

# SANDALS RESORTS, BEACHES RESORTS AND GRAND PINEAPPLE RESORTS

## Code of Conduct for Travel Agents

Sandals, Beaches and Grand Pineapple Resorts 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 "Sell N Go", travel agent discounted rates, FAM trips, Day Passes or on independent resort tours:

- 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).
- 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 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.
- There will be times when you are permitted to bring a companion who is not an agent; your companion is expected to maintain the same level of professionalism.

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 FUTURE EVENT ATTENDANCE PRIVILEGES & I, THE TRAVEL AGENT, WILL BE CHARGED THE PREVAILING NIGHTLY RATE FOR THE DURATION OF THE ENTIRE TRIP. THE DURATION OF THE SUSPENSION SHALL BE AT THE SOLE DISCRETION OF UNIQUE TRAVEL CORP. IN ADDITION, MY TRAVEL AGENCY MAY BE TERMINATED AS AN AUTHORIZED SELLER OF SANDALS, BEACHES AND GRAND PINEAPPLE RESORTS. **All Travel Agents must return this form to [tacodeofconduct@uvi.sandals.com](mailto:tacodeofconduct@uvi.sandals.com) along with the request to travel to the resort. Failure to do so will result in denial of access to the resort.**

AGENCY NAME: \_\_\_\_\_

AGENT NAME: \_\_\_\_\_

IATA #: \_\_\_\_\_

EVENT: \_\_\_\_\_

RESORT: \_\_\_\_\_

DATE OF TRAVEL: \_\_\_\_\_

SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_



# Enrollment Form

## Certified Sandals Specialist (CSS)

### Enrollment Information

Please select: owner / manager

Owner/Mgr. Name: \_\_\_\_\_

Travel Agency Name: \_\_\_\_\_ IATA/CLIA/TRUE #: \_\_\_\_\_

**PLEASE SEND COPY OF IATA LIST OR CLIA CERTIFICATE**

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Tel #: \_\_\_\_\_ Fax #: \_\_\_\_\_ E-Mail: \_\_\_\_\_ Website: \_\_\_\_\_

CSS Agent Names: \_\_\_\_\_

### Terms & Agreement

**Agent:** The above named agent(s) agree to fulfill the educational and booking requirements as set forth by Sandals to become certified as an active Certified Sandals Specialist Agent and to future requirements needed to maintain active CSS status.

**Owner/Mgr.:** The above named owner/mgr agrees to fulfill the requirements as set forth by Sandals to become an active Certified Sandals Specialist Agency and to future requirements needed to maintain active CSS status.

**Sandals:** Upon completion and verification of the CSS agent and agency requirements, Sandals will certify the above-named agent(s) and recognize the above-named agency as an active Certified Sandals Specialist after which the agent/ agency will become eligible for program benefits. Sandals reserves the right to change or withdraw this program without notice at any time.

I understand that by providing my e-mail address(es) and fax number(s) I agree to receive communications sent by Unique Vacations, Inc. (Worldwide Representative of Sandals and Beaches Resorts) via e-mail or facsimile at these number(s).

Travel agents operating at the retail level agree not to buy Keywords that include Trademarks owned by Sandals or Beaches, such as Sandals, Beaches, Weddingmoons, Familymoons, individual resort property names (collectively "Marks"), or misspellings of the Marks, for use in any form of paid search engine referencing or domain names (URL).

Travel agent agrees that damages for the unauthorized use of the Marks are difficult to calculate and therefore agrees to pay \$1,000 per violation of the Keyword & Domain policy. Travel agent and Unique Vacations, Inc. agree that the \$1,000 payment for the first violation of the policy will not become due and payable if, within two (2) days of travel agent being notified of the violation, travel agent ceases use of the offending keyword or domain name. Travel agent further agrees that repeated violations may result in the termination of CSS status.

We hereby maintain that we have read the above and agree to abide by the rules and regulations outlined in the CSS program.

Agency Owner/Mgr.: \_\_\_\_\_ Date: \_\_\_\_\_

Agent: \_\_\_\_\_ Date: \_\_\_\_\_

Agent: \_\_\_\_\_ Date: \_\_\_\_\_

Fax completed form back with your IATAN list or CLIA certificate to  
(305) 663-4355 or for Canadian agents fax to (416) 223-3306.