

Sandals Insider Secrets

Revealed For the First Time Ever ...

**“Insider Secrets Gleaned
From a 24 Year Relationship with
Sandals & Beaches Resorts”**

**Read This Report and Learn
How To Move Ahead Of The Pack
For The Best Value,
Special Attention, and V.I.P Status!**

By Matt Lanza

Dear Friend and Fellow Traveler,

First off, I want to thank you for stepping up and requesting my free report. I have no idea how much you know about how the travel business works in general or travel to Sandals in particular. Hopefully you will find a few things here that you didn't know before to help make your vacation or honeymoon at Sandals the best it can be.

You know, I talk to a lot of other guests when I am at Sandals. One thing I know for sure is very few of them know what goes on behind the scenes. One comment I hear over and over is "Gee, I wish we had know that before we booked" (or before we got here, or before we did one thing or another). My goal here is to give you the information you need so you aren't wishing you "knew that before".

Now before we begin...

I recommend you print this out for easier reading and to jot down any notes or questions (you are welcome call or email me anytime with questions or for help).

Now, with that said, lets jump in...

SANDALS INSIDER SECRETS

INSIDER SECRET #1

"Last Minute Deal" Is An Oxymoron!

If "Last Minute Deal" isn't the biggest travel lie out there, it has to be close to the top! Oh sure, if you don't care where you go, how you get there, or which dates you travel, then by all means wait until the last minute. And if you really don't care what your room choices are or what you have to pay, you have no worries by waiting until the last minute to book!

Otherwise book as far in advance as possible – here is why:

In days gone by there were tons of "last minute deals". And they really were good deals. But for the most part these have fallen victim to technology (along with a lot of other "travel traditions").

In the not-so-distant-past hotels managed their inventory with faxes, paper reports, and computer systems that could not "talk" each other. Ideally the hotel company would get a report each morning (but often delayed a few days) of bookings that were made the

day before as well as any cancellations. This old system often ended up causing two big problems for hotels:

1. Over-booking the hotel due to the delay in updating inventory. The only solution to this was to relocate guests to other properties.
2. Being left with empty rooms. The solution to this was to offer “last minute deals” in an attempt to fill empty rooms.

Technology now allows instant updating of inventory. Instead of last minute deals the hotels now offer the best deals far in advance. Promotions, discounts, and specials are fine tuned by the minute depending on how bookings go. These days, rates almost always get higher as time goes by and travel dates get closer. When it comes to Sandals, many room categories sell out months in advance. Any last minute deals are often for very limited rooms and dates.

Note: Because Sandals Resorts regularly sell out, (especially the best room categories) trying to book at the last minute is risky. Sandals uses last minute deals to fill in open gaps in bookings. And these are usually only for two or three night stays.

Experienced repeat guests have learned they can save a lot by booking early. Booking early has become so common that Sandals now has “Loyalty and Travel” desks at every resort (More about this later). Many guests book their next Sandals vacation while on vacation!

Now I know a lot of travelers watch the “Sandals Clock” at sandals.com that counts down when special sales will end. Then the sale ends. The next day there is a new clock and all the rates look the same. So what happens – they don’t book anything.

Well, I recommend you book now! You can book and hold a Sandals vacation for \$200 per person deposit. And, up until 31 days prior to travel there is no fee or penalty to cancel or change a reservation. I am going to let in on a little secret: If you book a room and the rate goes down, as long as the room is available you can cancel and rebook at the lower rate. However, if you don’t book and the rates go up or the room you want sells out, you are out of luck.

But there is another huge reason you should avoid booking at the last minute - getting there!

In recent years airlines have greatly reduced the numbers of seats available. The best schedules and lowest priced seats sell first. As travel dates approach, availability can get really tight. What this often means is any great last minute deal you may get for a hotel room is more than eaten up by a \$1200 plane ticket.

Recently I had a honeymoon couple who wanted to book their honeymoon for travel in about 3 months. The lowest airfare that would get them there in one day was \$1100.00 per ticket. (There were slightly lower priced options with double connections and overnight stays). Sadly, they had contacted me about 6 months earlier when the same exact air was running about \$420.00 per person. They had been told by friends to “wait for a last minute deal” and nothing I could say would convince them otherwise.

As long as I am on the subject of airlines, let me give you a few tips about booking your airline tickets. Make sure you have your names exactly as they appear on passports along with birthdates for all travelers at your finger tips when you start your search. You will need this information in order to book you air. **(While you have your passports out check expiration dates and make sure they are valid for at least six months beyond your return date.)** Be ready to pay immediately to lock-in the fare in case you are lucky enough to find a screaming deal.

There are lots of places to book airline tickets. Even though saving a dollar or two may be tempting, I recommend you avoid booking through online travel agencies like Expedia, Orbitz, Priceline, or Travelocity. There is nothing special about them except you don’t get any personal service. The idea that they have better prices is due more to really good marketing than reality.

It is a good idea to be careful about trying too hard to save money. If you choose to save a dollar or two by booking your air with an Online Travel Agency be sure you carefully read the terms and conditions. This is usually 3-8 web pages of 6 point type that basically says if you book online and there are any flight delays or cancellations **YOU ARE ON YOUR OWN!**

For more reasons than I can go into here, you are much better off booking on the airline website, like aa.com for American, delta.com for Delta, etc. You will just have to take my word for it on this one.

Be extremely careful to book your flights to the right airport. Sandals Emerald Bay (Exuma, Bahamas) gets several calls a year from guests wondering where to find their transfer to the hotel. When Sandals asks where they are, the reply is “George Town”. The problem is they are in George Town, Grande Cayman instead of Georgetown, Exuma. Whoops!

And if you think you are going to save money by flying into Kingston instead of Montego Bay, think again. The transfer cost will eat up any savings except for when using the new highway to go from Kingston to Sandals Ochi, Sandals Royal Plantation, or Beaches Ocho Rios.

Mixing up airlines is another area I see people try to go “cheap”. Using Southwest Airlines is a favorite. I get bombarded with “We can get to Dallas really cheap on Southwest and then take American to Jamaica”. Great idea except Southwest flies into

Love Field and American departs from DFW International. In general, if you can travel Southwest all the way to your final destination it can save you a bundle in baggage and change fees.

“Stepping over dollars to pick up nickels” describes the huge ***difference*** between the ***price*** of something and the true ***cost***. I have seen more travelers do this (step over dollars) when booking air than any other part of their vacation. Price is what you pay. The true cost is the total expense to you in terms of money, time, resources, or just plain frustration and headaches. A mistake when booking air can end up being very expensive.

And when it comes to redeeming frequent flier miles, booking early is really important. I need to digress for a minute because there is a huge difference between airline mileage awards and credit card award programs. With mileage awards you redeem earned miles in exchange for a ticket or an upgrade. In most cases you can only redeem them on the airline they were earned with. There also needs to be award seats available on the flight. On the other hand, credit card awards convert to a dollar value. This is why you can use credit card awards for any seat and any airline that is available.

If using award miles you should call the airline and reserve your flights before you book the Sandals portion of your vacation. Often you may need to move your travel dates a day or two for the free seats to be available. Most airlines will hold a frequent flier reservation for a few days before you have to commit to it. This allows you to book Sandals for the days you actually have air. That way you make sure the resort and room category you want at Sandals is available for the days you have air.

Once your air reservation is ticketed, you can go to the airline’s website to reserve and/or change seats. Your first goal is to get pre-assigned seats! Grab something even if it is not ideal. You can check back periodically to see if better seats open up.

