

Sandals and Beaches Resorts Booking Transfer Guidelines

The following is the process by which clients can have their Direct or Loyalty & Travel bookings serviced by their travel agency through Unique Travel Corp. This policy is in effect for all Travel Agencies, regardless of status.

The guest must send an email authorizing their original Travel Agency to service the booking to Booking Change at bookingchange@uvltd.com with the following information for both the new booking and the previous booking* (when applicable).

- | | |
|--------------------|-------------------------|
| a. Guest Names | d. Booking # |
| b. Dates of travel | e. Agent Name |
| c. Resort | f. Agency Name and IATA |

Direct Bookings:

- Bookings made via the Call Center or Web**
- Request to transfer the booking must be sent by guest to Booking Change within 14 days of book date.
- Booking must have a minimum of \$500 balance.

Direct Bookings Made When Final Payment is Due Immediately:

- Direct (Call Center or Web) Bookings made within 45 days of travel
- Full payment must be collected within 24 hours
- Request to transfer the booking must be sent by guest to Booking Change the same day of the booking date

Co-Branded Bookings:

- Bookings made by consumer via Travel Agency co-branded link
- Booking is considered a Direct booking.
- Request to transfer the booking must be sent by guest to Booking Change within 14 days of book date.
- Booking must have a minimum of \$500 balance.

SSG Free Week Bookings:

- Booked by guest using SSG points
- Request to transfer the booking must be sent by guest to Booking Change no later than 45 days prior to travel.
- Previous booking must be registered with same agency IATA as the one listed on the transfer request.

Loyalty & Travel bookings cannot be transferred to a Travel Advisor if the original booking* was made directly through Unique Travel Corp, they cannot be transferred to a Tour Operator, and will not, under any circumstances, be transferred to another IATA.

Loyalty & Travel Bookings (Outside of 90 Days prior to travel, NOT Paid in Full):

- Previous booking* must be registered on the TA Portal with same agency IATA as the one listed on the transfer request.
- Request to transfer the booking must be sent by guest to Booking Change prior to final payment – Typically 90 days prior to travel.
- Booking must have a minimum of \$500 balance.

Loyalty & Travel Bookings (Paid in Full – Additional 5% Discount Promotion):

- All Paid in Full Promo bookings are nonrefundable.
- Previous booking* must be registered on the TA Portal with same agency IATA as the one listed on the transfer request.
- Request to transfer the booking must be sent by guest to Booking Change no later than 45 days prior to travel.
- Final Payment must have been made on resort with the 5% Paid in Full Promo applied.

Bookings made at the Loyalty & Travel Desk for Family/Friends not on resort:

- Booking is considered a Direct booking and do not receive L&T discount.
- Client that made the booking must be the one to request the transfer to a Travel Agency.
- Request to transfer must be sent to Booking Change within 14 days of book date.
- Booking must have a minimum of \$500 balance.
- If booking is last minute with final payment is due immediately, request to transfer the booking must be sent by guest to Booking Change the same day of the booking date

Loyalty & Travel Bookings Made When Final Payment is Due Immediately:

- Loyalty & Travel Bookings made within 90 days of travel
- Full payment must be collected within 24 hours
- Previous booking* must be registered on the TA Portal with same agency IATA as the one listed on the transfer request.
- Request to transfer the booking must be sent by guest to Booking Change the same day of the booking date.

Once your guests advise the Loyalty & Travel Desk that they are working with a Travel Agency, they are then provided with the following document titled: **Information on Transferring of Loyalty and Travel Booking to a Travel Agency**. Please see attached sample.

Commission Payments on Transferred Bookings & Additional Information:

- Direct Bookings transferred to Travel Agency:
 - All agencies will receive their full commission percentage amount.
- Loyalty & Travel Bookings transferred to Travel Agency:
 - Chairman's Royal Club (CRC) and Preferred Sandals Agencies (PSA) will receive their full commission percentage amount on their client's Loyalty & Travel bookings made July 1, 2015 and beyond.
 - All other agencies will continue to receive 10% commission on their client's Loyalty & Travel bookings.
- Travel Agency bookings cannot be released back to Unique Travel Corp. without Agency Owner/Manager's written authorization sent to Booking Change.

*'Previous/Original booking' refers to the booking the guest traveled to the resort on when they rebooked.

** Certain Direct Booking promotions may have different transfer policies. Refer to the promotion guidelines.



Information on Transferring of Loyalty and Travel Booking to a Travel Agency

Transferring a Loyalty and Travel booking to a Travel Agency means that the Travel Agency will become the owner of the booking and all servicing needs to the booking will be done through the Travel Agency.

For privacy reasons Sandals /Beaches resorts will not provide any Travel Agent/Agency details of your reservation prior to receiving a transfer request. Loyalty and Travel reservations are not automatically transferred to your original Travel Agency. The owner of the booking (the persons traveling) is the only one who can make the request for transfer.

In order to release your NEW Loyalty and Travel reservation to your Travel Agency, the following criteria must be met:

Standard Loyalty & Travel Reservations (guest on-site)

- New L/T reservations can only be transferred to the original Travel Agency that facilitated your current trip.
- The original booking (current trip) must have been Registered by the Travel Agency on the T/A portal.
- Transfer request must be received no later than ninety-one (91) days prior to arrival date.
- Reservation cannot be paid-in full and must have a minimum balance of USD \$500.00.

"Paid-in-Full Discount" Loyalty & Travel Reservations

- New L/T reservations that are paid in full at the time of booking receiving the additional discount can only be transferred to the original Travel Agency that facilitated your current trip.
- The original booking (current trip) must have been Registered by the Travel Agency on the T/A portal.
- Transfer requests must be received no later than forty-six (46) days prior to arrival date.

Loyalty & Travel "Walk-In"

Reservations made at the Loyalty & Travel desk for family and/or friends who are not currently on resort **DO NOT** qualify for the Loyalty discount. These reservations can be transferred to a Travel Agency of their choice however the transfer request must be received within fourteen (14) days of making the booking and must have a minimum balance of USD \$500.00

To have your New Loyalty & Travel Reservation (BK# _____) transferred to your Travel Agency, a request by the owner of the booking (*person traveling*) needs to be sent to bookingchange@uvltd.com and must include the following information:

- Guest Name
- Booking Number
- Travel Dates
- Resort
- Name of Travel Agency/Agent
- Travel Agency IATA number
- Only the owner of the booking can request the transfer. Requests to transfer sent by the Travel Agent/Agency will not be processed.
- Travel Agents who are currently on resort and wish to book a personal return trip with Loyalty & Travel **MUST** follow the existing rules in order to have said booking transferred to their Travel Agency. The Travel Agency must be the agency of record and have Registered the booking on the T/A Portal.

Please note that the Loyalty and Travel Desk is only able to make a new reservation and does not have access to any other information. **Once ownership of the booking is transferred**, any subsequent revisions that need to be made must be done by the Travel Agency of record.

Your Travel Agent/Agency can receive more information on registering a booking by visiting the Sandals Travel Agent portal or by calling 1-800-Sandals/ 1-800-Beaches.

My signature below confirms that I have read and understood the Loyalty Booking transfer policy

Name

Signature & Date

Revised Nov 19, 2019

JAMAICA | ANTIGUA | SAINT LUCIA | BAHAMAS | GRENADA | BARBADOS