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OF EVENTS

# BAY GARDENS RESORTS NEWSLETTER

SEPTEMBER 2020



## *The Key to your Ultimate Caribbean Vacation Getaway*

Centrally situated in the heart of Saint Lucia's entertainment capital, Rodney Bay Village, the **Bay Gardens Resorts** family of hotels and luxury private villas offers inviting, island-inspired accommodations. With five properties positioned on the Reduit Beachfront and within Rodney Bay Village and the Rodney Bay Marina, Bay Gardens Resorts is a favourite hotel destination in Saint Lucia for families, couples, and island explorers.

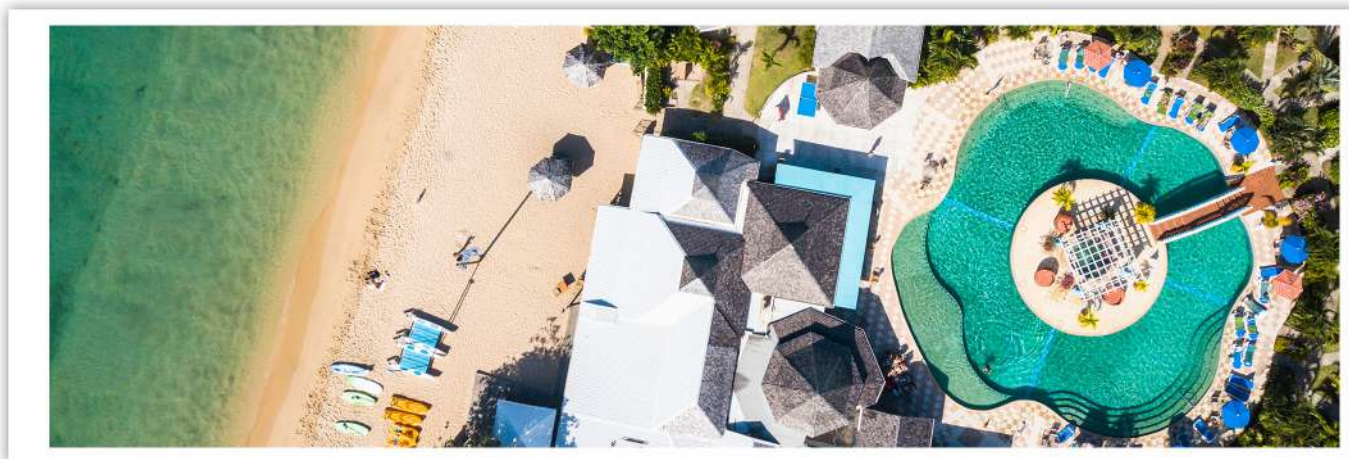
Featuring a total of 241 rooms, seven conference centers, four restaurants, and six bars, our resorts are the perfect choice for a Saint Lucian getaway for families, couples, honeymooners, wedding parties, business travelers, groups, and more. Guests can stay at the property that suits them best and can still enjoy luxurious amenities from each. [Click here](#) to read more about our beautiful properties.



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## Bay Gardens Resorts Invites Guests To Live or Work In Paradise



Pick up your laptop, pack your bags and island gear!

Bay Gardens Resorts' Live in Paradise extended stay program allows travelers to live and work in the Caribbean in affordable comfort and style in St Lucia.

The long stay program is a no-brainer for visitors from the United States, Canada, the United Kingdom, the Caribbean and the Schengen countries in Europe, who need no visa for stays for up to six months, and is especially welcome for New Yorkers as the winter chill sets in on Long Island and the Catskills.

Travelers seeking a change of scenery and safer working environment after months of pandemic travel restrictions can work relaxedly from a one- or two-bedroom pool-view suite with king or double queen beds, a dining area, full kitchen, cable television, or do their teleworking in their workspace or private balcony or terrace. Both recently renovated, Bay Gardens Hotel and Bay Gardens Beach Resort & Spa and the brand new, luxury 4,000-square foot Waters Edge Villas are a snatch for singles, couples, or families.

Sanovnik Destang, Executive Director of Bay Gardens Resorts, warrants that the certified COVID-19 certified accommodations are perfect for digital nomads, who would like to work - or not work - remotely in St. Lucia. "Our complimentary high-speed internet enables residents and guests to use Wi-Fi on the beach, by the pool or on their deck at a villa," he said, reassuring that the group has options to suit every budget.