If you are not able to get pre-assigned seats, you will need to do airport check-in the day of departure. Get there plenty early for the best seat choices. If you already have seats, you can also change to better seats at that time, if available.

Many airlines are generating extra revenue by charging for “preferred” seats. You can do this if you like or you can take your chances on what is available at no charge day of travel. (Choices may be limited)

Bottom line: Book both air and hotel as far in advance as possible.

INSIDER SECRET #2

Sandals’ Pricing Explained

I often hear comments about how goofy it is that Sandals is always discounting 50%, 60%, or even 65%! Well, there is a method to the madness.

Here is how it works:

Sandals has a “rack” or regular rate for every room. There is a 2 night minimum stay at most Sandals. If you go to sandals.com and get a quote for a two night stay in a higher level suite say you will most likely see a comment like:

- **LAND RACK RATE - NO PROMOTION APPLIES**

If the “rack rate” is \$2800 per night, you will pay \$5600 dollars for those two nights. But look at the same room for 7 nights. You will probably see comments like:

Original Price: ~~US\$19,600~~
Book today and save US\$14,945

Rates include the following promotion(s):

- **\$175 RESORT CREDIT - YOUR CHOICE OF EITHER SPA OR TOUR**
- **\$190 OFF EMERALD BAY BONUS SAVINGS**
- **\$35 ONLINE BOOKING SPECIAL**
- **1 FREE NIGHT ON STAYS 7 NIGHTS OR LONGER**
- **65% OFF**
- **UNLIMITED GOLF FOR BUTLER ROOM GUEST**
- **\$1000 Instant Booking Bonus**

You will be hard pressed to figure out how Sandals came up with the rate you see. Here is how it is done:

First, take the original non-discounted rate of \$19,600
Figure 65% or \$12,740. Subtract it from \$19,600 to get \$6860
You can divide \$6860 by 7 nights to find the nightly rate of \$980. That is your Free Night value. Subtract that from the \$6860 and your end up with \$5880.

You can now take off all the other savings:
Less \$190 Bonus Savings, the \$25 Online Booking Special, and the \$1000 Instant Booking Bonus Equals
\$4665 – The amount you pay.

What is the Deal with the Countdown Clock?

Many people check rates after the clock runs out and see that nothing changes. The rate they were looking at

The image shows a screenshot of a Sandals website interface. At the top, there is a countdown timer displaying '00 : 17 : 09 : 25' with labels for DAYS, HOURS, MINUTES, and SECONDS. Below the timer is a red banner that says 'HURRY! LAST DAY TO SAVE!'. Underneath that is a blue banner with the text 'ENJOY A No worry VACATION WITH AMAZING SAVINGS'. The main focus is a large green and white graphic that says 'SAVE UP TO 65%'. Below this are four input fields: 'Jamaica' (with a dropdown arrow), 'Sandals Inn' (with a dropdown arrow), 'Check In: Select a Date' (with a calendar icon), and 'Check Out: Select a Date' (with a calendar icon).

yesterday is exactly the same when a new clock starts up today. So they ignore the clock and figure if the rates aren't going to change, why book.

But be careful . . .

Depending on how bookings are going, Sandals will change the specials when the "Sandals Clock" runs out. Remember, among the 15 Sandals Resorts there are 244 different room categories. The rate may change for only a few room categories. Of course, if it isn't the category and resort one you are looking at you won't see any change. However, free nights can be added or taken away, booking bonuses, spa and resort credits and air credits can all go up, go down, or even be eliminated.

The biggest game changer is the percentage discount. In the above pricing example your rate will increase by \$2,520 if Sandals leaves everything but reduces the 65% discount to 50%.

Instead of your vacation costing \$4665 it will cost you \$7175!

Most guests do not realize what a big difference a change of 5% or 10% can make. I can't stress enough how important it is to book as early as possible. You can always rebook if the rate goes down, but you can never get the low rate if prices increase before you book.

INSIDER SECRET #3

Finding the Best Price Is the Easy Part

Unless you are some kind of weirdo, you don't want to pay any more for your vacation than you need to. And, if you are like most travelers these days you may likely check out places like Expedia, Orbitz, & Travelocity. And, you may do a Google search and find hundreds of sites offering to book a Sandals vacation for you. Of course, in order to find the best price you may fill out several online forms to get rate quotes hoping for the one "great deal".

I am going to save you a bunch of time.

Sandals maintains full control of pricing and strictly enforces "no discounting" policies.

Sandals takes discounting of their product very seriously. In fact, so seriously, they have actually terminated the ability of several travel companies to book their resorts. This is because the travel companies insisted on discounting or rebating. This is the reason you won't find Sandals at "discount" travel outlets like Costco.

What this means for you is every rate quote for Sandals should be the same no matter where you get it. A difference may occur with the air fare, but never the hotel!

It also means you don't have to waste your time requesting rates from a bunch of different places to find the best price. Your time is much better spent discovering which Sandals or Beaches Resort is best for your needs, desires, and budget.

A word of caution: If you find a rate difference of more than a dollar or two (due to rounding) between sources it should raise a red flag. Be careful! **Some sneaky travel sellers try to hide “discounting” by combining air and land rates or even offering “cash rebates” to get your business. Some even quote rates for lower category rooms to make it look like a better price!**

No matter where you get a rate quote, it is important to always get the “land only” rate for the Sandals or Beaches part of your trip so you can verify it is accurate.

When getting rates that include both air and hotel, subtract the land only amount from the total package price to determine what you are paying for the air portion. If the price for your airline tickets is unrealistically low then you are probably dealing with a discounter.

WARNING! If Sandals finds out a travel company is discounting, a couple of things could happen: the discount may be taken away (and you end up paying the correct price anyway or risk your trip being cancelled) and / or Sandals may terminate that company's ability to book Sandals Resorts and you will really be on your own. You don't want your vacation impacted by either one!

So Who Am I Anyway?

Right about now you may be asking yourself who I am and why should you listen to me?

I took my first vacation to Jamaica in 1991 and fell in love with the island, the culture, and most of all, the Jamaicans themselves.

A few years later I met the beautiful lady who is now my wife. Shortly after we met I sold my advertising business. That left me without a job and looking for a new business of some type.

She was a very successful travel consultant with large client base. The timing was perfect to combine her travel expertise with my business knowledge and in 1993 we opened our own travel company, The Travel Consortium, Inc. We recruited several top producing travel consultants and with a few months our travel venture was humming along.

Once we got the travel business up and running there really wasn't much for me to do. I was thinking about starting another advertising venture when my wife (and partner) suggested I give the travel business a try (which made sense as I was co-owner of a travel company). So, due to my love of Jamaica, I decided to specialize in travel to Jamaica and all-inclusive resorts on other Caribbean islands.

Since then, I have logged many, many, trips to the Caribbean, with over 50 trips to Jamaica alone. Additionally, I have *personally* handled well over 1000 bookings to Caribbean islands and coordinated nearly 100 destination weddings.

So far in 2017 I have stayed at Sandals Emerald Bay, Sandals South Coast and Sandals Grande St. Lucian. While on these trips I took side trips to Sandals Montego Bay, Sandals Royal Caribbean, Sandals Negril, Sandals Halcyon, and Sandals La Toc. While at the hotel I spent time with the General Manager of each resort to get updated on any changes and also future plans. They personally took me around the property to see firsthand any recent renovations and changes.

So, let me be right up front with you. There are three big reasons I provide this free report.

