

CHECK OUT OUR  
CALENDAR  
OF EVENTS

# BAY GARDENS RESORTS NEWSLETTER

MARCH 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.



### Inside this Issue

- 01 Bay Gardens Resorts Cushions Staff from COVID 19. Induced Hotel Closure
- 02 COVID-19 Rebooking Loyalty Bonus - Re-Book Now and Get 1 Night FREE
- 03 Bay Gardens Remains Committed To Our Guests with Enhanced Protocols
- 04 Get Excited about a FUTURE Trip at Bay Gardens Resorts
- 05 New All-Inclusive Drinks Only Meal Plan
- 06 STAYCATION
- 07 March Madness BOGO Sale
- 08 Tour Feature - Tout Bagay Catamaran Day Tour

## Bay Gardens Resorts Cushions Staff From COVID-19. Induced Hotel Closures



Facing the prospect of zero occupancy due to global travel restrictions, the Bay Gardens hotel group is resisting immediate closure of its properties and focusing on ensuring its 300-plus staff members are cushioned from the worst economic effects of the coronavirus 2019 (COVID-19) pandemic. Sanovnik Destang, executive director of the locally-owned-and-operated group, told his staff that with over 800 room nights canceled or rescheduled, the worldwide travel bans have cost the company hundreds of thousands of dollars in the short term.

Despite the fact that forward bookings have all but dried up, and hotels in St. Lucia and around the world were laying off employees, Destang told staff that other considerations must come into play for Bay Gardens. To ensure the resort group is fair to all he stated that it will not be business as usual and sacrifices will be necessary all around, with adjustments made to staffing levels in the form of redundancies. The 95 percent of staff remaining on the permanent employ list will be on a reduced rotational schedule.

Destang stressed all staff, including the management team, were being asked to make this sacrifice for the month of April, and that Bay Gardens would endeavor to provide working hours (and hence income) that represents a minimum of 50 percent of everyone's base salary up to a maximum of 75 percent of base. He noted that it was not an easy decision to make but with hotels that are practically empty, there is no business reason to have persons who work in operations, in particular, be paid at all.

Staff were told that the company was making its own sacrifices because it was concerned about the impact of this loss of income and that Bay Gardens is willing to make the sacrifice as a company and carry staff through the month of April. This will likely cost the company in excess of EC\$500,000 (US\$185,000) in salaries, national insurance contributions and staff meals, even at the reduced levels of employment and working hours.

While the resort will cover the majority of its employees for the month of April, Destang cautioned the resort group could see extremely low occupancy in May as well if the situation is not brought under control. He urged staff to take care of themselves and their families, and reminded them that in the last 25 years the travel industry "has weathered many a storm and our Bay Gardens brand is strong in the

marketplace and always comes roaring back once the recovery comes”.

He added that this is “an unprecedented situation for the entire world and the tourism sector has been hit the hardest” and advised staff to remember that “we are all in this together,” and advised that Bay Gardens would cover the costs of counselling sessions for employees to safeguard the mental, emotional and physical impact COVID-19 was having on the nation.

While recovery may take a few months or longer, Destang reported there was already pent up demand for travel in the summer, fall and winter 2021. In the interim, the leadership team would focus on maintenance, deep cleaning and staff training.

## COVID-19 Rebooking Loyalty Bonus - Re-Book Now and Get 1 Night FREE

### FREE Bonus Night on Us!

Due to the ongoing developments worldwide and to minimize any inconvenience to our customers, Bay Gardens Resorts offers clients 1 Night FREE on all re-bookings which have been impacted by the Coronavirus (COVID-19) plus no change fees, subject to the following conditions:



- Free night is available on all bookings of 4 or more nights, is offered on the same board basis as the booking previously made, and if any additional person charges apply to the nights' they are included FOC in the free night.
- Original travel dates were between March 14, 2020 to June 30, 2020.
- New travel dates must be completed 12 months from original booking date.
- Reservation will be confirmed subject to room availability for the newly requested dates.
- The 2020 rates are rolled over for all bookings in 2021 and any offers which were applicable at the time of the original booking are also valid and combinable with the Free Night.
- This applies to Direct Bookings only for 4 nights or more.
- Affected bookings for less than 3 nights or less can still rebook without penalty for travel dates within one year after the original booking date, but the free night bonus will not apply.
- If you booked via a tour operator, travel agent or other third party, please contact your agent for more information on our COVID-19 rebooking bonus and whether it applies to you.

