



Kathi R Evans, CSS  
[kathi@besttravelstoparadise.com](mailto:kathi@besttravelstoparadise.com)  
call/text 732-232-7624

## FAQs – GENERAL

**Q** - Why does BTTP ONLY book Sandals and Beaches Resorts?

**A** - Here's one reason: A friend called a travel agent looking for information on hotels in Sorrento Italy. The TA made a recommendation and my friend asked if she had stayed there. "No," the TA replied, "I've never been to Italy. The hotel has a great review on Trip Advisor though."

When you book your Sandals or Beaches resort trip with BTTP, and you ask that question, Kathi's answer will be "Yes, I've been there. Let me tell you why you'll love this resort" or "Yes, I've been there. Let me tell you why another property might be a better fit for you."

**Q** – Does it cost me anything extra to book through you?

**A** – NO! I can save you time, money, and stress.

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

**A** – Yes.

**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 or private car drivers, butlers, Red Lane 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 also included.



Kathi R Evans, CSS  
[kathi@besttravelstoparadise.com](mailto:kathi@besttravelstoparadise.com)  
call/text 732-232-7624

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

**A** – Yes. The resorts offer TripMates Insurance. You can add it any time before final payment. Click here to read a copy of the brochure to see exactly what is and isn't covered and how you'll be reimbursed. It will cover your flights even if you book them on your own.

**Q** – How much do I need to pay when I make my reservation?

**A** – \$400 is your initial payment via credit card unless you book flights at that time then it's \$400 + the cost of the flights. Balance is due 6 weeks prior to arrival. You can make payments prior to final payment date.

**Q** – How do I find the SANDALS or BEACHES 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 – if they give you a portion of it back to you KEEP THAT FORM with your passport (you might need it for departure). Once through customs you'll follow the signs to the SANDALS or BEACHES desk or lounge. You'll be greeted and checked off the list; they'll tag your bags, hand you 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. NOTE – shuttle drivers are not SANDALS or BEACHES employees and should be tipped.

**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 may result in a higher room charge. Changes to your flights will result in an additional charge



Kathi R Evans, CSS  
[kathi@besttravelstoparadise.com](mailto:kathi@besttravelstoparadise.com)  
call/text 732-232-7624

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

**A** – **Butler Suites and Love Nests** are larger than the other categories and offer some of the best views. They are the ultimate in comfort and 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 try to get you into restaurants that other guests are told are booked. They'll bring you lunch to the lounge chairs they've reserved for you at the pool or beach. They are there to make sure your stay is everything you want it to be and more. 24 hour room service is always available in Butler Suites. It is expected that you will tip your butlers.

**Club Level Rooms/Suites** offer you a separate lounge with snacks and beverages 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. Concierges do not get a gratuity. At Sandals Resorts room service is available from 6am to 10pm. There is no room service for Concierge Suites at Beaches.

**Premium/Deluxe Rooms** are the smallest of the rooms on property and may offer views of the garden or the pool. They might not have outside access such as balcony or patio. You check in at the front desk and are responsible for making your own dinner reservations, booking your own excursions, etc. 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** – 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 scheduled to arrive.

Have more questions? Email [Kathi@BestTravelsToParadise.com](mailto:Kathi@BestTravelsToParadise.com)