Under the program, guests staying for four weeks or over can save up to 70 percent off regular rates. The program is adaptable to fit the needs of individuals, groups or families who also get exclusive benefits, ranging from weekly spa treatments and US\$400 or more's worth of island tour credits.

Extended stay visitors who participate in the program will be assigned a "St. Lucia Specialist", to help with travelers' needs and answer questions about the hotels' services.

For guests looking for a break from cooking, Bay Gardens' offers superb restaurant options such as its



Tripadvisor Travelers' Choice Hi-Tide restaurant and they all have many meal plans to choose from.

Families taking advantage of the "Live in Paradise" program also have free access to Splash Island Water Park, St. Lucia's only open-water water park while the Coral Kids Club is another popular resort feature for families.

Destang said the program meets valuable needs during the Coronavirus 2019 (COVID-19) pandemic: "Just a three-hour flight from Miami, our extended stay program is a safety valve for people working and living in constrained urban spaces during lockdowns."

All Bay Gardens hotels are located in and around Rodney Bay, where the best of St. Lucia's shopping, entertainment, restaurants, shopping malls, state-of-the-art medical clinics and the island's only casino can all be found.

All utilities, amenities and daily housekeeping service are included in the program.

For more details on Bay Gardens Resorts Extended Stay Program, please [click here](#).

## A Creole Welcome Back

In true local spirit and sound, and considering St Lucia's upcoming Creole Heritage Month, the Bay Gardens Hotel & Inn officially welcomed its first visiting guests.

With the resumption of operations at all our properties, we are doing our part to ensure the safety of our valued guests, team members and the St. Lucia society. You can have a look at how we have worked with the Ministry of Health and Ministry of Tourism to develop our own government-approved Paradise Protocols so that you can Rest Assured.



You may have questions about your trip planning, so here are some useful links that may help!

- [Bay Gardens Resorts Property Features for your Safety](#)
- [Saint Lucia Entry Requirements](#)
- [Pre-Arrival Form for Visitors](#)
- [Bay Gardens Resorts Travel Protection Program](#)

Still have questions? Visit our website or contact our team members. We are happy to help!

## Bay Gardens Resort Group Earns Multiple Tripadvisor Awards

The results are out, and Bay Gardens Resorts is in: Four of the St. Lucian-owned group's properties as well as one of its popular restaurants and its pioneering water sports park have been honored with Tripadvisor 2020 Travelers' Choice awards.

Tripadvisor honors for this year went to Bay Gardens Hotel, Bay Gardens Inn, Bay Gardens Marina Haven, the Bay Gardens Beach Resort & Spa, Hi-Tide Restaurant, and Splash Island Water Park.



The coveted award program celebrates travelers' favorite hotels, restaurants and airlines around the world, honoring 4,817 unique businesses this year. Winners are calculated based on the quality and quantity of the millions of reviews, opinions and ratings collected on Tripadvisor in 2019, prior to the pandemic. With over 8.7 million businesses listed on Tripadvisor, these awards are considered true testament to the outstanding service and quality that winners consistently provide to their guests.

Bay Gardens Resorts are no strangers to Tripadvisor accolades, having been recognized multiple times under the previous Certificate of Excellence award program. "We hope to continue thrilling our guests and pursuing our goal of excelling in all areas of these Travelers' Choice awards," remarked Sanovnik Destang, Executive Director of Bay Gardens Resorts.

In the restaurant category, Bay Gardens Beach Resort & Spa's elegant Hi-Tide restaurant, with its cosmopolitan fusion of Caribbean and international cuisine, earned top marks from travelers, delighting the culinary team at the eatery.

Also receiving acclaim was Splash Island Water Park, St. Lucia's first open-water sports park, located on the beautiful Reduit Beach, which includes a trampoline, climbing wall and water volleyball. The innovative water park, which is available to all Bay Gardens guests, has attracted over 100,000 visitors and locals since it was opened in 2015 by the park's managing director Julianna Ward-Destang.

Sanovnik Destang paid tribute to his St. Lucian and Caribbean on-island team: "We work hard to ensure our staff are well trained and cared for so they can deliver the highest quality service to our guests. These Tripadvisor awards are glittering confirmations of the natural hospitality of Caribbean people, and we are immensely proud of the recognition our team has received."

