

## CORONAVIRUS FREQUENTLY ASKED QUESTIONS

We understand this is an uncertain time, so we've compiled our most frequently asked questions to help you out. Once again, we'd like to thank you for your patience and continued understanding:

### 1. COVID-19 cancellation and amendment policies (updated 22<sup>nd</sup> March 2021)

Please note, these policies apply for customers residing in England. For clients who reside in Scotland, Wales or Northern Ireland, we are currently awaiting further information.

#### For clients travelling between now and 16<sup>th</sup> May 2021:

- Bookings can be amended to alternative travel dates between 1<sup>st</sup> 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, 1<sup>st</sup> 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 17<sup>th</sup> 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 1<sup>st</sup> 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, 1<sup>st</sup> July 2021 is the earliest departure date available for booking amends.
- We are currently dealing with booking amends and cancellation requests up to 31<sup>st</sup> 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](mailto: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.

### 2. The UK currently requires a negative COVID-19 tests for re-entry. Do you offer re-entry COVID-19 tests on resort?

Currently, all departures returning to the UK are 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 your clients to have complimentary COVID-19 testing in the comfort of our resort. 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?

As you may be aware, the islands that Sandals and Beaches Resorts operate in have entry requirements and protocols that all visitors need to adhere to. These differ according to the destination and may change at any time. We'd like to remind you to advise your clients to check the entry requirements for the destination that they are travelling to before they depart. These websites will also provide information about whether visitors are permitted



to embark on tours and excursions and other activities outside of resorts. Please also continue to advise them to check the UK Government's Foreign, Commonwealth & Development Office website for the latest travel advice. Please find some helpful links below with further information.

- 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/)
- 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/>

Please note, our Call Centre team cannot advise you on Government protocols in each destination and will recommend that you / your clients look at the relevant website listed above and visit the Foreign, Commonwealth & Development Office (FCDO) website before your clients are due to travel.

#### **4. I want to amend a booking due to COVID-19. How do I do this?**

Please email [amendments@sandals.co.uk](mailto:amendments@sandals.co.uk) with your client's SAN-reference number and new preferred travel dates, and our reservations team will be in contact to help rearrange the holiday. Please note that we are currently working in departure date order, with bookings travelling up to the 31<sup>st</sup> October 2021 as our current priority.

If your clients are travelling after this date and you have emailed us to amend the booking, your request has been automatically logged. Please bear with us and 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. What is your refund policy?**

Please see section 1 for information about bookings affected by COVID-19.

If impacted clients would like more time to decide on a new holiday, their deposit can be put on hold for an additional three months.

For our full standard terms and conditions please visit -- <https://www.sandals.co.uk/terms-conditions/>.

#### **6. 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.

### **7. When are your resorts opening?**

For Sandals Resorts reopening dates - <https://www.sandals.co.uk/grand-reopening/>

For Beaches Resorts reopening dates - <https://www.beaches.co.uk/grand-reopening/>

### **8. 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

### **9. Do my client's 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")

### **10. 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/>

