

COVID-19 OFFICIAL STATEMENT

For nearly 40 years, we 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 have been strengthened further to include an increased triple check system for sanitizing 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 WHO and CDC.

- There are **zero** reported cases of COVID-19, zero travel warnings and a CDC “Green” Ranking across all Islands where Sandals and Beaches Resorts are located, which recommends exercising normal precautions only.
- There are zero travel advisories or warnings issued by any foreign government (including the U.S., Canada, and UK to just name a few) recommending against travel to the destinations where Sandals & Beaches Resorts operates.
- There are zero alerts from the CDC recommending that people intending to travel to any of the destinations where we operate make alternative plans.

We want you to plan your client’s luxury-included vacation with the full confidence that – should they subsequently choose to delay their vacation – they will not incur a penalty. We have introduced a year-long no-penalty policy for valued guests that decide to revise a booking due to concerns related to COVID-19 (for 12 months from the original date of travel.)

Guests that choose to take advantage of this policy would be responsible for any seasonal price changes and, of course, for any charges imposed by their chosen airline and travel insurers. However, if guests complete their travel within 12 months of their travel date, there are no penalties for delaying a booking.

For guests that decide to cancel their booking entirely, or who are prevented from traveling to the island, regular cancellation penalties will apply.

For more information, please contact our Reservation Team, who are available 24hrs a day at 1-888-SANDALS or 1-888-BEACHES.



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