Bay Gardens Resorts' Managing Director Joyce Destang echoed the accolades pouring in from travelers around the world about the resort group's dedicated team of employees. "We value and care for every member of our staff as if he or she were part of our own family," she said.

Travelers' reviews consistently praise Bay Gardens for its facilities, which have recently been refreshed. "Just prior to the pandemic we completed extensive renovations, especially at Bay Gardens Hotel and Bay Gardens Beach Resort & Spa. Besides being lovingly refurbished, our properties are offering attractive specials, including our Grand Reopening BOGO (Buy one, get one free) which includes a free room upgrade," noted Sanovnik Destang.

Guests can be reassured by Bay Gardens' meticulous anti-coronavirus regimens, which have been COVID-19 certified by the Ministry of Health in St. Lucia to keep guests and staff alike as safe as possible. "Our Paradise Protocols are stringently applied and clearly communicated to our guests and staff across our five properties to ensure the safety and comfort of our guests as well as our local communities," stated Dr. Tanya Destang-Beaubrun, the group's resident medical professional.

## Bay Gardens Includes Local Eateries in All-Inclusive Experience



Restaurants at St. Lucia's Bay Gardens Resorts have not only carefully reopened their tables, they are also supporting nearby eateries by inviting them to make their food available to guests through the resorts' Dine Around program.

Sanovnik Destang, Executive Director of the locally owned properties in Rodney Bay, said since resuming regular operations in July, "We have maintained all aspects of our revolutionary All-

Inclusive Experience package which is enhanced by the Rodney Bay Dine Around plan."

While St. Lucia's Coronavirus Disease 2019 (COVID-19) protocols only allowed for takeaway or delivery at independent restaurants during this first phase of its reopening of the tourism sector, the Dine Around program has facilitated the delivery of more than 300 food orders to the resorts from top local restaurants to date, "contributing over EC\$35,000 (US\$13,000) into the local restaurant sector in the past two months," reported Destang, for whom the term 'all-inclusive' means reaching beyond the walls of the popular hotel group.

"Of course, Bay Gardens has excellent restaurant choices for guests to enjoy, such as our Hi-Tide restaurant, a recent recipient of the Travelers' Choice award, but we wanted to ensure our local partner restaurants could share in the benefits of our unique brand of 'all-inclusive' tourism that truly includes everyone," said Destang.

Guests who book for seven or more nights under the All-Inclusive Experience have access to the Dine Around program. For three nights out of their stay, they are offered a choice of fine dining restaurants that include Indian, Italian, French, seafood and sushi. Daily breakfast, lunch and dinner at the resorts'

restaurants are included as well as all drinks, including premium alcoholic beverages.

Destang is proud of how Bay Gardens team members, the majority of whom are St. Lucian and led by a predominantly female executive management team, have supported and implemented the program. “Our well-trained staff ensure the food and meal delivery process is carried out with careful attention to COVID-19 protocols and guidelines to protect the health and safety of our valued guests, team members and the local public,” he stated.

Not only does the program expand menu options for Bay Gardens guests, it also provides a cross-training opportunity for chefs to sharpen their skills which Destang said, “encourages the exchange of favorite recipes among the food preparers and the sharing of best practices.”

This culinary exchange, where chefs learn from one another in the kitchen, has caught on and produced mouthwatering results. “We have added exciting fusions of Caribbean and international dishes to our menus. All restaurants in the program will offer cross-training as a requirement, along with staff discounts to further foster the spirit of village tourism,” said Destang.

Some of the new Bay Gardens menu items, which have been inspired by the Dine Around program, include Breadfruit Arancini, Kingfish Rice Cake with Avocado Aioli, Seafood Mofongo, Butter Chicken, Dasheen Vichyssoise, and Soursop Cheesecake.

Under the All-Inclusive Experience holiday, guests also receive one free spa treatment per room each day, unlimited complimentary passes to Splash Island Water Park, complimentary nonmotorized water sports, an in-room starter pack featuring refreshments and snacks, and complimentary Wi-Fi.

## New Bay Gardens Website Enhances Customer Experience

Bay Gardens Resorts in St. Lucia has made a significant investment in enhancing the online experience for its customers and improving its website’s navigation features.

Sanovnik Destang, Executive Director of the locally-owned chain of resorts, was delighted to report that “since launching the website, we have seen a 200 percent increase in conversion rates compared to the same period last year and a 100 percent increase in revenue booked with clients showing higher levels of website engagement and higher average booking volume.”