## Bay Gardens Remain Committed to our Guests with Enhanced Protocols



In addition to Saint Lucia's prevention initiatives, we have implemented the following enhanced protocols:

- Full adherence & cooperation with the disease prevention guidelines provided by the above referenced agencies.
- We have placed hand sanitizer dispensers in restaurants and common areas.

- Our housekeeping items have increased the frequency and rigor of cleaning and sanitization in all areas of our hotel, utilizing cleaning and disinfectants with chemicals recommended by WHO.

### In addition, here are a few practices to help stop the spread:

- Wash your hands regularly with soap and water for at least 20 seconds
- A 60%–95% alcohol alcohol-based hand sanitizer is an alternative to handwashing but will not be effective if hands are visibly soiled
- Avoid touching your face; especially mouth, eyes, and nose
- People who are well should not wear a facemask to protect themselves from respiratory illnesses, including COVID-19. You should only wear a mask if a health care professional recommends it. A facemask should be used by people who have COVID-19 and are showing symptoms. This is to protect others from the risk of getting infected. Family members, who are providing care to individuals with respiratory symptoms, can also use the masks.

These are unprecedented times for our industry, our country and the world. We appreciate your continued support during this sensitive time and will keep you informed of any changes to our operations and/or policies. Please feel free to contact us at [info@baygardensresorts.com](mailto:info@baygardensresorts.com) for further information or assistance.

Please [click here](#) to view a video of our extra sanitization measures.

## Get Excited about a FUTURE Trip at Bay Gardens Resorts



We know you can't travel today but look forward to a tomorrow when it's back to fun as usual in sunny Saint Lucia. And when you're ready to be adventurous again, we've got you covered!

**#VacationTomorrow #TravelTomorrow**

Saint Lucia is a picturesque paradise famous for its rich historical background, mountainous topography, beautiful crystal-clear waters and world heritage sites such as the twin pitons, drive in volcano and many more magnificent features and sites just waiting to be discovered.

We've put together a list of the Top **FUTURE** fun-filled activities to look forward to in the future when it is safe to travel again.

### **F-un in the Sun**

Splash Island Water Park, Saint Lucia is the Ultimate Aquatic Playground, located on beautiful Reduit Beach near Bay Gardens Beach Resort & Spa. Splash Island Water Park is the Caribbean's first open-water sports park with over a dozen fun features including a trampoline, Iceberg XXL, monkey bars, hurdles, twist, wiggle bridge, peak, balance beam, high roller, water volleyball and more.

### **U-nlimited Access to Rodney Bay Village**

The Rodney Bay Village is the undisputed entertainment, dining, and shopping capital of the island. Featuring over 40 restaurants and bars, duty free shopping malls, Treasure Bay Casino, Reduit Beach, Rodney Bay Marina, Golf Course, Pigeon Island National Landmark and more. To experience real Saint Lucian nightlife, there's no better place to explore than Rodney Bay Village.

### **T-rendy Caribbean Dining**

Enjoy our delicious local fare and experience dinner at our properties. Join us at our Bay Gardens Hotel and Inn's Spices Restaurant, dine at our two seaside restaurant options at our Bay Gardens Beach Resort and Spa which are the Hi Tide Restaurant and our SeaGrapes Beach Bar and Restaurant, or enjoy the

delicious cuisine of the chefs at our Bay Gardens Marina Haven. Our restaurants are renowned for a well balance mix of authentic Caribbean and international scrumptious cuisine.

