

FAQs – GENERAL

Q – Why should I book through Best Travels in Paradise instead of booking on my own?

A – Because

- Kathi has been to the Sandals and Beaches properties.
- it doesn't cost you anything extra to book with Kathi while saving you time, money, and stress.
- she can tell you the pros (and cons) of each property.
- she'll listen to what's important to you and make recommendations accordingly.
- she'll be there at the other end of the line if you encounter an issue or need help while travelling or on property.

Q – Do I still get the \$25.00 online booking bonus if I book through Best Travels to Paradise?

A – Yes.

Q – How far is the resort from the airport?

A – It depends on the island and the resort. Anywhere from 10 minutes to 90 minutes.

Q – What does ALL-INCLUSIVE really mean?

A – It means that

- all of your meals, snacks, beverages (adult and otherwise) are included. Eat and drink as much as you want – almost anytime you want.
- your airport transfers are included.
- your gratuities while on property are included. Exceptions are shuttle drivers, Butlers, spa services, and off-site excursions.
- lots of [water sports](#) are included.
- golf greens fees (at selected resorts) and SCUBA diving (if you're certified) is included.

Q – What is the difference between Butler suites, Club Level, and Deluxe/Premium rooms?

A – **Butler Suites** larger than the other categories and offer the best views. They are the ultimate in luxury. Your Butler will greet you at the lounge for check in, take you to your room, and help you with whatever you need (they'll unpack for you if you'd like). They'll make dinner reservations for you. They'll get you into restaurants that other guests are told are booked. They'll bring you lunch at the pool or beach. They are there to make sure your stay is everything you want it to be and more. Room service is always available in Butler Suites. Butlers should be given a gratuity at the end of your stay.

Club Level Rooms/Suites offer you a separate lounge for check in, spacious rooms with great views, a concierge to help with dinner reservations and to help with anything you might need while on property. Club concierges do not get a gratuity. Generally, these rooms offer room service.

Premium/Deluxe Rooms are the smallest of the rooms on property and may offer views of the garden or the pool. You check in at the front desk and are responsible for making your own dinner reservations, booking your own excursions, etc. Generally, these rooms do not offer room service.

All 3 room categories come with a refrigerator stocked with water, juices, soft drinks, local beer, and Robert Mondavi wine.

Butler suites have a premium bar with Rum, Vodka, Whiskey, and Gin.

Q – Is it easy to find the SANDALS desk once I arrive at the airport?

A – The first thing you'll do once you get off the plane is go through Immigration. Once you're through Immigration you'll pick up your bags and hand in your customs declaration – KEEP THE BOTTOM PORTION of the FORM that they'll give you at Immigration with your passport. Once through customs you'll follow the signs to the SANDALS desk or lounge. You'll check in, they'll tag your bags, you'll get a cool towel and something cold to drink. When your resort shuttle is ready they'll call your name or resort, you'll watch your bags be put on the shuttle, and off you'll go. Keep a carry on with you that has swimsuit, etc so you can get changed once you get to your room (or in the spa if you arrive before check in). Your bags will be delivered to your room.

Q – Can I make changes to my reservation?

A – Yes right up until you're paid in full. Keep in mind that any changes you make to your flights will result in an additional charge

Q – Do I have to book my flights through SANDALS?

A – No you don't. However, if you're delayed or your flight gets cancelled you're on your own. Sandals can usually meet or beat any flight that you find. If you do choose to book your own flights you'll need to add them to your reservation so that your resort knows when you're schedule to arrive.

Q – Can I get travel insurance when I make my reservation?

A – Yes and it will cover your flights even if you don't book your flights through Sandals or Beaches.