He added the gains were particularly impressive in light of the challenges thrust up by the Coronavirus Disease 2019 (COVID-19) pandemic and its related travel restrictions: “This showcases our clients’ faith in the Bay Gardens brand and how our Ministry of Health-certified and -approved “Paradise Protocols” can ensure our guests’ vacations are safe and enjoyable.”

Using the power of the new website to showcase the properties’ attractions by “adding immersive videos and virtual tours, and visually displaying the delights from these attractive hotels,” Destang and his team have been pleased to observe that the technological investment is “contributing directly to our attaining such impressive results.”

Among the upgrades is a smoother and healthier online check-in process that helps travelers avoid close contact upon arrival. Guests can also take advantage of the handy cash vouchers available on the website that can be used at various venues on property or as partial payment for accommodations.

In addition to the new, convenient “Air+Hotel” online booking feature, the website now includes conference and events pages that display the conference rooms in detail. “It’s a great benefit and helpful tool for meeting planners who can see the dimensions of our event spaces so they can prepare better for productive meetings,” said Destang, adding that Bay Gardens has been one of St. Lucia’s go-to meetings and events venues for more than 20 years. “Our recent overhauls make the properties even better equipped to host events with physical distancing and other protocols in place,” he noted.

Prospective guests can also enjoy the convenience of online features such as booking spa treatments, weddings, and other events as well as making reservations with restaurants on site or at some of St. Lucia’s best restaurants via the OpenTable feature.

The improved website, the booking engine and Customer Relationship Management system are powered by Travelclick, an Amadeus company.

The group’s “Paradise Protocols”, which explain the many practices Bay Gardens is implementing to safeguard the health and safety of guests, staff and local residents, are available on the website. Each property has been officially recognized as COVID-19-certified in St. Lucia.

Travelers can easily peruse and take advantage of Bay Gardens’ generous specials at the revamped and refreshed site [here](#).



## Bay Gardens Fish Fry-Day

Gros Islet Fish Fryday is a special and popular part of the nightlife scene. A night where locals and travelers come together for a street party and enjoy the fry up of a fresh catch and fulfilling side dishes, exploring local cuisine, art & music and mingling with locals.

With the Gros Islet Fish Fry currently on hiatus due to current protocols, we are bringing a bit of Gros Islet Fish Fryday to our guests with our new Bay Gardens Fish Fryday theme night.

Every Friday, the sun sets, and the party begins on pearl white sands with makeshift bars, pulsating local and international sounds, sizzling grills, and delicious aromas.



## Saint Lucia Announces Grand Plans for Creole Heritage Month 2020

On Thursday, September 10th, 2020, Events Company of St. Lucia Inc. joined its partners, the Msgr. Patrick Anthony Folk Research Centre (FRC) and the Cultural Development Foundation (CDF) in a press conference set up to announce plans for Creole Heritage Month (CHM) 2020.

Events Saint Lucia took the lead in announcing that the approach for the observance of Creole Heritage Month 2020 would be primarily focused on the production of native content to be distributed via all popular social media platforms including Facebook, Instagram and Instagram TV, as well as YouTube.

Of special note is the inclusion of a team of young persons who will play lead roles in the programming for Creole Heritage Month content this year. This is in line with our objective to stimulate interest and appeal for our creole language and culture with Saint Lucian youth.

Mineva Ross, Communications and Branding Manager for Events Saint Lucia proceeded to present the full program for Creole Heritage Month which features 5 “made for TV” productions. Each production will take on the form of a mini series, each highlighting key components of Saint Lucia’s cultural and traditional heritage including; Annou Dansé Kwéyòl Sent Lisi an educational and entertaining traditional dance series hosted by Jason C. Joseph, Traditional Dance Choreographer and Music Specialist, Fèsten





Jwé, a 4 part series highlighting traditional games hosted by radio personality Kiedel Sonny, a creole fashion series branded Bèlté Sent Lisi hosted by National Carnival Queen 2018 Earlyca Frederick, I Di Kwik a 4 part story-telling miniseries hosted by the iconic creole character “Grandpa” played by Cultural Activist George “Fish” Alphonse and Dékouvè Sent Lisi, Dékouvè kò’w an emotive series which is designed to take its audiences on an exploration of the people and sites of four quaint communities across the island.

