



FAQs –Honeymoons and Vacations

Q - Why does BTTP ONLY book Sandals and Beaches Resorts? Here's one reason: A friend called a travel advisor 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? NO! Kathi can save you time and stress and sometimes money.

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

Q – What does ALL-INCLUSIVE really mean? 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 round trip airport transfers are included.
- your gratuities while on property are included. Exceptions are shuttle or private car drivers, Butlers, Red Lane spa service technicians, 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.

Q – How far is the resort from the airport? 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? YES! The resorts offer TripMate 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. Please note that under this insurance COVID is not a covered reason for a full refund. Check the credit card you'll be using for payment to see what they offer. Insurance premiums are payable at the time of addition and are not refundable even if cancelled for full room refund.

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Q – What’s the deposit? \$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 60 days prior to arrival. You can make payments against the balance prior to your final payment date.

Q – What happens once I arrive at the island’s airport? Kathi will send you all of this information prior to your departure. It will include immigration, customs, and where to find the Sandals or Beaches desk.

Q – Can I make changes to my reservation? YES! Until you’re paid in full. Keep in mind that any changes you make may result in a higher room charge and you could lose any promotions you received with your initial booking. Changes to your flights are subject to your airline’s policies at the time of the change.

Q – Do I have to book my flights through SANDALS? NO! 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 and depart.

Q – What is the difference between Butler Suites, Club Concierge, and Luxury rooms? Keep in mind that no one wears a wrist band that tells what room category you’re in. Everyone eats the same food and drinks at the same bars.

- **Luxury** – basic room usually without a water view and may not have any personal outdoor space like a balcony or patio. Fridge stocked with beer, wine, soft drinks, juices, and water. Check in at front desk. No room service. Make your own dinner reservations
- **Club Concierge** – rooms might have ocean view. Usually have outdoor space such as balcony or patio. Separate lounge for check in. Access to Concierge for help with dinner reservations and spa appointments. Hard alcohol in your room in addition to beer, wine, soft drinks, juices, and water. Bathrobes. Room Service from 7am – 10pm (room service at Club level not included at Beaches Resorts).
- **Butler Suites** – the ultimate in luxury. Rooms are larger and usually have ocean view. May have own pool. Will always have personal outdoor space. Butler will greet upon arrival for check in. Butler will make dinner reservations and escort you to same. Butler can make spa appointments and book excursions. Bathrobes & slippers. Full premium bar. 24 hour room service.

Q – Can Kathi take over the booking if I’m already booked? It depends on when and how the booking was made. If made at the loyalty desk during your last Sandals or Beaches trip, then no. If made online, then yes if done within 2 weeks of the booking date. Kathi will give you the info needed to make the change via email.

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