First BIG Reason: I want everyone who goes to Sandals and Beaches to have the best vacation and get as much for their money as possible. It is not lost on me that a Sandals vacation requires a substantial investment. I know many couples who save for years to be able to afford a week at Sandals. And I want to do everything I can to help you get the most for the valuable time and money you will spend on your Sandals vacation.

Second BIG Reason: Working with Sandals and Beaches is how I make my living. And no matter who, how, or where you book your Sandals vacation, as long as you have a great experience and tell others, it is good for my business. And of course, if you're unhappy for any reason or post a negative review somewhere, well, that just makes my job harder.

Third BIG Reason: I would truly like to earn your business. I sincerely hope you will let me help you with your Sandals or Beaches vacation. I know a lot of travelers shy away from using a travel agent because they don't want to pay extra fees. You can take comfort in the fact that I never charge any fees to help with Sandals and Beaches. That means the cost to you to take advantage of my knowledge, expertise, and connections is the same (and often less) than going it alone.

INSIDER SECRET #4

Mobile Passport Control

Mobile Passport is the best thing to come along in a long time. Mobile Passport Control (MPC) allows U.S. citizens and Canadian visitors to use the Mobile Passport app to expedite their entry process into the United States.

Simply grab your Smartphone and download the mobile passport app. Follow the steps to put your own information and information for everyone who is traveling with you into the app.

On your return home open up the app, answer the questions, and get the QR code.
WARNING: DO NOT DO THIS UNTIL YOU LAND IN THE U.S.!



Then head to the Mobile Passport Control lines at immigration.

Go to <https://www.cbp.gov/travel/us-citizens/mobile-passport-control> for more info and a list of airports where you can use mobile passport control.

INSIDER SECRET #5

“The Loop”

Once you are at Sandals you will want to be sure to use “The Loop” for all communication with the hotel.

Although rare, issues with service, food, accommodations, etc. can occur.

If you rely on phone calls or personal requests to staff members for anything there is no way to track and/or prove you did anything. The Loop, on the other hand, will keep track of the time, names involved, and resolution, (or lack of resolution) concerning any issue.

Please also use “The Loop” to reward any staff member for great service (instead of tipping). These comments go in their file and will help them with pay increases and/or promotions.

Simply type: sandals.blazeloop.com (or beaches.blazeloop.com) into your browser. You can also scan the QR Code found on business cards around property and near the phone in your room.



INSIDER SECRET #6

The Most Important Decision You Will Make!

Sandals Loyalty & Travel Program

It is very important you know about Sandals Loyalty & Travel Program (formerly known as “Soon Come Back”) and how it works. The Loyalty & Travel program, referred to as “L&T”, is a great program for you because it can currently provide you with a 10%-12% discount on a return trip that you cannot get anywhere else.

Once you are on property you will get bombarded with phone messages about “L& T”. Announcements encouraging you to go to the L&T office will be made several times a day around the pools. You will be handed flyers and brochures with info on booking “L&T”.

So, if you are enjoying your vacation and want to return, I highly recommend you book “L&T” while on vacation. However,

The most important decision you will make when booking is if you want to be locked in with forever dealing only with Sandals directly or have the option to use the services of a professional travel consultant! You must decide now!

Here is why:

If you book your vacation direct with Sandals and then while on vacation decide to take advantage of the huge discounts “L& T” offers, you will forever have to book direct with Sandals to get the discounts. Although right now you may not think you will book another vacation while on property, over 60% of my first time Sandals clients do end up booking with “L & T”. Over 90% of my repeat clients book “L & T”.

When my current clients book “L&T” Sandals will allow them to transfer that “L & T” booking to me so I can continue as their travel consultant. However, Sandals will not allow anyone who books their original vacation directly to transfer the booking. Once you book direct, the only way to “break the chain” is to forfeit the big discounts for at least one trip by booking with a travel professional.

The number of requests I receive from guests to take over bookings they made at “L&T” is staggering. This is because there almost always problems with “L & T” bookings, but it is well worth the savings to use the service. My repeat clients just transfer the booking and then I deal with Sandals on their behalf to get everything the way it should be.

For all those that book direct, and then contact me for help, I am not able to help them.

INSIDER SECRET #7

Use a Professional Travel Consultant

I have to be honest. Up until 2015 I pretty much left it up to you to decide on your own whether to book direct with Sandals or use the services of a professional travel consultant like me. However, Sandals has made so many policy changes that can affect your vacation I now strongly encourage you to book with a professional travel consultant. Unless you are in constant contact with Sandals and getting policy emails everyday like I am there is no way to keep up with the changes. If you happen to overlook some requirement it can have a huge impact on your vacation.

Sandals is no longer a “small” hotel operation. When I got in the travel business Sandals had 7 hotels. They have expanded to 15 and more are on the way. They have also added hundreds of new rooms to their existing hotels during the last few years. Along with this they have opened new reservation call centers in St. Lucia and Grenada. This rapid

expansion has caused new policies and procedures to be introduced that can make it very difficult for consumers who book direct.

If I were to list all the times I have answered questions and helped guests just like you who booked direct with Sandals this report would be hundreds of pages long. I get several questions each day about Sandals from guests who have booked direct. Most are just a little frustrated with the service they are getting when they call Sandals, but some have some complicated issues.

When I ask why they booked direct with Sandals in the first place the common answers I get are:

“We figured we would get the best deal by booking direct.”

“We didn’t want to pay extra fees to use a travel agent.”

“We didn’t know we had a choice where to book.”

Almost everyone asks me what the advantage is to book with me rather than booking direct with Sandals. Well, here are just a few things:

When you book with me:	When you book direct with Sandals:
I know who you are. You always deal with the same person. I will know what we have talked about previously. I know the history of your booking (without wasting your time looking at a bunch of notes written by someone else).	You get a different person every time. That person will have no idea who you are. They are required to “recap” your booking every time, which can take several minutes. Then they will need to review all the prior notes on your booking (made by other agents) to get up to speed on your booking.
I also know the history of all your past trips to Sandals. I will know what you liked and didn’t like on past trips. This is very important in helping you with resort and room category choices for future trips.	They won’t know a thing about you.
I know the General Manager, Hotel Manager, and Sales Manager at each Sandals & Beaches. I alert them prior to your arrival with any special requests or needs. It is common for me to get a follow up call from the General Manager of the Sandals where you are going to check on any special requests or needs you may have.	Nothing here for direct bookings.

When you book with me:	When you book direct with Sandals:
I can hold room reservations and air arrangements without requiring a payment from you. This is a huge benefit because rooms and air can sell out without notice while you are waiting if you need a little more time to finalize arrangements.	You will need to submit deposit and pay for air at time of booking.
I can give you objective information about the resorts and room categories. I can let you know which room categories are great values. And I can advise you of things to consider (drawbacks, shortcomings) of other categories.	The call center agents work for Sandals. They have to provide you only “positive” information, and tow the company line.
The rate you get is exactly the same as if you book direct. It may even be lower depending on the air fare. Because I have my own airline reservation system I can often find lower and/or better schedules.	Sandals agents can only book air that shows up in their system. Often the best schedules and rates do not show up.
I know the General Manager, Hotel Manager, and Sales Manager and alert them prior to your arrival with any special requests or needs.	Nothing here for direct bookings.
I have been to every Sandals and Beaches resort. I have stayed at most resorts multiple times. I also get current updates on resort conditions from clients returning home from vacation.	Most call center agents have only been to a few resorts for brief site inspections.
You have my direct phone line and personal email. You are never on hold – unless I am on another call you get me right away. If you happen to get my voicemail as long as if you leave a message I will get back to you right away.	Hold times can be very long. Emails go to a general mail box.
I provide you with additional “travel tips”, and other information with your travel documents.	You get only hotel vouchers.
If you have any problems with flights, your room, service, or need help with anything while at Sandals I am here to help you.	You are on your own.

