



## **2019 - 2020 BOOKING TERMS & CONDITIONS**

### **1. MINIMUM STAY**

**Christmas 2019:** A minimum stay of fourteen (14) nights is required between 18 December, 2019 and 06 January, 2020.

**USA President's Weekend 2020:** A minimum stay of five (5) nights is required between 13 February and 18 February, 2020.

**Easter 2020:** A minimum stay of five (5) nights is required between 09 April and 14 April, 2020.

### **2. RATES**

All rates include full breakfast and are subject to change without notice. Daily rate includes one breakfast, per day, per stay, per person.

#### **Government Tax**

The Government of Barbados has mandated an additional tax of US\$10.00 per bedroom, per night on hotel room accommodations, which will conclude on 31<sup>st</sup> December, 2019. The current VAT rate is 7.5% for accommodation. Effective 01<sup>st</sup> January, 2020 the VAT will increase to 15%. Any new Government taxes, levies and surcharges will be borne by the guest.

### **3. CANCELLATION AND NO-SHOW**

#### **FESTIVE (17 DECEMBER 2019 - 06 JANUARY 2020):**

- ◆ A non-refundable deposit of 25% is required at time of booking. This must reach the hotel by 01 May 2019 to guarantee the reservation.
- ◆ Full non-refundable prepayment for the booking is required no later than 01 September 2019 and if not received, the reservation will be cancelled and the deposits forfeited.
- ◆ Bookings made after 01 September 2018 will require full non-refundable prepayment to confirm the reservation.

#### **EASTER (03 APRIL – 17 APRIL 2020):**

- ◆ A non-refundable deposit of 25% is required at time of booking.
- ◆ Full prepayment for the booking is required no later than 03 February 2020 and if not received, the reservation will be cancelled and the deposits forfeited.
- ◆ Bookings made after 03 February 2020 will require full non-refundable prepayment to confirm the reservation.

#### **WINTER, SUMMER, FALL (07 JANUARY 2020 - 16 DECEMBER 2020):**

A deposit of 50% of full stay is required at time of booking. This deposit will be forfeited if booking is cancelled within 35 days prior to scheduled arrival date. If booking is cancelled less than 14 days prior to arrival, full payment will be charged to your card as required. For bookings 3 nights or less the full payment is required at time of booking. Please be advised that should clients no show, cancel or shorten stay before arrival or during stay, they will be charged for the full length of their stay.

### **4. PAYMENT**

All billings and charges are in Barbados Dollars on departure 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.

### **5. CHILDREN'S RATES**

#### **CHRISTMAS (17 DECEMBER 2019 - 31 DECEMBER 2020)**

The daily rate for a child of ages 03 to 14 sharing the accommodation with their parents is US \$620.00 daily. A bed or a crib can be provided upon request. This rate includes full English breakfast daily, complimentary use of 'The Treehouse Club' for children ages 03 - 12 during the day from 10:00am - 8:00pm (closed from 5:00pm – 6:00pm). To provide this, Sandy Lane requires the names and ages of all children travelling at the time of making the reservation. A waiver of responsibility would be asked to be signed at check-in for every child.

Children up to 2 years of age will be accommodated on a complimentary basis. If 15 or older, an additional room will be required.

#### **CHRISTMAS (01 JANUARY 2020 - 06 JANUARY 2020)**

The daily rate for a child of ages 03 to 14 sharing the accommodation with their parents is US \$670.00 daily. A bed or a crib can be provided upon request. This rate includes full English breakfast daily, complimentary use of 'The Treehouse Club' for children ages 03 - 12 during the day from 10:00am - 8:00pm (closed from 5:00pm – 6:00pm). To provide this, Sandy Lane requires the names and ages of all children travelling at the time of making the reservation. A waiver of responsibility would be asked to be signed at check-in for every child.

Children up to 2 years of age will be accommodated on a complimentary basis. If 15 or older, an additional room will be required.

#### **WINTER, SUMMER, FALL (07 JANUARY 2020 - 16 DECEMBER 2020)**

The daily rate for a child of ages 03 to 14 sharing the accommodation with their parents is US \$450.00 daily. The daily rate between 18 April and 31 October would be of US \$260.00 daily if staying 3 nights or less. This rate includes full English breakfast daily, complimentary use of 'The Treehouse Club' for children ages 03 - 12 during the day from 10:00am - 8:00pm (closed from 5:00pm – 6:00pm). A crib or a bed can be provided. To provide this, Sandy Lane requires the names and ages of all children travelling at the time of making the reservation. A waiver of responsibility would be asked to be signed at check-in for every child. Children up to 2 years of age will be accommodated on a complimentary basis. If 15 or older, an additional room will be required.

At any time of the year a maximum of three persons can share a room or Dolphin suite. The third person in a room or Dolphin suite must be a child 14 years or under, at the additional child supplement charge.