### **U-nforgettable Island Adventure**

Embark on an unforgettable island adventure when on vacation. Whilst there's plenty of recreation and activities available on-site at Bay Gardens Resorts, the island of Saint Lucia is bubbling with a rich geography meant to be explored.

### **R-efreshing and Incredible Happy Hour Specials**

Do you love them straight, on the rocks, chased, blended or shaken? Bay Gardens Resorts got you covered with our amazing double happy hour specials. Come join us at the Bay Gardens Beach Resort & Spa daily at the Sand Bar from 12:00pm to 2:00pm, SeaGrapes Beach Bar from 3:00pm to 4:00pm and Pebbles Bar from 5:30pm to 6:30pm\* (closed on Wednesday evenings). Cinnamon Bar at the Bay Gardens Hotel is available from 12:00pm to 2:00pm and 5:00pm to 7:00pm\* (closed on Thursday evenings).

### **E-ntertain your Kids at Coral Kidz Club**

Travelling with kids? Bay Gardens Resorts' Coral Kidz Club features fun, supervised, entertaining activities for children 4 - 12 years old. Open on Tuesday to Sunday from 10:00am to 4:00pm, Coral Kidz Club is located at the Bay Gardens Beach Resort & Spa. Activities include painting, tie dye, board games, sand sports, walks and lots more.

### **Be Entertained!**

## **New All-Inclusive Drinks Only Meal Plan**



When you're rebooking, here's a new meal plan to consider; our New All-Inclusive Drinks Only Meal Plan.

Enjoy the best of Saint Lucia at the best value with the Bay Gardens Resorts All-Inclusive Drinks Only Experience. This plan includes breakfast and unlimited drinks at one affordable rate; alcoholic and non-alcoholic beverages. Arise each morning

to a generous full-service breakfast buffet featuring traditional favourites and local specialties. It's just the plan you need when on vacation!

**#VacationTomorrow #TravelTomorrow**

[Click here to learn more.](#)

## STAYCATION

We can't wait to welcome you back for a "Staycation" at Bay Gardens Resorts! SAVE 20% and enjoy delicious island cuisine, lush tropical gardens and all the amenities and services of our beautiful resorts.

The four Bay Gardens properties offers variety of appealing packages from which to choose, including the Breakfast Experience and MAP Experience (breakfast and dinner). If you're



looking for all-inclusive Saint Lucia resorts, try our popular All-Inclusive Experience, featuring all meals for two, unlimited house brand drinks, complimentary access to Splash Island Water Park and more. All prices below are inclusive of 10% Service Charge & 10% VAT.

### What's Included in your stay:

- 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

#### BAY GARDENS BEACH RESORT

Starting at US\$287.28 per night for two  
with breakfast

[Check Availability](#)

#### BAY GARDENS HOTEL & INN

Starting at US\$213.84 per night for two  
with breakfast

[Check Availability](#)

#### BAY GARDENS MARINA HAVEN

Starting at US\$213.84 per night for two  
with breakfast

[Check Availability](#)

## March Madness BOGO Sale: Book 2 Nights for The Price Of 1

For now, we invite you to #VacationTomorrow with us! Plan your summer and fall trips early with Our BOGO Sale! #TravelTomorrow

Book Two Nights for the Price of One in Beautiful Saint Lucia! Bay Gardens Resorts is offering guests major savings for the month of March with savings of 50% off Accommodation plus 50% of Food & Beverage and Spa Services, unlimited FREE non-motorized water sports, FREE Wi-Fi and unlimited



FREE water park passes at our four Saint Lucia resorts including Bay Gardens Beach Resort & Spa, Bay Gardens Hotel, Bay Gardens Inn and Bay Gardens Marina Haven. Limited Time Offer!

