



Revised 2020 - 2021 BOOKING TERMS & CONDITIONS

1. ALCOHOL POLICY

Guests under the age of 18 years old are not permitted to consume alcoholic beverages in any of our bars within Sandy Lane. If necessary, our Bar Team has the right to request proof of age and or to deny service.

2. CANCELLATION AND NO-SHOW

FESTIVE (17 DECEMBER 2020 - 06 JANUARY 2021):

- ◆ A non-refundable deposit of 25% is required at time of booking. This must reach the hotel by 01 May 2020 to guarantee the reservation.
- ◆ Full non-refundable prepayment for the booking is required no later than 01 September 2020 and if not received, the reservation will be cancelled and the deposits forfeited.
- ◆ Bookings made after 01 September 2020 will require full non-refundable prepayment to confirm the reservation.

EASTER (26 MARCH – 09 APRIL 2021):

- ◆ A non-refundable deposit of 25% is required at time of booking.
- ◆ Full prepayment for the booking is required no later than 25 January 2021 and if not received, the reservation will be cancelled and the deposits forfeited.
- ◆ Bookings made after 25 January 2021 will require full non-refundable prepayment to confirm the reservation.

WINTER (07 JANUARY 2021 – 09 APRIL 2021):

A deposit of 50% of full stay is required at time of booking. This deposit will be forfeited if booking is cancelled within 14 days prior to scheduled arrival date. If booking is cancelled days prior to arrival, full payment will be charged to your credit card as required. For bookings 3 nights or less the full payment is required at time of booking. Should Guests no show, cancel or shorten stay before arrival or during stay, they will be charged for the full length of their stay.

SUMMER, SUMMER PEAK AND FALL (10 APRIL 2021 – 16 DECEMBER 2021):

A deposit of 50% of full stay is required at time of booking. This deposit will be forfeited if booking is cancelled within 7 days prior to scheduled arrival date. If booking is cancelled prior to arrival, full payment will be charged to your credit card as required. For bookings 3 nights or less the full payment is required at time of booking. Should Guests no show, cancel or shorten stay before arrival or during stay, they will be charged for the full length of their stay.

3. CHECK-IN / CHECK-OUT

Our check in time is **4:00 p.m.** Guests arriving early who wish to ensure that their accommodation is available on arrival are advised to book their room from the night prior to their desired arrival at time of booking. Applicable room rates will apply.

Our checkout time is **1:00 p.m.** in the Festive (17 December 2020 – 06 January 2021), Winter (07 January – 09 April 2021) and Fall Season (01 November – 16 December 2021).

Our checkout time is **12:00 noon** in the Summer and Peak Season (10 April – 31 October 2021). Guests who wish to depart after this time are advised to extend their booking by an extra day at the time of booking.

4. CHILDREN'S MEALS

The below conditions do **not** apply for the Festive Season (**17 December 2020 to 06 January 2021**) and the Easter Season (**26 March to 09 April 2021**) and all prices are subject to change.

WINTER AND FALL (07 JANUARY 2021 – 09 APRIL 2021 and 01 NOVEMBER 2021 – 16 DECEMBER 2021)

Complimentary meals for children between the ages of 0 and 2 years old during their stay. Children between the ages of 3 and 12 years old during their stay are entitled to 50% off any buffet. The specially priced Kids' Menu will be available and special Kids' Buffet will be offered at selected times at US\$51.00, which is VAT and tax inclusive per child plus 10% Service Charge.

SUMMER & PEAK (10 APRIL 2021 – 31 OCTOBER 2021)

Complimentary meals for children between the ages of 0 and 2 years old during their stay. Children between the ages of 3 and 12 years old during their stay are entitled to complimentary Kids' Dinner Buffets and Kids' Menus and 50% off any other Buffets. The specially priced Kids' Lunch Menu will be available and special Kids' Lunch Buffet will be offered at selected times by the pool at US\$51.00, which is VAT and tax inclusive per child plus 10% Service Charge.