The Launch of Creole Heritage Month Celebrations was scheduled for Sunday, September 27, 2020 and Gwan Fet on Sunday, October 25, 2020. Both events will be staged at Fond Latisab Creole Park in Fond Assau Babonneau which has been designated as the Official Creole Village for the 2020 Creole Heritage Month season.

## Fall Frenzy BOGO



As we say so long to Summer, FALL in love with saving and get 2 nights for the price of one, plus FREE breakfast daily, unlimited FREE non-motorized water sports, FREE WiFi and unlimited FREE water park passes. Bay Gardens Resorts is offering guests major savings at all our properties.

December 19, 2020 for travel Now to December 19, 2020

This offer also includes a welcome cocktail on arrival, bottled water in room on arrival, complimentary shuttle between the Bay Gardens properties and more! [Click here to learn more.](#)

## Early Winter Sale - Savings of Up To 50% OFF!!

Book your winter getaway early with savings of up to 50% on accommodations. Bay Gardens Resorts is offering guests major savings at the at all our properties.

What's Included in your stay:

- Complimentary breakfast daily
- Welcome cocktail on arrival
- Complimentary Wi-Fi
- Bottled water in room on arrival
- Complimentary shuttle between the Bay Gardens properties ONLY
- Complimentary non-motorized water sports activities
- Unlimited complimentary passes to Splash Island Water Park



Book [here](#) by January 31, 2021 for travel January 03 to May 09, 2021.

## Tour Feature - Catamaran Sunset Cruise

Now there's MORE to do during your stay! From touring the Caribbean Sea to exploring our heritage peak. The reopening of the following excursions has been announced.

- Catamaran Tours
- Sulphur Springs
- Gros Piton Trail
- Rainforest Adventures
- Atlantic Shores Riding Stables
- Diving, Snuba & Snorkeling



### See the Green Flash on a St. Lucia sunset cruise

Come seek the green flash! It is either in the eyes of that special someone or towards the horizon as the sun sets. There is no better way to spend two hours than onboard our spacious catamaran enjoying complimentary hors – d'oeuvres and drinks – fruit punch, rum punch, sodas, champagne, and rum mixes.

Listen to the sounds of local music as well as classic international hits onboard the boat as the sun dips to the west and the evening sets in. Simply enjoy the romance of the setting sun or party like there is no tomorrow!

We head back to port for 7:00p.m. Sorry, but all good things must come to an end!

Let us get started! [Click here](#) to book today!

## Spa Feature - Fall Deals

Indulge in authentic Caribbean experiences this Fall with our wide array of Spa services from La Mer Spa, our rejuvenation oasis. At La Mer Spa, every pampering treatment is a sensory escape that will leave you feeling relaxed and rejuvenated.

Join us on a journey of rest and relaxation whilst our skilled specialists delightfully accommodate your needs.



Join us on this journey of rest and relaxation whilst our skilled specialists delightfully accommodate your needs. Call [1.758.457.8553](tel:1.758.457.8553) or [click here](#) to book your future spa getaway today!

## Our Fall Deals:

<b>DELUXE TRANQUILITY MASSAGE</b>	50 minutes	US\$77.00	EC\$208.00
<b>DEEP TENSION MASSAGE</b>	50 minutes	US\$88.00	EC\$238.00
<b>ISLAND HARVEST PACKAGE</b> Includes two services with a choice of Signature Body Scrub, Facial or Back Massage	60 minutes	US\$85.75	EC\$231.53
<b>LA MER FALL RENEWAL PACKAGE</b> Includes Therapeutic Paraffin Pedicure and Classic Manicure Combo	1 hour 20 minutes	US\$85.75	EC\$231.53
<b>AUTUM GLOW</b> Includes a Revitalizing Anti-Aging Facial	60 minutes	US\$88.20	EC\$238.14
<b>LA MER FALL RITUAL</b> Includes a Deluxe Tranquility Massage and Facial or Signature Body Scrub	1 hour 15 minutes	US\$110.00	EC\$297.00
<b>AUTUM ESCAPE</b> Includes a Deluxe Tranquility Massage with a choice of two services between a Signature Body Scrub, Facial or Back Massage	2 hours	US\$162.75	EC\$439.43

Prices are per person and are inclusive of 10% Service Charge and 12.5% VAT

## Our Guests Experience

Have you seen what our guests are saying about us on TripAdvisor?