So, hopefully, you are convinced to use a professional travel consultant. It really is in your best interest, whether with me or another travel agent who is knowledgeable about Sandals. So, when choosing an agent, what should you look for?

INSIDER SECRET #8 The Sandals “CSS” System

There is a lot more to booking Sandals than meets the eye.

You are going to learn some things in the next few pages that even many-time repeat guests don't know about. I guarantee that if you act on the following information your Sandals experience will be greatly enhanced.

Here's the story:

In 1996, the Honorable Gordon “Butch” Stewart (Owner & Chairman of Sandals Resorts) started the “Certified Sandals Specialist” program (abbreviated “CSS”) in response to demand from travel agents for more in-depth knowledge of Sandals Resorts. Butch also wanted to create greater loyalty between Sandals and the travel agent community. There was even talk of developing a Sandals “franchise”, “consortium”, or “dealership” type system of “travel stores” that would market Sandals exclusively. Although the “franchise” idea never took off, the Certified Sandals Specialist program did, and in a big way.

During the first couple of years a lot of people within the Sandals organization itself had no idea the “CSS” program even existed. However the program quickly gained strength and influence. Sandals' managers and staff at all levels now recognize Certified Sandals Specialists as valued partners in their business.

In 2006, ten years after the CSS program started, Sandals introduced several “levels” of CSS status for travel agents. The highest level one could attain was “Platinum CSS”. The requirement for “Platinum” was to have personally booked 250 Sandals vacations. (I have now booked well over 1100). At that time there were only about 70 travel agents who qualified at the Platinum level. It was very exclusive group. It just so happens that I was one of those travel consultants who immediately qualified as “Platinum CSS”, the highest level possible.



My Platinum CSS status, along with my long relationship with Sandals (at that time over 12 years), enabled me to become personal friends with the general managers at the various Sandals resorts.

We know each other well. We have dined together, golfed together, attended grand openings of hotels together, and attended



Waiting to Board Sandals Private Jet in Antigua for Return to St. Lucia

conventions together. I've entertained many of them when they've been in my town to conduct seminars and presentations.

I have even flown between Caribbean islands aboard Sandals' private jet with them. As with any friendship, we keep in touch with each other on a regular basis.

The bottom line.... Book your Sandals vacation with a CSS Platinum agent.

Because it requires an agent to have booked at least 250 Sandals (and/or Beaches vacations) you know you are working with someone who has been consistent and is most likely a full time professional. You also know they know their way around Sandals.

Only a small number of travel consultants ever attain *Platinum* status. Earning these credentials indicates a high level of loyalty and dedication to good business practices which the resort managers highly respect.

When you are my client, the entire Sandals organization recognizes you as extra special and very unique. My "Platinum CSS" status gives you enhanced standing with Sandals' managers and staff. They see you in a totally different way than the thousands of "generic" reservations they receive.

Because of my Platinum status, management at all levels wants to make sure that you are extremely happy with your time at Sandals. You are one of their most valued guests. My Platinum status gives me a lot of "pull" when making any special requests on your behalf, whether for dietary needs, pillow preferences, birthday or anniversary, room location, dinner reservation, or anything else. When you book your vacation with me the unique personal relationship my Platinum status provides lets you gain access to Sandals management you can't get any other way.

Another thing to look for in an agent. . .

Starting in January 2012, Butch Stewart unveiled a new program, the "Chairman's Royal Club".

Chairman's Royal Club doesn't mean much to most consumers, (unless they have this report) but it packs a big punch with Sandals.

The "CRC Retreat" can give you an idea how big a deal Chairman's Royal Club is with Sandals. Several times each year Sandals flies (at their expense) select CRC members (usually about 25 of us) to a Sandals Resort to meet personally with Butch Stewart (owner and Chairman), Adam Stewart, (CEO) and other Sandals executives to exchange ideas. I attend several CRC retreats each year.



The one thing Chairman's Royal Club status doesn't tell you.

Chairman's Royal Club membership status is based only on what an agent does during the calendar year. I know many excellent Platinum level agents who miss qualifying for Chairman's Royal Club by only one or two bookings. And since the program started in 2011 I have seen many "one hit wonders" or "flash in the pan" agents that qualified for Chairman's Royal Club one time due to a few large group bookings or "borrowing" bookings from other agents in their office. And then you never hear about them again. I recommend you look first for an agent that has attained Platinum Level status. If they also have a few years with Chairman's Royal Club that is an added bonus.

Now, I have found there are three questions just about everybody wants answered before booking with me...

The first is, "How do you know I am 'legitimate'."

The second is "Why should you book with me?"

The third is "If I don't charge you an extra fee or cost, why would I do this?"

So, how do you know I am for real? I mean after all, you have no idea who I am or if what I say is true, made up, or borrowed from someone else. After all, this is the Internet.

The best way to check me out is to simply call Sandals and ask them about me. Please keep in mind Sandals is a big company with over 10,000 employees. Only about 100 of them know me personally and most are on some island in the Caribbean and are rarely near a phone.

However there are a few individuals at Sandals' offices in Montego Bay, Jamaica who are almost always by their phone. That would be my Travel Agent Development Team at Sandals.

So here is what you can do: Call Sandals at 1-800-327-1991. Follow the prompts to reach the "Gold Team" at extension "6046". One of them is usually available 8-7 Eastern Time, Monday - Friday. If they aren't available be sure to leave a message that you are checking me out (Matt Lanza). Someone will usually call you back within a short time.

What about "Why should you book with me?"

As I said before, you are going to get the most value possible because of my Platinum CSS. I also have several years as a Chairman's Royal Club member. And among Sandals' executives and management this is all really is a big deal. When your booking

has my name on it as your travel agent, you are a guest that Sandals' management takes a personal interest in. You are set apart from all other guests.

I have very close relationships with management at all the Sandals Resorts. Many times I will get a call from the General Manager to ask me about you prior to your arrival.

If you are like one of my clients who recently went to St. Lucia, it may be the private car Sandals sent to drive you from the airport to the hotel. It may be to have Absolute Cranberry Vodka stocked in your in-room bar like a recent guest at Sandals Whitehouse. It may be a gluten free menu prepared for my client at Sandals Emerald Bay. It may be the special birthday or anniversary celebration they arrange for you. It may be getting a desired room location. It may be some special room amenity, like a DVD player or bathroom scale. And the list goes on.

Regardless, once I know your preferences I can communicate those to my contacts at the resort prior to your arrival along with any other special requests.

Although travel problems and issues with Sandals are rare, they do occur. This is one of the best values I add. If you become stuck in an airport due to a cancellation or missed connection I can help get you in the air again. If you have any problem with a room or other service at Sandals, because I know the managers personally, I can get fast action to resolve the situation.

I always look out for your interests. I will do what is best for you. For 20 years I have put my clients first. The result is over 90% of my business is from repeat customers and referrals.

“Why the heck would I do this for free?”

Well, I wouldn't. And I don't. However, please be assured of one thing: **I never charge YOU any type of fee or service charge to help you with your booking!** You pay only for the hotel and air, (and any additional add-ons, like insurance, tours, etc) the same as you would if you booked direct with Sandals on your own. Not only does it not cost you any extra to have me handle your booking, you are going to get the most value possible because of my status with Sandals.

