

READ NOW!

Travel Tips

Be sure to check current COVID19 travel advisories, restrictions, & policies for your destination.

SANDALS

<https://www.sandals.com/covid-travel-advisories/>

ANTIGUA:

<https://visitantiguabarbuda.com/travel-advisory/>

JAMAICA:

<https://www.visitjamaica.com/travelauthorization/>

ST. LUCIA

<https://www.stlucia.org/en/covid-19/>

BAHAMAS

<https://www.bahamas.com/tourism-reopening>

Do the Following 6 Things Right Now!

1. Check over your travel documents and familiarize yourself with them.

Passport - Everybody has to have one. **Make sure expiration dates are 6 months later than your return date.** You may want to make 2 copies (color if possible) of photo/info page. Leave one copy with relative, friend or neighbor. Leave your contact info (hotel phone) as well. Take one copy with you and carry separate from your passport.

WARNING:

Always keep your passports and money on your person or in room safe. Do not place in checked baggage or leave unattended at any time!

2. Be sure to pre-register if required for your destination country!!!!

3. Pre-register for Sandals at checkin.sandals.com

PRINTING INSTRUCTIONS

This booklet is formatted to be printed on letter size paper.

Two sided (automatic or manual duplex).

Orientation: landscape or flip on short edge

If you are celebrating your birthday or anniversary be sure to check the box. For honeymoons, be sure to fax or email a copy of your wedding invitation as instructed so you can get the honeymoon package.

4. Butler Guests: If booked in a Butler category be sure to submit Butler Preferences. You can reach the butler desk at 1-888-284-4445 or complete online at sandals.com/butler

5. Add Passenger Info: Go to your airline's website, access your reservation and provide the required information for travel. **Enter passport info very carefully!** If you have frequent flier and /or a Known Traveler number enter it as well. You can also change or reserve seats at this time. It is very important to have assigned seats if at all possible, even if they are not together. Often the only seats left are "premium" that you need to pay for. There is no guarantee more "free" seats will open up on day of travel.

24 hours prior to departure go back to check-in online (not available for all flights.)

6. Mobile Passport

Download & set up the "Mobile Passport" app for easier entry back into the U.S. (not available at all ports of entry)

Travel Insurance is available. More info on our travel insurance page at www.jamaica-travel.com/insurance/

Currency

U.S dollars make it easier to determine values of purchases and are readily accepted in the Caribbean countries where Sandals are located. Bring plenty of \$1's and \$5's. There is a currency exchange in most airports and at Sandals if you want some local currency for smaller purchases like pop and snacks.

Luggage Tags – We provide bright yellow tags which make it really easy to locate your bags on luggage carousels. Be sure to put **both** full names on all luggage tags. That way any bag can be checked for either traveler.

Watch Luggage Weight! If you go over 50 lbs you can be charged \$100 or more. Clothing can gain several pounds from the high humidity while in the Caribbean. This, along with any items you purchase while on vacation, can push bags that are close over the limit on the return home! If you plan to purchase liquor or other heavy

CELL PHONES- IMPORTANT!

You must enable for global roaming before you leave U.S. Call your provider to enable your phone for your destination. Be sure to programming on your phone a day or two before you leave. **YOU CANNOT DO THIS ONCE YOU ARE OUT OF RANGE OF YOUR NETWORK!**

Roaming is very expensive in the Caribbean. It is recommended you arrange a plan with your provider.

PHONE NUMBERS for resort are on your itinerary (Make sure family member or friend has contact info in case of emergency.

HAVE A GREAT TRIP!!

Other Things to Do

Pets -Don't forget your pets! Make arrangements for boarding and/or care and feeding while away.

Security System -If you have a security system, you may want to change contact information with monitoring company to a trusted friend, neighbor, or relative.

Leave them a key and a temporary security code and password for alarm. Advise neighbors to be on look out for any unusual activity. Be sure to arm system as you leave!

Deliveries - Stop mail, newspapers, milk deliveries, etc. Go to USPS.com to place hold on mail. Be sure to ask neighbors to watch for packages left while you are away.

Green Stuff - Water house plants and mow lawn day before you leave.

Water - If possible, turn off main water valve for house. Newer homes should have a valve that turns off house water but leaves lawn sprinklers working. Otherwise turn off water valves to clothes and dishwashers. Turn off gas on hot water heater.

items while on vacation an extra suitcase may come in handy.

