

Dear valued partner,

We hope that you're staying safe and well.

As you are aware, from Thursday 5th November 2020, England will be on national lockdown and no international travel will be allowed. Due to this, from today, customers due to depart on dates up to and including the **2nd December 2020** will unfortunately no longer be able to travel as planned.

Clients can move their holiday to any alternative date in 2021 or 2022 (blackout dates will apply). The rate originally paid for your accommodation will be protected for the same room category as your original booking, subject to availability. Airfare price difference and tax increases may apply for air ticket changes, according to the airline's policy. If your client is unable to amend their booking, our team will be happy to discuss other options.

Please email our administration team on amendments@sandals.co.uk with the booking reservation number or SAN reference, and the client's preferred new travel dates for 2021 or 2022, and we will be in touch shortly.

Please note, we are closely monitoring the Covid-19 situation and current policies may change or be withdrawn in the future.

We are currently experiencing a very high volume of enquiries so please do bear with us as we work through bookings in departure date order. Our team will respond to you as quickly as possible.

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 thank you again for your support in this difficult time.

Kind regards,

The Operations Team

Unique Caribbean Holidays Ltd.

