

Dear Valued Partner,

As you may or may not be aware, recent global travel restrictions and airline cancellations have compelled us to make the difficult decision to close all Sandals and Beaches Resorts until the 15<sup>th</sup> May 2020. Therefore, we cannot accept new arrivals at any of our resorts with immediate effect.

Never could we have imagined the impact the current global health crisis would have on the world. In these unprecedented times, and now more than ever, the safety and health of our valued guests is of paramount importance.

Clients due to arrive by the 15<sup>th</sup> May 2020 can rebook their holiday for a later date. We will protect the rate paid for the accommodation in the same or similar room category at any resort. Name changes on the accommodation part of the booking are available. Airline fees and airfare and tax differences for new travel dates may apply. Please note, the earliest arrival date for any rescheduled bookings is 1<sup>st</sup> July 2020. Christmas and New Year blackout dates will apply.

Our Call Centre and Reservations team are not taking any incoming calls, currently. Please email the details of your client's affected booking to [amendments@sandals.co.uk](mailto:amendments@sandals.co.uk) with the booking reference, date of departure and their preferred new travel dates, and we will be in touch as soon as possible.

We understand the frustration that you and your clients may be experiencing during these unprecedented circumstances and are trying our best to facilitate your immediate needs for revising bookings. As I am sure you can appreciate, we are currently experiencing a high volume of requests so we will be dealing with amendments in departure date order, focusing on those bookings due to depart before the 16<sup>th</sup> April 2020 who are affected by the Foreign Office advice to avoid all but essential international travel, first.

We'd also like to reassure you that every conceivable effort is being made by our teams in the UK and in our resorts, who are working tirelessly to ensure that customers on island are protected and booked onto flights back to the UK. Please bear with us as we work with airlines and the relevant Government authorities to help clients who are impacted by border and airport closures, get home as soon as possible.

Please note, we are constantly monitoring the COVID-19 situation as it evolves, and this policy may change or be withdrawn in the future.

The Caribbean is resilient. We have always come back better, stronger and more passionate than ever. We promise this time will be no exception.

We will take this time to make further enhancements to our resorts, so that we will continue to surpass your client's expectations when we come to welcome them back.

Thank you for your help, support and understanding in this difficult time, we are here to support you.

Kind regards,

Leah Marshall

Director of Sales  
Unique Vacations UK Ltd.



**Sandals** **Beaches**  
Resorts for Everyone by Sandals