5. CHILDREN'S RATES

All reservations including Guests up to the age of 18 years old during their stay, must state the name and age of each child. Children up to 2 years old during their stay will incur no charge. The daily rate for children aged 3 to 14 years old during their stay, sharing accommodation with their parents will be charged as follows:

- Festive (17 December – 06 January 2021): US\$635.00 plus 10% service charge.
- Winter and Fall: US\$425.00 plus 10% service charge.
- Summer: US\$145.00 plus 10% service charge

Children 15 years and older during their stay will require an additional room. These rates include full daily English breakfast and complimentary use of The Treehouse Club. A bed or a crib can be provided upon request.



6. **DATA PRIVACY**

Any personal data provided by Guests to us in relation to staying at Sandy Lane may be processed in accordance with the Guest Privacy Notice. For further information on how we process and take care of your personal data, refer to the Guest Privacy Notice on our website. You may request a printed version of the Guest Privacy Notice at the reception desk.

7. **DRESS CODE**

Sandy Lane has been designed in an elegant yet understated style. We respectfully request that our Guests dress appropriately when enjoying our facilities and advise that clothing suitable for the pool and beach should not be worn in the restaurants and bars. Cover-ups should be worn during the day while dining casually at Bajan Blue, the Beach Bar and throughout the Resort's public areas. We request long trousers be worn in the restaurants, bars and public areas after 7:30pm.

8. **GOLF**

Sandy Lane offers a wonderful golf experience comprising of two 18-hole courses and one 9-hole course - The Country Club, The Green Monkey and The Old Nine. Resort guests may book and play The Green Monkey course on a limited basis at applicable rates. Green fees include a golf cart equipped with GPS system. Caddies are mandatory on The Country Club and Green Monkey courses. Handicap certificates are not required. Club and shoe rentals are available on request. We request all players wear collared shirts and tailored shorts. Sleeveless shirts are not allowed.

From time to time it is necessary to carry out routine but occasionally disruptive maintenance on the golf courses. This may mean that the greens may sometimes be sandy and bumpy following hollow tining or coring and in certain instances 9 holes or 18 holes on a given course may be closed thus reducing the total number of golf holes available. The Resort reserves the right to carry out such practices when necessary without prior notification but will of course make every effort to minimise the frequency and disturbance at all times.

9. **GYM & SPA FACILITIES**

Sandy Lane offers a 47,000 square foot Spa inclusive of 11 treatment suites and a fully equipped Gym. These facilities are reserved for Resort Guests aged 16 years and older during their stay.

10. **INTER-CONNECTING ROOMS**

The Resort can only guarantee interconnecting rooms to parents sharing with children of 12 years of age and younger during their stay. We also cannot guarantee three or more rooms next to each other.

11. **LATTICE**

The Resort will provide security lattice and other safety equipment in its accommodation to avoid injury to minor children under 12 years of age during their stay. Guests travelling with minor children who wish to have said lattice and security equipment removed from the said accommodation will be asked to sign a Release of Liability and Indemnity at check-in.

12. **LAWS & JURISDICTION**

Any dispute or claim arising out of or in connection with your stay at Sandy Lane shall be governed by and construed in accordance with the Laws of Barbados.

13. **MAP (Meal Plan)**

The below conditions do not apply for the Festive Season (**17 December 2020 to 06 January 2021**) and Easter (**26 March to 09 April 2021**) and all prices are subject to change.

Available to Guests 13 years and older during their stay at US\$103.00 per person, per day during Winter and Fall and US\$82.00 per person, per day during Summer and for dinner only. All rates subject to 10% service charge. MAP cannot be used for specialty dinners other than Asian and West Indian Buffets. Supplements will apply for specialty items at the Resort's discretion and will be advised when dining. Full pricing applies for Caviar and Truffles. MAP cannot be used in conjunction with Food & Beverage credits. The MAP is non-transferable between Guests.

14. **MINIMUM STAY**

Christmas 2020: A minimum stay of fourteen (14) nights is required between 18 December 2020 and 06 January 2021.

USA President's Weekend 2021: A minimum stay of five (5) nights is required between 12 February and 17 February 2021.

Easter 2021: A minimum stay of five (5) nights is required between 01 April and 06 April 2021.