DAY ONE - GETTING THERE

Plan on being AT THE TICKET COUNTER IN THE TERMINAL at least 2 hours before departure or right when it opens for early morning flights. Although this may seem really early, security lines can get very long. Also, the earlier you arrive, the greater your chance for a better seat selection if you need or want to change seat assignments. Keep in mind you may need to go to the airline check-in counter for international travel.

CONNECTING FLIGHTS

Be sure to check the monitors in the airport for correct connecting gate information. DO NOT RELY ON ANY GATE INFORMATION PROVIDED BY FLIGHT ATTENDANTS ON THE PLANE!

When making connections, the first rule is get to the next gate! Once at the next gate you can take care of things like restrooms and refreshments.

Keep carry-on baggage easy to handle. (You may have to run to make a connection).

For most destinations you will need to fill out Immigration and Custom forms during the flight to the island.

On arrival in at your destination follow the directions to Immigration. Have your Immigration Forms and passport out.

Once through Immigration, proceed to baggage claim and find your bags. Most airports have "nothing to declare" customs lines. Be sure to use those if available. NOTE: If you get in a "Declare" line you may be there a long time!

Once you clear customs, find the Sandals transfer lounge or kiosk and check in with them. They may ask for your hotel voucher so keep it handy. You may either let the Redcaps handle your bags from there or handle them yourself.

PRIVATE TRANSFERS:

If you have arranged a private transfer BE SURE TO KEEP YOUR BAGS SEPARATE FROM OTHER GUESTS!

Make sure all your bags get in the same vehicle you are on!!!!

NOTE: Transfer drivers and airport baggage handlers are not employees of the hotel and tipping them is appropriate.

THE RIDE TO SANDALS

The ride to Sandals can be anywhere from 5 minutes to two hours.

Average Drive Time to Sandals

Note: Very dependent on traffic conditions

JAMAICA

Sandals Montego Bay; 10 minutes

Sandals Royal Caribbean; 15 minutes

Sandals Negril; 1 hr 20 min

Sandals South Coast; 1 hr 30 min

Sandals Royal Plantation; 1 hr 45 minutes

Sandals Ochi; 1 hr 45 min

BAHAMAS

Sandals Royal Bahamian; 15 minutes

Sandals Emerald Bay; 10 minutes

ST LUCIA

Sandals Regency La Toc; 1 hr 45

Sandals Halcyon; 2 hours

Sandals Grande St Lucian; 2 hr 15 min

(Private car or helicopter recommended for St Lucia)

ANTIGUA

Sandals Grande Antigua; 20 minutes

BARBADOS

Sandals Barbados; 15 minutes

Sandals Royal Barbados; 15 minutes

GRENADA

Sandals Grenada; 5 minutes

Camera / Cell Phone - (Not recommended to place in checked bags)

Take extra memory cards. A spare battery is a must.

Chargers -carry-on any that may be needed while traveling, like cell phones & laptops.

Change of Clothes – Again, in event of flight delays/cancellations, or lost/delayed checked bags.

Things For Your Checked Bags

Long pants, collared shirts, street shoes for men (so you can go to all restaurants)

Hats, sunglasses, beach bag

Insulated cooler cup - for those who like more than 8 oz at time and to help keep it cold.

Plastic or Metal Drinking Straws

Sandals has gone to all paper straws which only last about two sips!

Non-slip water friendly shoes, sandals, tevas

Cortisone Cream, Benadryl cream - for itching in case of insect bites

Insect Repellent - so you don't have to use the above items!

Sun Screen – bring plenty!

Curling Iron, etc (Every room has blow dryers, iron, and ironing board)

Chargers - for everything (camera, cell phones, shavers, toothbrush, etc) Sandals operates on same current as U.S. so no need for power converters

claim your bags and clear U.S. Customs. **Make sure you have ALL your bags!**

Once you have cleared customs you may recheck your bags (there will be a place right outside customs) and continue to your connecting flight. **Be sure to transfer any liquids purchased at the departing airport to your checked bags!**

INSURANCE CLAIMS

If you experience any travel delays, lost baggage, stolen or lost property, medical treatments, etc. make sure to document and keep receipts for all expenses. Keep a diary of times and events! You will then be able to file an insurance claim upon your return. (If you purchased travel insurance.)

