

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. I am due to travel to Jamaica but the Foreign, Commonwealth & Development Office (FCDO) advice has changed to 'avoid all but essential travel', what are my options?

If you have clients who are due to travel to Jamaica up to and including 25th September 2020 please email amendments@sandals.co.uk with the SAN reference and the original departure dates to discuss options. You will be able to either transfer the booking to another destination; move the Jamaica booking to alternative travel dates in 2021 or 2022; or cancel the booking. We have a large amount of bookings to work through so please do bear with us. We are assisting all affected customers in departure date order. If you have clients who are due to travel to Jamaica after this date, please email amendments@sandals.co.uk but please note that we are unable to deal with these bookings until customers departing in the next two weeks have been assisted. Thank you for your continued patience and understanding.

2. I have clients due to travel to Jamaica before 25th September 2020 who still want to travel. Can they?

We are amending or cancelling all bookings to Jamaica travelling up to and including 25th September 2020 due to the FCDO advising all but essential travel to the country. Please email amendments@sandals.co.uk to discuss your client's booking. If they're due to depart up to and including 25th September 2020 their booking will be dealt with as a priority. If they are travelling after this date, please bear with us as we work through the volume of booking amends.

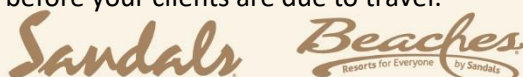
3. I have clients due to travel, what are the island entry requirements for their holiday?

As you may be aware, the islands that Sandals and Beaches Resorts operate in have recently introduced 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
- Visit Antigua and Barbuda: <https://visitantiguabarbuda.com/travel-advisory>
- Barbados: www.visitbarbados.org/travel-guidelines-2020
- Pure Grenada: www.puregrenada.com/travel-advisory/
- Visit Jamaica: <https://www.visitjamaica.com/travelauthorization/>
- St Lucia: www.stlucia.org/en/covid-19
- The Bahamas: www.bahamas.com/tourism-reopening
- Turks & Caicos: turksandcaicostourism.com/tci-assured-program-faq/

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 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 30th November 2020 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. We will respond to you as soon as possible.

5. I've emailed amendments@sandals.co.uk and haven't received a response. How long will it take?

We are working in departure date order with bookings travelling up and including 30th November 2020 as our current priority. If you have emailed already, a member of the team will be in contact in due course. Please do not send more emails as this will slow down the amendment process. Thank you for your patience.

If your client is due to travel after 30th November 2020 date and you have emailed us already, your request has been logged but we may not be able to amend the booking until 30-days before the original departure date. 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'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. Cancellation confirmations and invoices will be generated as quickly as possible, please bear with us. For any queries, please email tradeaccounts@sandals.co.uk.

6. When will I receive my client's refund?

We are working tirelessly to action all refund requests. Once requested and approved, refunds are taking 28 working days to be completed.

To help speed up the process, we recommend emailing tradeaccounts@sandals.co.uk with the relevant SAN-booking reference. Once we have this information, we will work with your accounts department to process the refund and this will be added to the monthly statement.

7. If I make a new booking for 2021/2022, will my client's get a refund if these travel plans are impacted by Covid-19?

Yes. As per our current terms and conditions, and as we have been doing for every customer impacted by the Coronavirus, if your clients are unable to travel due to Government travel restrictions, border closures or airline cancellations, they will be given the option to move their booking to new dates and/or receive a refund. If the resort your client has booked is closed, they will be accommodated at an alternative Sandals or Beaches Resort in the same destination, if this is available. Please see section 7 for further information.

Outside of this, the booking is subject to our normal standard terms and conditions. For our full terms and conditions please visit - <https://www.sandals.co.uk/terms-conditions/>

8. What is your refund policy?

If your client has a flight-inclusive booking which is impacted by Covid-19 through flight cancellations, Government travel restrictions or if the original resort is closed and the booking cannot be accommodated at another Sandals or Beaches Resort in the same destination, they will be able to amend their booking or receive a refund. 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.

If the client has a hotel-only booking, they are only entitled to a refund if the resort that they originally booked is closed and their booking cannot be accommodated at an alternative resort in the same destination. They will not be entitled to a refund if the flight is cancelled and it was not booked through UCHL as part of a package.

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

9. 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 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. Your request has been logged but we may not be able to amend your client's booking until 30-days before their original departure date.

10. When are your resorts opening?

We're delighted to announce that we have already started to reopen our resorts:

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

11. My client's resort isn't open when they're due to travel, what do I do?

Please note, the list of scheduled resort reopening dates is subject to change. If the resort that you client has booked is not due to be open when they travel, please email amendments@sandals.co.uk with the booking details. If the client is travelling to a destination where we have multiple Sandals or Beaches Resorts and there is availability, they will be accommodated in the other hotel for their original travel dates. If no alternative option is available, they will be able to cancel and get a refund or amend their booking.

12. How can I make a new booking?

If you'd like to make a booking for 2020, 2021 or 2022 travel, please look online at www.sandals.co.uk/agents or 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 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 Dates & Airport
- Preferred Resort
- Holiday Duration

13. I'm searching on the Travel Agent booking portal but can't find availability. What am I doing wrong?

It may be that the flights aren't operating from the airport you've searched. For guests travelling from London please note the following:

British Airways operate flights to all Caribbean routes from London Gatwick Airport, with the exception of the Bahamas where flights operate from London Heathrow Airport. Effective 01 October 2020, Virgin Atlantic will operate from London Heathrow Airport.

When searching online for availability, please ensure you select 'Any London' from the airport drop down and all options will display.

14. 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")

15. I've heard the claims about Virgin Atlantic going bankrupt. How does this affect my booking?

We'd like to reassure you that the actions being taken by Virgin Atlantic are formalities required for the financial recapitalisation of the airline. Virgin Atlantic's flight operations and schedules continue to operate as planned, with health and safety at the forefront. The airline continues to re-introduce routes as demand increases and international travel restrictions are lifted. Unless advised, your booking with Virgin Atlantic flights remains unaffected and scheduled as planned so you do not need to contact us.

16. 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/>

17. Are guests required to wear masks at your resorts?

As part of our Platinum Protocols, all of our team members are required to wear masks at all times. As we continue to abide by the Government protocols in each island where we operate, currently guests are required to wear face masks in all public areas. Guests are welcome to wear facemasks in other non-public areas if it makes them feel more comfortable around resort. Please note, many airports and airlines require travellers to wear face masks. Please advise clients to check before they travel and make sure they have enough for their trip as some masks must be replaced every few hours.