15. **PASSPORTS**

Travel to Barbados requires a valid passport with a minimum of six months' validity.

16. **PAYMENT**

All billings and charges are in Barbados Dollars and are subject to foreign exchange rate fluctuations and/or rates prevailing in your country on the date of transaction. Any refund or deposit reimbursement would be exclusively issued in Barbados Dollars.

17. **PHOTOGRAPHY & VIDEO RECORDING**

No photography or video recording is permitted in the Resort, which includes the Hotel area, the Gym and Spa and the golf courses, except for photographs or videos taken solely for personal use which are not sold or used for any commercial or public purpose.

18. **RATES**

All rates are quoted in United States Dollars (\$), per room, per night and are subject to change without notice, including for previously reserved and confirmed reservations. The Hotel will make all reasonable efforts to communicate any changes in rates, taxes, levies and surcharges by giving reasonable notice to the Guest. All rates include full daily English breakfast, per person, per room, VAT and are subject to 10% service charge.

Government Tax

The Government of Barbados has implemented a tax of US\$17.66 per bedroom, per night on hotel room accommodations. The current VAT rate is 10% for accommodation. Any new applicable taxes, levies and surcharges will be borne by the Guest.



19. **ROOM ASSIGNMENT**

The Resort cannot commit to or guarantee room or floor assignment requests, therefore room numbers and floor assignments are not confirmed at the time of booking. Any special requests will be noted and every effort will be made to accommodate those requests.

20. **SMOKING**

Smoking in public places is against the law in Barbados. At the Resort all indoor areas including Guest rooms and balconies, restaurants and bars are designated as non-smoking areas. Smoking is permitted in outdoor locations that include the Upper and Lower Terrace, Bajan Blue Deck, Beach Bar, Beach and Swimming Pool. If the smell of smoke is detected in the room during your stay, a penalty in the amount of US\$260.00 per night will be added to your bill for the duration of your stay.

21. **THE TREEHOUSE CLUB**

Use of The Treehouse Club is complimentary for children ages 3 - 16 during their stay from 10:00am - 8:00pm (closed from 5:00pm – 6:00pm). Children under the age of 3 years during their stay must be accompanied at all times by an adult (which may be a parent, nanny or babysitter).

Guests travelling with minor children will be asked to sign a Release of Liability and Indemnity at check-in for each child, giving permission for each child to participate in The Treehouse Club and Leisure activities offered by the Resort.

22. **TIPPING**

Our Guests are invited to leave a gratuity at the end of their stay if they believe the service received to be exceptional. Gratuities are then distributed equally among all non-management employees. The exception to this arrangement is the caddies on our golf courses, to whom Guests are invited to give gratuities personally.

23. **TRANSFERS**

Complimentary Executive transfers can only accommodate three soft cases and hand luggage or two hard cases and hand luggage. Therefore guests travelling in excess of this amount will require a complimentary luggage car each way or a complimentary Executive van and are asked to advise Sandy Lane in advance of any such requirements at the time of confirming the reservation.

24. **WATERSPORTS**

The Hotel offers watersports activities and equipment for the Guests' enjoyment. Guests desirous of partaking in said activities or using said equipment will be asked to sign a Watersports Release.

25. **COVID-19**

While every visitor to Barbados is required by law to provide a negative test result for Covid-19, Guests must provide this to our Reservations team prior to arrival so that we can facilitate you in meeting this requirement, arranging for it to be logged with the Ministry of Health of Barbados. By your reservation and providing the appropriate test results, you confirm on behalf of Guests that all have read, understood and accepted these Terms, including the waiver set out below, and that you are entitled to confirm such. For the safety of all guests, the Hotel reserves the right not to accept any Guest that does not comply and accept these Terms.

ACCEPTANCE OF TERMS & CONDITIONS

The Resort's acceptance of the booked reservation does not take place until we have received written agreement by return fax or e-mail that you have read and agreed to the Booking Terms and Conditions contained herein. Should we not receive written agreement of the Terms and Conditions at the time of confirming the booking; confirmation of said booking is deemed acceptance and agreement to the Terms and Conditions.