

Dear customer,

We've been constantly reviewing and updating our policies during the Covid-19 crisis.

Since the start of the pandemic, we've amended affected bookings in departure date order. In this fast-changing and unpredictable environment, this system has allowed us to work with the most up-to-date airline policies to be able to offer you the most flexible and cost-effective alternatives. Our full Operations team is working around the clock to process amendments and refunds as quickly as possible. We are continuing to face challenges which affect our operations and mean that we can only work so far in advance, including:

- Moving flight schedules and cancellations
- Staggered resort opening dates
- Changing island entry protocols
- Foreign Office travel advice which can change without notice

Due to this, we are currently dealing with amends for departures up to and including **31st October 2020 only**. Please note, we are unable to process amends for any other bookings right now but if your travel agent has contacted us about your amendment it has been automatically placed in a queue. When we have dealt with booking amends for departures up to and including the 31st October 2020, we can then move on to November, then December, and so on, as required. If you have decided to amend your travel dates to a later date and your travel agent has contacted us with this request, then we are advising you not to pay your final balance.

If you have decided to cancel at loss of deposit, rest assured that your cancellation will be logged on the date that the email was received in our inbox and no other cancellation charges will be applied.

Please rest assured that our systems and procedures have so far enabled us to help hundreds of customers rebook their holidays. We thank you for bearing with us whilst we continue to work hard to process customer booking amends.

Thank you again for booking a Sandals and Beaches Resorts holiday and for your patience during this pandemic.

Yours faithfully,

Sandals Resorts

