be in touch to help you rebook their holiday
- Please note, we're working in departure date order and currently working on bookings due to depart before 28th February 2021 only as the first priority
- If you have already emailed us to amend your client's booking, please do not email us again or this could delay the process
- If your client is due to depart after the 28th February 2021, your email request will join a queue and we will come back to you as soon as possible
- If your client is unable to amend their booking, they will be able to receive a full refund
- Phone lines – please note, phone lines are to be used for new bookings only. Staff answering these calls can't process amends
- Weekly statement updates – please remember to update your weekly 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

These policies may change or be withdrawn at any time.

We are currently experiencing a very high volume of enquiries so please do bear with us as we work through bookings in departure date order.

For information about Covid-19 and Sandals and Beaches Resorts, including the enhanced cleanliness protocols, feel free to visit our Frequently Asked Questions page online at www.sandals.co.uk/coronavirus-faq.

Thank you for your support.

Kind regards,

Leah Marshall
Director of Sales

