



CORONAVIRUS – COVID-19 CANCELLATION POLICY UPDATE & NOTICE OF CLOSURE

ISSUE DATE: 16 MARCH 2020
To: ALL TRAVEL PARTNERS / AGENTS / MEDIA
FROM: REBECCA PLATT
POSITION DIRECTOR OF SALES & MARKETING

Following the continuation of the Coronavirus outbreak, COVID-19, worldwide, and in addition to the previously released policy for cancellations we wish to reassure our travel partners that in times of uncertainty the safety and wellbeing of our guests is our highest priority.

Following the announcement on Sunday 15th March 2020 by the Minister of Health and Wellness on behalf of The Government of Saint Lucia, persons with a travel history within the last 14 days to a number of destinations, including the United Kingdom, will be restricted from Tuesday 17th March 2020.

NOTICE OF CLOSURE OF BODYHOLIDAY AND RENDEZVOUS RESORTS

In order to support the preventative measures being implemented, and due to the decrease of guests able to arrive to Saint Lucia, both BodyHoliday and Rendezvous resorts will close from Friday 20th March 2020 for all guests until 31st May 2020. It is planned to reopen to guests from 1st June 2020.

CANCELLATION POLICY

Should any guests not be able to travel due to having visited any of the restricted destinations (whether in transit or origination) as specified by Saint Lucia Department of Health and Wellness in the preceding 14 days to travel, and therefore would be subject the Saint Lucia government quarantine requirement, BodyHoliday and Rendezvous will grant a waiver of the standard cancellation charge and issue a credit to **rebook within 12 months of original travel dates.**



The rebooked dates will be granted subject to availability and must be the same duration and room category as the travel originally booked. Should travel not be possible within this period then a full refund of charges will be granted.

Any cancellation request received that does not meet the above criteria will still incur the applicable cancellation terms as booked. Any exception requests will be reviewed and considered solely on a case by case basis.

The above will be applicable for any guests due to arrive up until the 31st May 2020, following this date we will review the policy and be guided by the Department of Health and Wellness in Saint Lucia accordingly.

Should this position change in the meantime a further statement will be issued.

RESERVATIONS POST 1ST JUNE

The cancellation policy for any guests due to arrive post 1st June 2020 until the 31st August 2020, will be extended to **14 days prior to arrival**. Following initial deposit, any guests wishing to cancel their reservation will be able to do so with no penalty up to 14 days prior to arrival.

TRAVEL WITH CONFIDENCE

We recognise that choosing to travel during this time can be a difficult decision and to help guests and to support our travel partners our resorts have implemented our *Travel with Confidence Policy* which will allow any guests making new reservations until the 31st May 2020 **cancel without penalty within 7 days of arrival** should they no longer wish to travel.

This policy is only applicable to new bookings made until the **31st May 2020** for travel until **30 April 2021** and does not apply to any existing bookings or groups. Existing Bookings, or those made after 31st May 2020, will remain subject to our previously released cancellation policy.



For any questions or queries please do not hesitate to contact either myself or your regional contact who would be happy to offer any further clarification required.

Regards

A handwritten signature in black ink, appearing to read "Rebecca Platt".

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