Things for Your Carry-On

Carry-on Restrictions -Remember you can only carry on liquids, aerosols, etc in travel-sized containers that are 3.4 ounces (100 milliliters) or less per item. Everything must fit in a 1 quart zip lock bag. Keep this easy to get to as you will need to take it out when going through security. More details at www.TSA.gov. Check your boarding pass for "PRE-CHECK" This may allow you to skip shoe, liquids, and laptop removal.

Headsets - Even though airlines will sell ear bugs for \$5, it is best to bring your own.

All Medications – You may need them if you experience any flight delays or cancellations. **DO NOT PUT IN CHECKED BAGGAGE!**

Pen - For filling out customs and immigration forms.

Chewing gum - helps ears pop on airplanes

Light sweater for anyone who gets cold easy (so you don't freeze in air conditioned airports & resort restaurants)

Dramamine - for motion sickness (advised for boat activities and some transfers)

ARRIVAL AT SANDALS

Make sure all your belongings get off the vehicle with you upon arrival at the resort. You can leave your bags (except one with money, passports, etc) on the sidewalk. You will need to present your hotel voucher for check-in.

Note: If you have booked a Butler room or suite you should be greeted by your butler and taken to your room or concierge center for check-in.

If you have booked a Club Sandals level room you should be escorted to the Concierge Center for check-in.

You are now in "All-Inclusive" land. Feel free to go to the bar and get a drink, find a restroom, or whatever. You will need to provide a **CREDIT CARD** for any charges to your room. (**avoid debit cards**) Check-in is very leisurely and there is no need to sit around waiting the whole time. Just don't stray too far.

When you get to your room be sure you are shown how to control the air conditioning and operate the room safe. (Make a quick check of lights, hot water, refrigerator, and bar supplies to make sure everything is in order). Call the front desk for help to set-up/use room voice mail.

Chances are you will arrive at Sandals before the check in time of 3:00 pm. If your room is not ready when you arrive it may be suggested you go to a restaurant for lunch. **BAD IDEA!** (Sandals is notorious for repeatedly saying your room will be ready in 30 minutes until you waste several hours of your vacation). Plan ahead by packing swimwear, sunscreen, hat, etc - anything you want for the beach or pool in an easy to reach part of your luggage or carry-on.

Instead of going to lunch, grab your swim wear; go to the nearest restroom and change. Put your traveling clothes in your suitcase and let the bellman check your bags. (They will take your bags to your room when it is ready.) If you are hungry, head to the beach grill. Otherwise head to the beach or pool and start to enjoy your vacation.

IMPORTANT: Be sure to keep a close eye on money, passports, etc. Please do not leave in unlocked /unattended baggage. Losing money is not so bad, (you are at Sandals and everything is included and there are ATMs), but if you lose a passport you will be headed to the nearest U.S. Embassy. It is can be very expensive and time consuming!

The ALL-INCLUSIVE ATTITUDE

The first thing you should do now is to get what we call "*the all-*

inclusive attitude". The sooner you get comfortable with fact that everything is included and that you don't have to use money for anything, the more fun you are going to have.

Start immediately to enjoy the abundance of food, drink, service, and activities that are at your disposal.

The only thing you need to get just about anything you want is a "please" accompanied by a smile! And a simple "thank you" replaces tipping! This is an entirely new concept to most of us.

It can sometimes take a couple of days to get in the habit of fully enjoying the benefits of the all-inclusive experience, especially if this is your first vacation at an all-inclusive resort.

NOTE: Sandals has a strict no tolerance policy on tipping. (Butlers excepted*) Instead of tipping be sure to recognize exceptional service by posting compliments for employees on "THE LOOP".

Employees can lose their job for accepting tips. Please do not put them at risk by tipping. You have paid a premium to enjoy a cashless, stress-free vacation. Take advantage of it!

Operators of off-property tours, catamaran trips, transfers, etc. are not employees of Sandals. Tipping them is appropriate.

* Butlers work in teams at some resorts, individually at others (check with your butlers). Some guests take full advantage of butler service, others hardly at all. Amount you tip is entirely up to you but should be commensurate with the butler services requested/provided.

