

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. My client is due to travel before the 2nd December 2020, before/during England's national lockdown. What are their options?

Due to the Government imposed national lockdown, customers due to depart on any date up to and including 2nd December 2020 will not be able to travel as planned. Clients can move their bookings to any alternative date in 2021 or 2022 (blackout dates apply) and the rate for their accommodation will be protected. Changes to the airfare/taxes for the client's new travel dates may apply. Please email the booking details and the client's preferred new travel dates to amendments@sandals.co.uk and our team will be in touch shortly. Please note, we have a large number of booking amends to work through so please bear with us and do not email us more than once as this will slow down the process.

2. 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
- 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: <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.

3. 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 31st January 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. We will respond to you as soon as possible.

4. 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 31st January 2021 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 31st January 2021 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.

5. What is your refund policy?

If your client has a flight-inclusive booking which is impacted by Covid-19 through flight cancellations, border closures or if the client's 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 the flight is not cancelled but the client no longer wishes to travel due to Government travel advice, please contact our team to discuss available options. 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/>.

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 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.

7. 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/>



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 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

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/>