So how do I get paid?

In the travel industry suppliers (hotels, car rental, cruise lines, etc.) pay referral fees and commissions to travel agencies for selling their products. Sandals is no different. And because of my status Sandals compensates me very well, both monetarily and with special benefits.

One thing I know for sure: Your Sandals vacation will be better if you let me help you than if you go it alone.

And guess what? Sandals also knows it is best when you don't go it alone. Sandals knows that when their guests have a Platinum CSS agent handle their reservation customer satisfaction is at its highest. I don't know if you have already booked your Sandals vacation or are in the process of getting ready to book. Either way you owe it to yourself to do everything in your power to make your vacation the best it can be.

So, what if you have already booked?

INSIDER SECRET #9 Transfer Your Booking

I get tons of requests from people who have already booked and because of my status with Sandals want me to put in a good word or make a special request for them with hotel management. And I am more than happy to do it. However, you need to be my client in order for me to contact managers and go to bat for you with Sandals. All you need to do is let Sandals know you would like to switch your booking over to me. Nothing at all will change with your booking. All deposits, future payments, and travel arrangements remain with Sandals. The big difference is you will be booked with a Platinum CSS agent and I will be able deal with Sandals on your behalf.

All you need to do to transfer your booking is email a request! There are no change fees or added costs of any kind! Nothing changes with your booking except that I am able to work on your behalf directly with Sandals.

You can email me at matt@jamtrav.com. Or if would rather email Sandals directly, send to bookingchange@uvltd.com

Please use the format below. You must include all the information.

To Unique Vacations:

Please transfer my booking to The Travel Consortium, Inc. / 303-989-4880

My booking number is: (enter your Unique Vacations confirmation number)

My arrival date is: (your check-in date)

Resort is (put in the Sandals or Beaches Resort you are going to)

Include full name of persons traveling, address, and phone number.

Note: Some reservations cannot be transferred but the only way to find out is to submit a request.

INSIDER SECRET #10

Each Sandals Has Its Own Character!

It seems like every time I am at a Sandals Resort I run into someone who is in the wrong place!

One thing for sure, it isn't because they got on the wrong transfer from the airport.

It's because they booked the wrong Sandals in the first place!

It's easier to do than you might think.

One common thing I see couples do is book based on PRICE! This is especially true when a Butler category is high the list but the budget is limited. So what happens? They book a butler category a Sandals Ochi because the rates are so much lower than any other Sandals for butler rooms.

One great thing about Sandals is you will find the best in dining, water sports, entertainment, swimming pools, beaches, etc., at all of them. Beyond that, each Sandals has its own character. That is because Sandals has built only two properties from the ground up. All the others were acquired from previous owners. There is no "cookie cutter" design like you find with many hotel chains. Each property has its own unique characteristics. And you are the determining factor of whether a characteristic is strength or a weakness.

For instance, if golf is high on your list of things to do while on vacation there is one Sandals that happens to be one of the best golf resorts in the entire Caribbean. But at another Sandals you will be hours from the first tee.

If a great beach is the number one priority, there are two or three Sandals that really stand out. But even among them the beach environment at one may be a turn-off for some and a turn-on for others.

There is a whole lot about each Sandals you can never learn from a website or brochure. And, unless you have been to every Sandals there is no way to really compare which one may be better for you compared to another.

If you want a laid back, easy going environment there are a couple of Sandals that will be perfect for you. There are also a couple where you are going to be miserable if you end up there and “laid back” is what you want.

It is well documented that Sandals has one of the highest return guest rates in the industry. Sandals also knows that one of the biggest reasons first time guests are unhappy and don't return is because they got bad information about the resorts.

I get asked all the time “Which is the best Sandals?” It is different for everyone. The trick is to know the right questions to ask to figure out which Sandals may be the best fit for you.

I also get a lot of calls and emails from people who have already booked with questions about the Sandals they are going to. I can't count the times that after a short discussion with me they tell me they are going to switch their booking to different Sandals. One thing I do know is getting to the Sandals which is best for you should be high on your list of priorities.

INSIDER SECRET #11 Travel Boards Can Be Misleading

I get a lot of phone calls and emails that start out “It says on Tripadvisor that . . . “

You know, online travel forums can be a great source of information . . . , and misinformation. I spend hours scouring travel forums. One thing for sure: There is really no way to know for sure which postings are accurate and which are not. I find postings all the time from two different people who were at the exact same resort for the exact same dates and one had the absolute worst vacation ever and the other the time of their life.

That is why I enjoy going to travel forums when I return from a stay at Sandals and see what others who were there at the same time have to say. I find I agree with almost all of them. But there is always that one or two that make me wonder if they were even at the same resort.

What it boils down to is that everyone has different expectations, different attitudes, and different life experiences that they take with them on vacation. And we, as readers, have no idea what the expectations of the person posting the review were in the first place.

In my opinion there are three types of “posters” on travel forums. The first is the “professional” who has some type of personal agenda. These are often travel agents trying to get business. But there are also the “saboteurs” who post negative reviews for competing properties. Second are the travel forum junkies who have posts numbering in the thousands (where do these people find the time?) They tend to be pretty honest and can be really helpful and often provide good, however very subjective, information. Third is the casual traveler who has only a few posts to their credit. They often have only one experience at a destination or resort and really don’t have anything to compare their experience to except itself.

The important thing to keep in mind is the content is subjective opinions, not objective facts. Of course, that is exactly what you are looking for when you go to a travel forum in the first place. But unlike getting an opinion from a trusted friend who you know something about, you have no idea what life experiences and prejudices help form the opinion of a total stranger.

I have been following travel forums on a regular basis for years. I am familiar with many of the participants. And I am very familiar and have current information about the resorts. Because of this I am able to quickly figure out which posts are most likely accurate and which are not.

Travel forums can be very helpful if used correctly. Most travelers make their first visit to a travel forum right before or right after they book a vacation. Without a historical context of the posts, perhaps several months’ worth, it is easy to be misled.

What really amazes me is that there can be 9 or 10 positive posts but it is that 11th negative post that gets someone’s attention. You know, there is a book titled Satisfied Customers Tell Three Friends, Angry Customers Tell 3,000 . You can bet that for every positive review there are a whole lot more people who feel the same way. This is probably not so true for the negative reviews. Please keep this in mind when reading trip reviews.

As my mother use to say,

“Take anything you read (on travel forums) with a grain of salt!”

INSIDER SECRET #12

The Best Value is Probably NOT the Lowest Category Room

One thing for sure about Sandals – they have a ton of different room categories. If you are overwhelmed by them, you are not alone. The big problem is that unless you have

been there, see them, and studied them, the subtle, but very important differences will not be obvious. With very few exceptions, even though it may be the cheapest, the lowest category room is usually **not the BEST VALUE**. In other words, you can get a lot more for your money in the higher room categories.

I have been to all these resorts and there is one thing you can count on: A beachfront room at one Sandals resort will be totally different from a beachfront room at another resort.

Now let me guess.... you are thinking “we aren’t going to spend much time in the room anyway, so we can just book the cheapest”.

I don’t make many guarantees, but one I can make is this:

“I guarantee you if you book a low category room, once you see the room you could have for few dollars more you will be asking for upgrade!”