If you really like your dinner entree or cocktail, don't be bashful - ask for another! If you order something that looked great on the menu, but what you are served is not anything like what you had in mind, by all means, ask for something different. This is a great time for multiple desserts!

Once Checked In Do the Following as Soon as Possible:

1. Make dinner reservations – NOW! (if required) If you wait until late in your stay you may not get in. You can always change them later.

DEPARTURE

Sandals has gone to a 3 hour check-in time at many resorts. This is in addition to the travel time from the resort to the airport. Note: Some Sandals offer a waiver so you can reduce the 3 hour time to two hours or less. This must be arranged the day prior to your departure.

You should receive a notice of your transfer time by 8:00 pm the day before you check out. Be sure to check with Guest Services if you do not get a notice. **Make sure to put all sauces, rum, and other liquids in your checked bags!** If you try to take them through security they will be confiscated! You will need to put your luggage outside your room about an hour prior to your transfer time. Make sure all your bags get on the same vehicle you get on.

When you arrive at the airport, (remember to tip your driver). Some airports require your wait in line for check in, however most airports have kiosks to generate boarding passes and luggage tags before getting in line to check bags. **HINT:** Go to any empty kiosk to check in, (the kiosks by your airline may be very crowded) then go to your airline. If using a service of a Redcap they will usually do this for you and operate the kiosk. Tip accordingly. Your Redcap will leave your bags close to the check-in counter. Once you are checked in proceed to departing immigration and security. Note: If using Club Mobay (Jamaica) departure be sure to use the private lines.

As you board your flight, security officials often do spot searches of carry-on items. **Do not get in line to be searched!** Just walk on by. They will let you know if you are chosen.

REMEMBER! You will be able to carry on liquor, cosmetics, or other restricted items you purchase at the duty free shops in the security area at the airport. However, you will need to put them in your checked baggage after you clear customs in the U.S. before you go on to connecting flights or it will be confiscated when you go back through security! Connection times can be very close, so plan accordingly.

THE REST OF THE WAY HOME

At your first stop in the U.S. you will need to clear U.S. Immigration and Customs. Follow signs to entry method you use (Mobile Passport, Global Entry, or Passport Control). Once through immigration you can

Level Rooms. These are huge discounts only available if you book your next Sandals vacation while on property.

There is no need to spend a lot of your valuable vacation time figuring out details. Just make a quick booking to lock in the discounts and get back to the beach! Once you get home I can help you change dates, resort, and/or room category if necessary.

Some Things to Be Aware of When You Book Loyalty & Travel:

1. DO NOT BOOK AIR OR ADD TRAVEL INSURANCE – These items are non-refundable. Adding air will make it very costly to change dates. At this time your only financial risk is your \$250 deposit. You can add insurance later. Exception is if your trip will be in 45 days or less from now.

2. Be sure to get all discounts and incentives in writing. Get these initialed by the Loyalty & Travel representative. Once you leave the resort there is no way to verify any promises.

3. CHECK TERMS/CONDITIONS

Be sure to check any terms & conditions and/or restrictions. Your deposit is non-refundable. You will be able to change dates and keep the discount; however only 6 months beyond the travel date you originally book.

4. Be sure to contact me upon your return home if you would like my help on your next trip! Sandals will not transfer your reservation to me unless you request it once you get home.

Late Check-Out

If you have a late departure you can request a late check out. However this is not always granted and even if it is you may be charged an extra fee. Most Sandals have departure lounges where you can shower and change into traveling clothes. Once you check out of your room your bags will probably be placed at the departure area. You will have access to them there.

Keep your traveling clothes, toiletries, and other items in a place where they can be easily retrieved. Now you can hang out at the pool or beach right up until you need to change clothes for your transfer to the airport.

2. Set up any resort credits!

Make sure to check on any resort or spa credits included with your booking before you book spa or resort activities. These credits are available at the spa and/or Island Routes kiosk.

3. Get orientated. It helps to attend orientation sessions if they are offered.

4. Talk to other guests that have been there a few days, (they are the ones with the tans and sunburns and drinks in hand) to find what they have enjoyed during their stay. They can really shorten the "learning curve" about how things operate.

5. Check the activity boards and daily news to see what, where, and when events are occurring during your stay.

6. Find the water sports center and see what time lessons are held for the different sports. If you are interested in scuba diving, pre-book classes and dives get in a class and/or sign up for dives right away. Divers: Be sure to bring medical releases for any conditions that may prevent diving (i.e. smoking).