## 6. **CHILDREN'S MEALS**

Please be aware that the below conditions do not apply from **17 December 2019 to 06 January 2020** and **03 to 17 April 2019** and all prices are subject to change.

### **WINTER (07 JANUARY 2020 – 17 APRIL 2020)**

Children between the ages of 0 and 2 eat for free. Children between the ages of 3 and 12 are entitled to 50% off any buffets. The specially priced Kids' Menu will be available and special Kids' Buffet will be offered at selected times at US \$51.00 per child. .

### **SUMMER (18 APRIL 2020 – 31 OCTOBER 2020)**

Children between the ages of 0 and 2 eat for free. Children between the ages of 3 and 12 are entitled to free Kids' Dinner Buffets and Kids' Menus, 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 per child.

## 7. **MAP (Meal Plan) - Does not apply to 17 December 2019 to 06 January 2020 and 03 to 17 April 2020**

Available for adults only (13 years and older) 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 Hotel'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.

## 8. **ALCOHOL POLICY**

Guests under the age of 18 years old are not permitted to consume alcohol beverages in any of our bars within Sandy Lane. If necessary, our Bar Team may request proof of age.

## 9. **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. This should be done when the reservation is made. Applicable room rates will apply. Our checkout time is **1:00 p.m.** in the Winter (07 Jan – 17 April 2020) and Fall (01 Nov – 16 Dec 2020) and **12:00 noon** in the Summer (18 April – 31 October 2020). Guests who wish to depart after this time are advised to extend their booking by an extra day at the time of booking. Applicable room rates will apply.

## 10. **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 hotel's public areas. We request long trousers be worn in the restaurants, bars and public areas after 7:30pm in the evenings.

## 11. **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. Hotel 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. Please note that handicap certificates are not required. Club and shoe rentals are available on request. We request all players to 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 hotel 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.

## 12. **GYM & SPA FACILITIES/ CHILDREN**

Please be advised that our gym and spa facilities are reserved for hotel guests aged 16 years and older.

## 13. **INTER-CONNECTING ROOMS**

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

## 14. **JET CENTRE**

### **TRIDENT SUITE BY I.A.M. JET CENTRE**

Guests arriving on British Airways and Virgin Atlantic now have the option of booking the Trident Suite Arrival Experience.

#### Arrival Experience:

- Plane-side Trident Suite Concierge reception at the foot of the aircraft.
- Luxury Mercedes bus transfer from the aircraft to the Trident Suite for private clearance of Immigration and Customs.
- Checked luggage transfer from the aircraft to the Trident Suite. (Guests are required to send a picture of all checked pieces in order to expedite the baggage collection process.)
- Welcome rum punch or other drink of choice and refresh towel.
- Complimentary high speed Wi-Fi access.
- Ground transportation, provided by Sandy Lane, awaiting at the Trident Suite's door.

The cost for the Arrival Experience is US \$340.00 per adult; US \$170.00 per child aged 11 years and younger. Children under 2 years are complimentary.

Availability is limited to a maximum of 10 guests for any given flight. Reservation requests for the Arrival Experience should be submitted to [concierge@sandylane.com](mailto:concierge@sandylane.com) no less than 24 hours prior to arrival.



#### Departure Experience:

- Individual gourmet afternoon tea
- A complimentary array of hot and cold beverages, premium drinks and snacks.
- Private processing through the security check point.
- Personal escort and introduction to the lounge facilities by the Trident Suite Concierge.
- Complimentary high speed Wi-Fi access.
- Shower facilities.

Availability is limited for any given flight and reservation requests for the Departure Experience should be submitted to [concierge@sandyLane.com](mailto:concierge@sandyLane.com) no less than 24 hours prior to departure.

The Departure Experience is complimentary to First Class passengers. For Club Class or Economy passengers, the cost is US \$220.00 per adult; US \$110.00 per child aged 11 years and younger. Children under 2 years are complimentary.

#### 15. **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 Law of Barbados.

#### 16. **PASSPORTS**

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

#### 17. **ROOM ASSIGNMENT**

Please be advised that we 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 request will be noted and every effort will be made to accommodate those requests but kindly note they cannot be guaranteed.

#### 18. **SMOKING**

Any smoking in public places is against the law in Barbados. At Sandy Lane 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 \$270.00 per night will be added to your bill for the duration of your stay.

#### 19. **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.

#### 20. **TRANSFERS**

Please be advised that our 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 the hotel in advance of any such requirements.

#### 21. **PHOTOGRAPHY & VIDEO RECORDING**

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

#### 22. **DATA PRIVACY**

Please be advised that 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 please see the Guest Privacy Notice on our website. You may request a printed version of the Guest Privacy Notice at the reception desk.

#### **ACCEPTANCE OF TERMS & CONDITIONS**

The Hotel'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.