

SANDALS RESORTS AND BEACHES RESORTS

Code of Conduct for Travel Agents

Sandals and Beaches have instituted this “Travel Agent Code of Conduct” to continue to maintain the professionalism of all travel agents when visiting our resorts.

Travel Agents are requested to abide by this “Travel Agent Code of Conduct” when visiting the resorts for any of the following visits including but not limited to “Points to Paradise”, travel agent discounted rates, Caribbean Experience trips, Day Passes or on independent resort tours:

- Travel Agent identification (IATA cards only) must be presented upon check-in. Failure to provide a valid IATA card will result in the full rate being applied and required upon check-in.
- No soliciting of guests on resort property to change future booking to your agency or to another resort or destination.
- No soliciting of travel agents, guests or employees to join MLM (Multi-Level Marketing Schemes).
- No soliciting of travel agents, guests or employees to join another travel agency.
- Do not attempt to connect via social media with guests you meet while on property.
- Maintain professionalism at all times and adhere to appointment times as stated.
- Dress appropriately – Follow the established dress codes at resort restaurants.
- Promotional items which display your agency name, logo or contact information may not be worn or distributed to guests or staff. This includes but is not limited to badges, buttons, shirts, bags, pens, business cards, etc.
- The discounted rate on which you are traveling must remain confidential and should not be discussed when speaking with full-revenue guests on resort property. Under no circumstances should you mention you are a travel professional or discuss the cost of your trip.
- Agent room assignments are confirmed based on availability at time of check-in, while taking agent status into consideration. We do our best to give our agent partners the best rooms available at time of check-in. Do not request a room upgrade while at the resort.
- There will be times when you are permitted to bring a companion who is not an agent; your companion is also expected to maintain the same level of professionalism.
- Travel agents agree to never contact a user from the Resorts' social media platforms. This includes, responding directly to comments or private messaging of users found on the Resorts' social media platforms. The first offense will result in immediate banning from the social media platform, any further offenses will result in immediate termination of the travel agent's ability to sell the Resorts' products and services.

I AGREE TO ABIDE BY THE GUIDELINES OF THIS TRAVEL AGENT CODE OF CONDUCT. FOR ANY BREACH OF THESE GUIDELINES, UNIQUE TRAVEL CORP RESERVES THE RIGHT TO SUSPEND ATTENDANCE PRIVILEGES TO FUTURE EVENTS. THE DURATION OF THE SUSPENSION SHALL BE AT THE SOLE DISCRETION OF UNIQUE TRAVEL CORP. IN ADDITION, MY TRAVEL AGENCY CAN ALSO BE TERMINATED AS AN AUTHORIZED SELLER OF SANDALS AND BEACHES.