7. Make spa reservations! All guests may use the Spa facilities (steam, sauna, plunge pools, relaxation room) at no charge. Treatments are additional.

8. Learn your way around the hotel, finding where the restaurants, bars, pools, Jacuzzis, and other services are located.

9. Internet If you plan to be online much you may want to purchase the upgraded internet connection (about \$80 for 7 days). Be sure to call the front desk after purchase to make sure you actually have the upgrade!

The Top Three Vacation Spoilers are Sunburns, Insect Bites, and Injuries from Falls

It is guaranteed that during your stay you will see someone sun-burned to a crisp, another covered with insect bites, and another on crutches or in a cast! You don't want to be one of them!

Sunscreen and a hat are a must. It only takes a few minutes to burn from the equatorial sun and reflection from white sand and water. Don't forget your feet and scalp! Be sure to take some insect repellent. Mosquitoes and sand flies are most active in the in the early hours of the day before the sun heats up and around 4PM to 6PM when the sun

begins to set evening. From the knee down is a favorite spot for bites.

Be sure to take Tevas or other water safe footwear for around pools (and tours like waterfalls, catamaran, snorkeling, etc.) as tile can be very slick. Women will find swim wear cover-ups a nice thing to have as well.

PROBLEM SOLVING

Although rare, issues with service, food, accommodations, etc. can occur. If you find anything unsatisfactory with your room, service, food, sports equipment or any other thing you must submit it to "the Loop".

"THE LOOP"

Type sandals.blazeloop.com in your browser or scan QR code from card near your room phone

The Loop will keep track of the time, names involved, and resolution, (or lack of resolution) concerning any problems. It is important all issues with service, accommodations, staff, etc. be addressed while on property

LEARN & PLAN Before You Go... Pre-Plan & Pre-Book!

One recurring comment I hear from my clients is that they didn't get to do everything they wanted to do while on vacation. It is highly recommended you pre-book popular activities in advance as many can sell out long before you arrive. Pre-booking guarantees you will be able to do what you want. It also removes the stress of making purchases/money decisions while on vacation. Call me (303-989-4880) to Pre-book tours, activities, and spa treatments. Candlelight Dinners (very romantic) and Couple's Massages get great reviews. Catamaran Cruises are awesome (should be a required activity!) Dive classes should always be pre-booked.

Note: Find out how far away and how long the travel time is for any tour. Some attractions may require 4 hours or more travel time one

way! Please do not get talked into tours that are more than 2 hours away from the resort. You will waste a day riding in a bus.

Note: Be sure to take cash on all off property tours for tips (including catamaran) and purchases while away from resort.

SANDALS OPTIONAL PURCHASES

Remember that all meals, drinks, transfers, taxes, tips, water sports, etc. are included at Sandals. Unless you go to the gift shop, book a spa treatment, order vintage wine, or go on sightseeing tour you shouldn't need to spend an additional dime.

However, there are a few things to be aware of:

If you get a spa treatment you may be encouraged to purchase additional treatments for one reason or another. As far as spa products, lotions, crèmes, scented oil, keep in mind it will need to go in checked baggage to get it home. (Most products are available back home as well.)

Sandals house wine is Robert Mondavi, which is a good house wine. However, Sandals realizes that some guests prefer something different so they offer a selection of vintage wines for an additional cost. Again, it is entirely up to you to purchase wine.

Sandals makes these items for available to help make your vacation be the best possible. Please contact Guest Services with any questions about optional purchases.

SANDALS FOUNDATION

One day will be Sandals Foundation Day. Please consider giving a little back. All salaries and administrative costs are paid by Sandals Resorts International so every penny you donate goes directly to provide services.

LOYALTY & TRAVEL

Sometime during you should stop by the "Loyalty & Travel" desk to make sure you are registered for Sandals Select Guest loyalty program and check on specials.

During your stay you will be bombarded with requests to visit the Loyalty and Travel Desk. This is your opportunity to book your next Sandals or Beaches vacation at a substantial discount.

Loyalty & Travel will be offering 10% Discount for Luxury Level Rooms, 11% Discount for Club Level Rooms, and 12% Discount for Butler