

**18<sup>th</sup> March 2020: Update following FCO advice:**

On the 17<sup>th</sup> March 2020, the Foreign and Commonwealth Office (FCO) advised against all but essential international travel for the next 30 days.

We are currently dealing with all bookings where clients are due to depart before the 16<sup>th</sup> April 2020, in order of their departure date, to try and make alternative travel arrangements. Those clients who want to rebook can move their holiday to alternative dates, penalty free. New arrival dates for amended bookings will only be permitted from the 1<sup>st</sup> July 2020 onwards. If clients are unable to rebook their holiday, cancellations will be permitted. Destination changes are allowed and any seasonal price increase for the accommodation will be waived for these clients. Christmas and New Year blackout dates will apply. Clients are responsible for any difference in airfare or taxes, if applicable.

If you have any clients affected by the FCO advice and who are due to travel by the 16<sup>th</sup> April 2020, please email their SAN booking reference and new proposed travel dates to [amendments@sandals.co.uk](mailto:amendments@sandals.co.uk) as soon as possible and we will be in touch in due course.

If you have a client who is due to travel after the 16<sup>th</sup> April 2020, please bear with us as we are experiencing a very high level of calls and emails. We are working our way through bookings in order of departure date.

**Amendments for other bookings due to arrive by 30<sup>th</sup> April 2020:**

Bookings to any resort due to arrive between the 17<sup>th</sup> April and 30<sup>th</sup> April 2020, can be revised for alternative dates, without a penalty. New arrival dates will only be permitted from the 1<sup>st</sup> July 2020 onwards. The rate will be protected for any destination and the same or similar room category. Christmas and New Year blackout dates will apply. Clients are responsible for any difference in airfare or taxes, if applicable.

**Amendments for bookings due to arrive between 1<sup>st</sup> May and 31<sup>st</sup> December 2020:**

Clients who are due to arrive between the 1<sup>st</sup> May 2020 and 31<sup>st</sup> December 2020 can also revise their booking, without a penalty. New arrival dates for amended bookings will only be permitted from the 1<sup>st</sup> July 2020 onwards. Clients will be responsible for any seasonal price increase for the accommodation. Christmas and New Year blackout dates will apply. Clients are responsible for any difference in airfare or taxes, if applicable.

Please note, we are constantly monitoring the COVID-19 situation as it evolves. These policies may change or be withdrawn in the future.

**Resort health and safety information:**

For nearly 40 years, Sandals and Beaches Resorts have been continuously preparing and strengthening protocols to deal with any kind of situation, from natural events to health emergencies. In recent weeks, our already industry-leading practices were strengthened to include an increased triple check system for disinfecting high traffic areas and guest rooms and the addition of supplementary training for our alert staff.

Rest assured, we have also introduced stronger and more proactive systems to both prevent risk and immediately react if any guest needs health assistance. We continue to follow all developments in real-time and ensure strict adherence to recommendations by the World Health Organisation (WHO), the Foreign and Commonwealth Office (FCO) and The Centers for Disease Control and Prevention (CDC). There are currently no cases of COVID-19 at any Sandals and Beaches Resorts.

Thank you.

