

14th April 2021

Dear valued partner,

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

For clients travelling between now and 16th May 2021:

- Bookings can be amended to alternative travel dates between 1st July 2021 and December 2022. The rate paid for the accommodation will be protected for the same resort and the same room category. 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.
 - o Please note, 1st July 2021 is the earliest departure date available for booking amends.
- Cancellations and full refunds will be provided if the client doesn't want to amend their booking to alternative travel dates.
- If you have already emailed us to amend your client's booking, please do not email us again or this could delay the process.

For clients 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.
 - o 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 your client is travelling after this date, your email request will join a queue and we will come back to you as soon as possible.

If your clients wish to amend or cancel their holiday please email amendments@sandals.co.uk with their 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

Please note:

- Our phone lines are to be used for new bookings only. Staff answering these calls can't process amends
- 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
- We have arranged for your clients to have complimentary Covid-19 testing in the comfort of our resort before they return to the UK. 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
- We are experiencing a high volume of enquiries so please do bear with us as we work through bookings in departure date order.

The policies in this letter may change or be withdrawn at any time.

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.sellingsandals.co.uk. Thank you for your support.

Kind regards,
Leah Marshall
Director of Sales



Sandals **Beaches**
Resorts for Everyone by Sandals