It is just some rooms don’t have balconies or patios. And, if you are at a beach resort and can’t see the ocean from your room you will certainly regret it once you see how awesome the beach and water is at most Sandals. The problem is that once you get to the resort and see what you could have had for a few hundred dollars more, you may kick yourself. I can’t tell you how many times I’ve heard another guest say the wished they had booked a higher room. If I suggest they go to the front desk ask for a better room they say they tried that and nothing is available.

It is almost impossible to figure out a lot about Sandals’ room categories from the Internet or brochure alone. This is because even within the same room category some rooms may have a balcony and some rooms may not; some may have a great ocean view or oceanfront location and others may not. So say you see a great review of a room on Tripadvisor, how do you know the room you get will be the same? You don’t!

Many times a higher room category that offers a better view, more amenities, and more space may only be a couple of hundred dollars more, (or even a few dollars less depending on promotions), for an entire week,

The only way I know to really understand the rooms at Sandals is to go there. And a few people actually do that– visit the resort for a few days prior to booking a wedding or family reunion to know for sure what they want. From time to time Sandals even offers special “Test Drive Your Wedding” promotions. Well, that doesn’t make a lot of sense for most people. The easiest thing is to just call me and pick my brain.

SPECIAL TIP TO GROOM FOR HONEYMOONS

If you are the groom and in charge of honeymoon arrangements this tip is for you. I have booked hundreds of honeymoons. Well Mr. Groom, let me tell what I have learned: If you want to have a really lousy week with your new bride, go ahead and book a low category room at Sandals. I can guarantee you that once she gets to the resort and talks with other brides who have things like beachfront balconies, private plunge pools or swim-up location, one-bedroom suites, millionaire suites, awesome bathrooms with dual vanities, walk-in showers, and whirlpool tubs, and even butler service, your bride is also going to want it. And when you sheepishly go to the front desk and ask to get moved to a suite the likely response will be "Sorry, we have none available". And on the slight chance one is available the price to upgrade is going to be much higher than if you just booked it in the first place

INSIDER SECRET #13

All About "Free Room Upgrades"

How to get a free room upgrade at Sandals is one of the most searched terms on the Internet about Sandals Resorts. There is probably more bad, incorrect, and totally false information about "Free Upgrades" than anything else concerning Sandals.

There are all kinds of postings on sites like Tripadvisor to book the lowest room because everybody gets upgraded. If you follow this advice you will probably be very disappointed.

With that said, let me clear up a few things about free upgrades at Sandals:

1. Free room upgrades are not "automatic"

Even so, there are endless postings on internet travel boards promoting this idea. Often, travelers who were fortunate enough to get upgraded assume it is routine and advise others to "book low" because "everybody gets upgraded". There was some validity to this idea in the past, but not anymore.

The truth is there are very few free upgrades given out. The two primary reasons for this are technological advances and a change of buying habits. Technological advances with computers and digital communication now allow hotels to manage bookings and update room inventories instantly. (see Insider Secret #1).

In addition, consumers have changed their buying habits. Today's travelers are willing to pay for the swim-up suites, beachfront locations, and enhanced services like Club Sandals and Butler service. The result is the higher category rooms sell out and there is no place to upgrade anyone to anyway.

It is important to keep in mind that most Sandals resorts are relatively small, averaging about 270 rooms. And many room categories may only have 3 or 4 rooms, total. I can't tell you how many times I have booked a room for a client and it instantly becomes "SOLD OUT". We got the last room! With so few rooms available to start with chances for upgrades are slim.

Another important factor is the average length of stay. The average length of stay is over 6 nights. And unlike a cruise, where every room turns over on the same day, guests are checking in and out of Sandals every day of the week. Usually there are very few rooms available for your entire stay which is necessary for an upgrade.

2. Free upgrades are NEVER guaranteed!

Many sellers of travel "promise" free upgrades in order to get you to book with them. Sandals' managers have told me this practice causes more problems and upsets more guests than just about anything else. Hotels deal endlessly with guests who claim the web site or agent where they booked their trip "guaranteed" they would get upgraded upon arrival.

The fact is, the only way a better room is guaranteed prior to check-in is if you rebook and pay for a higher room category prior to your arrival. Even contracted upgrades (as for destination brides) are "SUBJECT TO AVAILABILITY".

Whatever room category you pay for is what you are guaranteed, nothing more. I can't emphasize this enough. If anyone tells you they can guarantee you a free upgrade, run!

So how do Free Upgrades Happen?

There are three primary factors involved in deciding who should get an upgrade and how much of an upgrade they should receive.

The decision on who to upgrade (if anyone) and to which the room category depends on three primary factors:

1. **Hotel Occupancy** First and foremost is hotel occupancy. Both overall occupancy and the reservations for each room category are taken into consideration to determine if any upgrades are available and/or necessary. If the hotel is sold out even "VIP" guests may not be able to be upgraded.

2. Guest Status

Second, there needs to be a good reason why you should be upgraded instead of some other guest. Because of my close relationship with Sandals' managers, they have let me in on some "insider" knowledge of the upgrade process. There is a definite "pecking order" of who gets upgraded first, second, etc.

At the top of the "pecking order" are brides getting married at Sandals. This is because the destination wedding agreement they have with Sandals includes a free upgrade. Even in this case it is not guaranteed. As with any free upgrade it can be provided only if rooms are available.

Many upgrades are arranged by Sandals Operations Department before you arrive at the hotel. If certain room categories get overbooked for one reason or another guests may have to be moved to free up rooms.

If occupancy allows, Sandals Select Guests (SSG) may be upgraded. SSG refers to guests who have stayed at Sandals or Beaches previously *and* have also registered for Sandals Select. However, I know the person who controls the upgrades and she is very stingy with them!

3. How You Book

If you book with on OTA (online travel agency) like Travelocity or Expedia your chance for an upgrade is virtually zero. If you wish to book online be sure to book at www.sandals.com Booking direct will help a little if any upgrades are handed out.

Recently Sandals has been working very hard to eliminate all "Free Upgrades". As part of this effort Sandals new policies do not allow travel agents request upgrades for their clients. In most cases (if rooms are available) any upgrade will be provided only if the guest is willing to pay for the upgrade.

As with everything, there are always exceptions to every rule. Free upgrades still happen for guests after arrival, usually because the room booked is not available for one reason or another so the guest must be moved to a higher category. These will be authorized by the General Manager or someone he appoints. Very few guests are aware of Sandals CSS program which you learned about earlier in this report. In cases were free upgrades need to be provided guests who have booked with a Platinum CSS agent will most likely get preference.