### BAY GARDENS BEACH RESORT & SPA

#### BEAUTIFUL PROPERTY

Reviewed by: furil

This was our second stay, and again, not disappointed. The staff are all wonderful and helpful, I don't believe "no" is in their vocabulary.

Our one bedroom suite was clean and very comfortable with everything one could want for a week or longer stay. Walking around the grounds is like walking in a botanical garden with most of the vegetation placard with its information. A nice pool area and a great beach. The resort is within walking distance to local restaurants and a free shuttle is available to the sister resort which is a couple minute walk to a fully stocked market. This is a go to resort.





## **BAY GARDENS HOTEL**

### **EXCELLENT SERVICE & HOTEL AMENTIES**

Reviewed by: D.F

I would like to begin by extending my sincere appreciation to the entire Bay Gardens Hotel team for the outstanding hospitality, professionalism, and attention to detail thus far.

Being part of the current global pandemic, this has not taken away from the exceptional service, catering, and hospitality that this resort is known for. I would like to extend a heartfelt thank you to Yolán & Sherian from the front desk for always being available and courteous at every turn. I would also like to send a notable mention to Ms. Matilda who has risen to the occasion and extended additional hospitality.

I have had zero complaints since my arrival here and I am looking forward to another fantastic week of this quarantine period (I almost wish it was longer).

Keep on doing the amazing job that you all are doing and I look forward to revisiting this resort in the future with my family post-COVID-19.

With excellent Wi-Fi, state of the art Smart Tv's and an extensive array of local dishes and cuisine, you do not want to pass this opportunity up.

I would highly recommend anyone to take stay here and visit this beautiful island of Saint Lucia. You will be warmly and graciously welcomed and have a vacation of a lifetime.

## **BAY GARDENS INN**

### **GOOD LOCATION AND GOOD AMENITIES**

Reviewed by: Donna G

We stayed at the Bay Gardens Inn for 10 days in March. The staff were great! The rooms are very clean and comfortable. The shuttle to the beach is very helpful but it's a very easy walk as well. The breakfast was great with a good variety to choose from.

## **BAY GARDENS MARINA HAVEN**

### **A NICE HOTEL**

Reviewed by: Xavier L

A hotel that wears its stars. The setting is beautiful, the room is excellent and bright. The staff are lively and warm despite the language that separates us. Breakfast and excellent restaurant for a good holiday in Saint Lucia.

## Recipe of the Month - Roasted Breadfruit with Smoked Herring

### INGREDIENTS

- 1 Medium Breadfruit
- 2 cups Dried Smoked Herring
- 2 Tbsp Coconut Oil
- 1 Large Onion, sliced
- 3 cloves Garlic, crushed
- 4 sprigs Fresh Thyme
- 1/4 Scotch Bonnet Pepper, sliced
- 1/4 tsp Freshly Ground Black Pepper
- 1 1/2 Tbsp Fresh Parsley, chopped
- 5 Grape Tomatoes, halved
- 1/4 Medium Green Cabbage, shredded



### INSTRUCTIONS

1. Preheat the oven to 450 degrees F (232 degrees C).
2. Make a crosswise slit in the top of the Breadfruit, then roast for an hour and a half to 2 hours until it is brown.
3. Let the breadfruit cool for about an hour, then peel off the outer skin using a small knife
4. Cut into slices, then remove the brown center part.
5. Cover the Dried Smoked Herring with water in a pot and bring to a boil. Let boil over medium for 5 minutes, then drain and let cool. Once cooled, shred the herring into small pieces.
6. Heat the Coconut Oil in a wide pan on a med flame, then add the Onion, Garlic, Fresh Thyme, Scotch Bonnet Pepper, and Freshly Ground Black Pepper. Turn the heat to as low as it will go and cook gently for 3 minutes.
7. It's time to add the Fresh Parsley to the pot, stir well then add the shredded herring.
8. After a minute or so you can add the Grape Tomatoes and stir well on low heat.
9. Give it about 3-4 minutes, then add the Green Cabbage and stir. Cook for another minute or two. Cook longer if you wish. Adding salt to this dish is not necessary as the salty element the smoked herrings bring is enough. However, near the end you can taste and adjust the salt to your liking
10. Turn the heat up to medium and add the breadfruit slices. All you have to do now is coat the breadfruit with the smoked herring base and warm through. Usually 3-5 minutes.