

Dear valued customer,

International travel is due to resume on 17th May 2021, we have amended our policies accordingly:

Please contact us to amend your booking. If you're travelling between now and 16th May 2021, our updated policy will allow you to:

- Amend the dates of your booking to alternative travel dates from 1st July 21 - 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.
- Our usual £50 administration fee will be waived for booking amends.
- Please email amendments@sandals.co.uk with your SAN reference and preferred new travel dates and our team will be in touch to help you rebook your holiday.
- If you have already emailed us to amend your booking, please do not email us again or this could delay the process.
- If you are unable to amend your booking, you will be able to receive a full refund. Refunds are currently taking up to 28 working days to process.

If you are travelling on 17th May 2021 onwards:

- Standard cancellation terms and conditions apply. UCHL's standard booking terms and conditions can be found here: <https://www.sandals.co.uk/terms-conditions/>.
- Bookings can be amended to alternative travel dates between 1st July 2021 and December 2023. Any difference in accommodation costs will apply. Any difference in airfare or any airline change fees will apply. Our usual £50 administration fee will be waived for booking amends. All booking amends are subject to availability and blackout dates.
- Please note, 1st July 2021 is the earliest departure date available for booking amends.
- We are currently dealing with booking amends and cancellation requests up to 31st October 2021. If you are travelling after this date, your request will join a queue and we will come back to you as soon as possible.
- If you have decided to cancel at loss of deposit stage, rest assured that your cancellation will be logged on the date that the email was received in our inbox and no other cancellation charges will be applied, unless the flights have already been ticketed in which case the cost of the flights will also be payable.
- If you wish to amend or cancel your holiday please email amendments@sandals.co.uk with your SAN reference and preferred new travel dates and our team will be in touch as soon as possible.

We are currently dealing with a high volume of enquiries so please bear with us. Thank you for your patience.

If you have any questions 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.

Take care, stay safe, and we look forward to welcoming you back to our resorts soon.

Kind regards,
The Operations Team
Unique Caribbean Holidays Ltd