With over 20 years experience under my belt I have dealt with just about every problem possible. Issues with Sandals itself are rare. But even at Sandals sometimes things are not as perfect as they can be. This is where my status with Sandals can make huge difference. A few months back I got a call from one of my clients shortly after they checked in. They said everything was perfect except for one thing. They were looking

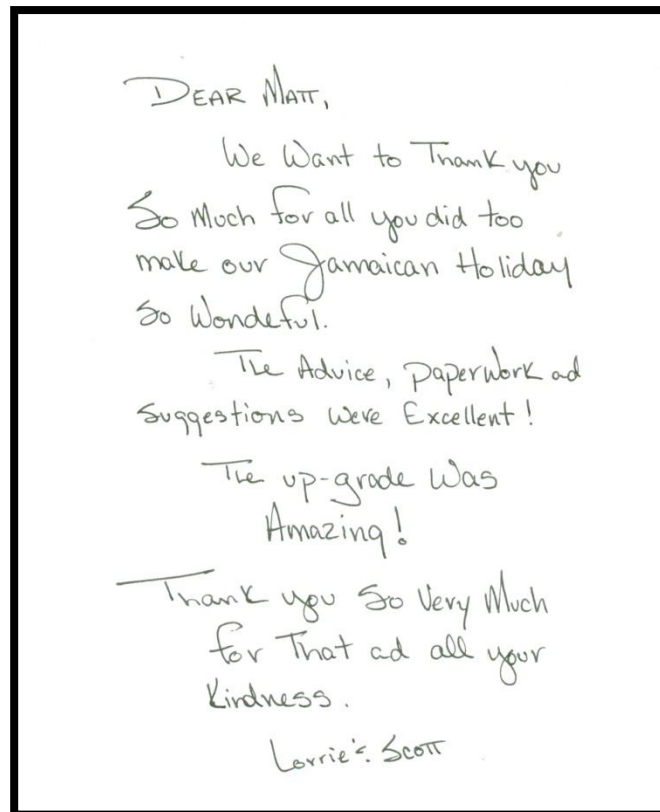
forward to a quiet, relaxing time and it seems the rooms directly below theirs were occupied by a wedding group that was quite loud. I made a call to one of the managers (we know each other well) and explained the situation. In less than an hour they were moved to a room in a quiet area and everyone was very happy. (The management team at Sandals emailed me updates everyday during their entire stay that all was OK).

**Not only do I know who to contact if
there are any issues,
more importantly, they know me!**

This is the kind of service and support I provide all my clients. My job does not end until you are back home, safe and happy.

**But Don't Take My Word For It,
Check Out What My Clients Have To Say.....**

What follows are few of the thank-you cards (even in today's electronic environment I still get these) and emails from my clients:

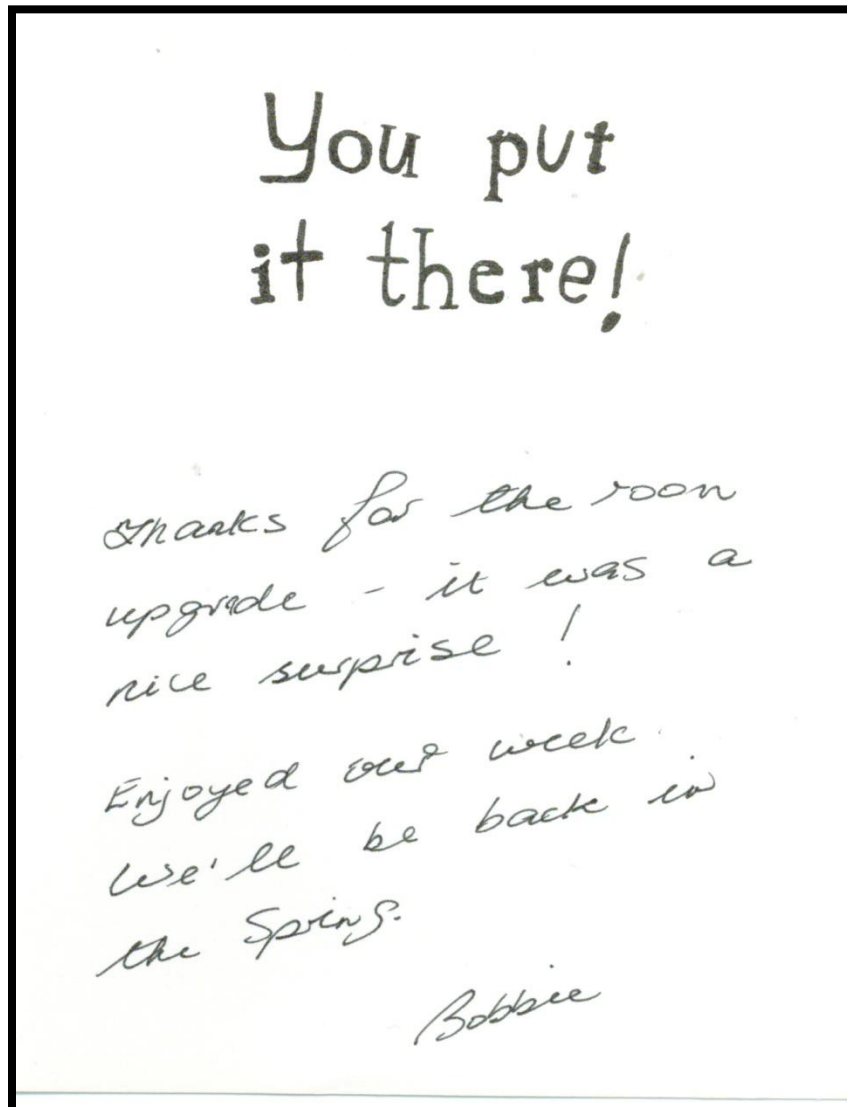


Hi Matt,

I have wanted to e-mail you all week to tell you what an amazing time Steve and I are having and how totally thrilled we are with Whitehouse and especially how delighted we were about our room upgrade (the beachfront walkout in the Dutch village is PERFECT!!!!). We LOVE it here and I am about to cry thinking about leaving. It has been an amazing vacation and we both want to thank you so much for all your guidance as we made the decisions about which resort to book, which room, etc. All SO helpful. **THANK YOU!!!!** We also loved getting the yummy cheese plate from you to welcome us to our room. A perfect treat as we got settled and awaited dinner.

Sandals Whitehouse is awesome and thanks again especially for our room upgrade. We could NOT be happier.

Best,
Wendy & Steve



Hi Matt,

Britta and I wanted to let you know that we had a wonderful time during our vacation! I think we got upgraded to the best room in the house!! Room 4216 if you're familiar..? I will say that by far and away the best investment was Mr. Lewis' services..! We got in WAY ahead of the crowd and down to the very last one we talked to, all complained about how long it took to get to the resort! Not so with us!! If you'd like, we're willing to write a testimonial for you as a token of our thanks for helping us have a stress-less and wonderful stay at Sandals (VERY good call on the Kat trip!).

Let me know if you'd like a testimonial to use on your site and I will be happy to oblige!

THANKS again, Eric & Britta

Hi Matt,

We're Back! :(

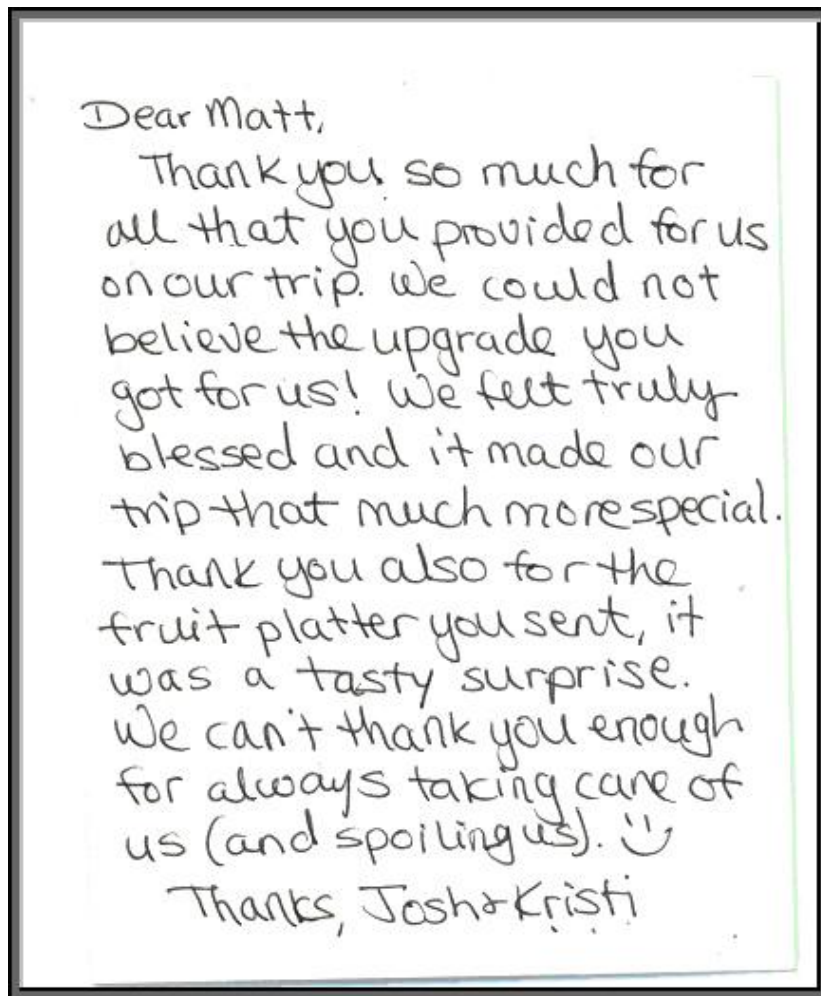
We had an awesome time! Sandals Whitehouse is really a beautiful and elegant property. We did a one day trip to Negril for shopping and Rick's Café. While there, we spent several hours at the Sandals Negril property. While it looked fine, it appeared much smaller and compact than the Whitehouse. Thanks for recommending Lloyd Lewis. He was a great driver, and definitely worth it! We used his services for both trips to and from the airport as well as the day in Negril. Next time in Jamaica, we will try to do the YS Falls, since we didn't want to spend more than one day off the property. However, my husband is an avid golfer, and he is already thinking about the Sandals in Great Exuma Bay, Bahamas, for the next trip. We heard great things about that property as well, and the golf course looks amazing.

THANK YOU so much for the upgrade to concierge level on this trip. We got goodies and snacks to our room on several nights, as well as a surprise evening where the concierge decorated our room with flower petals and he left the music playing and champagne chilling with a fruit platter! It was so special! Also, THANK YOU for the complimentary romantic dinner on the beach!! It was a perfect way to end our vacation!

My husband and I were so impressed with your personal level of service, and I was bragging about you to other guests we met. You really came through for us from beginning to end. We will be calling on you whenever we want to book a vacation from now on.

Thanks again for everything!

Denise



Hi Matt,

It's our last day at whitehouse and I just had to thank you for the best vacation ever! This place is fabulous.

The trip started great with our driver Lloyd Lewis. He was a great choice, I was dreading the ride but with Lloyd entertaining us it went by very fast.

We were upgraded to concierge on arrival. (Which I'm sure was because of our great ta!) We have a walkout suite in the Italian village and it's awesome, literally feet from the beach. Our concierge Clive has treated us like royalty all week. He is the best.

The food, the beach and especially the people are so great!

Thank you so much for an awesome anniversary!

Tammy

Good Morning, Matt:

We had a perfectly wonderful trip to Emerald Bay! What a gorgeous place!! We just couldn't get over the amazing friendliness of all the staff people....they couldn't do enough for you. And your friend, Alberga Foreman was THE BEST!! From the moment we arrived, he was there, every day, concerned about my gluten intolerance and creating wonderful meals just for me! I surely felt spoiled He is amazing! I wonder when does he ever sleep?! They had gluten-free bread for me that was just delicious, and he was truly concerned about each of us. Sandals has a gem in him, for sure.

Thank you so much for all your efforts on our behalf. We would do another Sandals trip in a minute and would love to hear from you if something yummy comes along. We'd love to see Turks and Caicos (but no golf there?) and Jamaica

Sue

The fact that over 90% of my business is from repeat clients and their referrals says a lot about the service I provide. I have clients who started booking Beaches with me when their kids were young. Then those same kids grew up and got married and I handled their destination weddings at Sandals and Beaches. And now these kids are booking trips to Beaches with their little ones. It won't be long until I am handling weddings for the second generation. Wow! How time flies!

CHECK OUT THIS EXAMPLE

I often get asked why it is better to have me help with your booking. Last week a couple transferred their booking to me. I knew right away when I saw the details of their reservation they had missed something. (They booked online on their own) They had booked 5 nights, but I knew the Sandals they were headed to included a free night and a \$250 resort credit when you book six nights. Plus the discounts were bigger on 6 nights than on 5 nights. Sure enough, by rebooking them for six nights, I was able to get them another day of vacation, \$250 resort credit, and at the same time save the price of their vacation actually went down \$200. **AWESOME!**

Finally, what you can expect from me:



Highest Level of Personal Service

90% of my business comes from repeat customers and referrals. I am confident once you experience what I can do for you, you too, will refer your friends and call me for your next vacation. Because I handle all my own business, you always talk to the same person concerning your vacation. You will never be "handed off" to a call center or someone you don't know.



Available 24/7

My office is open 12 hours a day Mon-Fri. The rest of the time I either get notified anytime you call and leave a message on my phone nights, weekends, and holidays. In most cases I can respond in less than an hour for urgent matters. matters.



Private Transfer (Jamaica Only)

I believe your vacation should start the minute you step out of the airport in Montego Bay. That is why I arrange a private transfer for you from Sangster International Airport to Sandals Whitehouse, Sandals Negril, or Sandals Ocho Rios. I have been working with the same driver for many years and get nothing but compliments about his service. Most guests wait anywhere from 30 minutes to an hour or more to get loaded on a bus with a bunch of other guests and get on their way to the resort. As my client you are usually on your way in a private vehicle within about 15 minutes.

Note: Small additional charge applies for this service, but well worth it!



Special Guest Status

You will have the advantage of being "personally introduced" to management prior to your arrival. I contact the General Manager and Sales Manager about your pending arrival and advise them of your personal wishes and any special celebrations like your honeymoon, anniversary, or birthday. This will set you apart from most guests who do not have someone like me working on their behalf.



Best Room Locations

I request the best room locations for the category you book. Although location cannot be guaranteed, I am usually successful getting you where you want to be (close to beach, spa, pool, top floor, ground floor, etc).



Special Occasions

I can request and/or arrange anniversary, birthday, or other celebrations. This can be a surprise party, scented bath for your spouse, hors d'oeuvres' & champagne delivered to your room or a romantic dinner on the beach. The possibilities are endless!



Off- Property Tours & Attractions

I can arrange off property tours and shopping for you. I also advise you which ones are worth doing and which ones to avoid.



20+ Years Experience Booking Sandals & Beaches Resorts

My extensive experience enables me to avoid many common mistakes that those with less experience make. My clients have hardly any problems with any part of their vacation. And, for those rare times they do have a problem, I know who to call and what to do to resolve the problem quickly. You would be amazed how many calls I get from individuals and other travel agents who want me to fix something they screwed up.



Nearly 100 Weddings

Do your plans include getting married at Sandals? I have coordinated nearly a hundred destination weddings. These have ranged in size from only the bride and groom to nearly 200 guests.

**If You Want the Best Sandals Vacation For Your Money,
EMAIL or CALL ME NOW! matt@jamtrav.com or 303-989-4880**

Thank you, and remember, no matter how you book your trip the only way you can have a bad time at Sandals is if you have a bad attitude!

Have a Great Trip!