### What's Included in your stay:

- 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
- Blackout dates apply

Book by March 31, 2020 for travel from Now to December 19, 2020

#### BAY GARDENS BEACH RESORT

Starting at US\$152.50 per night for two  
with breakfast

[Check Availability](#)

#### BAY GARDENS HOTEL & INN

Starting at US\$82.50 per night for two  
with breakfast

[Check Availability](#)

#### BAY GARDENS MARINA HAVEN

Starting at US\$92.50 per night for two  
with breakfast

[Check Availability](#)



## Our Guests Experience

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

### Bay Gardens Beach Resort & Spa

**“AN UNEXPECTED BUT VERY PLEASANT VISIT”**

Reviewed by:

Our Virgin flight from Tobago was cancelled and we were flown to St Lucia and dropped off at the Bay Gardens Beach at 4.30 am after hours of waiting around and then travelling the distance from the airport. The hotel staff were excellent. They allocated rooms very quickly and efficiently. After a few hours' sleep we enjoyed a very nice breakfast. Our collection arrangements were delayed, and the restaurant manager was particularly helpful and arranged food for us to take with us to the airport. Nothing was too much trouble and it made the delays we suffered far more bearable. We met other hotel guests who were repeat visitors. The beach by the hotel was lovely. It looks like a very good hotel for families, although we travelled as a couple. [TRIP ADVISOR](#)



### Bay Gardens Hotel

**“PERFECT PLACE FOR HOLIDAY”**

Reviewed by: Swidon

Perfect location, super friendly hotel service. Local communication close to the hotel, friendly atmosphere and very helpful representatives of tourist offices. A hotel worth the money, interesting entertainment program on site. All-inclusive a bit too expensive, but it is worth buying out if you do not visit the attractions on the island, you only stay in the hotel. Regular transport to and from the beach. Hotel beach - one of the best on the island, all beach attractions (kayaks, boats, water park) for hotel guests for free :) [TRIP ADVISOR](#)

### Bay Gardens Inn

**“TIME TO RELAX”**

Reviewed by: Janice\_10\_10

This is a great place to relax. The rooms are clean and extremely comfortable, and the staff are very helpful. Breakfast caters for everyone and is plentiful and the evening buffets were tasty and varied. Lovely place. [TRIP ADVISOR](#)

### Bay Gardens Marina Haven

**“THANKS KRISHNAL FOR MAKING OUR STAY SO LOVELY!!”**

Reviewed by: MeeMorRis

Really good value for money hotel, 3-minute walk to the Marina and easy shuttle bus to the other 3 hotel resorts - the beach is a mere 7 min shuttle bus away! BIG shout out to the front desk supervisor/manager, Krishnal, who was absolutely lovely and made our stay amazing! [TRIP ADVISOR](#)

## Tour Feature - Tout Bagay Catamaran Day Tour

Our Tout Bagay Catamaran Day Tour will be here to inspire you and ready to welcome you back when you're up for your next adventure! **#VacationTomorrow #TravelTomorrow**

Sail down the West Coast and capture on film the famous Pitons as they rise majestically out of the sea and visit the bubbling Drive-In Volcano as you learn how our island was formed. Relive the tradition and culture at the Morne Coubaril Estate, an original 18th Century working plantation. See how cocoa and coffee are made and enjoy our delicious buffet lunch. Top it all off with a swim or relax in the sun at one of Saint Lucia's protected bays. Keep your cameras handy for a perfect photo opportunity as you sail through picturesque Marigot Bay. Then brush up on your dance steps with our guides and crew as they teach you the latest island steps. Don't miss this chance to see and do "Tout Bagay" – a little bit of everything.



### Optional Add-Ons:

- **Ziplining:** Ziplining is the ultimate add-on to the popular Soufriere excursion, offering an upbeat and fun activity to heighten the excitement of a bundle-filled eco-tour. It combines the adrenaline rush of zipping under the sheer Petit Piton, with elevated views of the historic town of Soufriere and the Caribbean Sea.
- **Horseback Riding:** Experience the lush beauty of Soufriere mounted on your noble steed. Ride up hilltops to panoramic views of Petit Piton, Soufriere town and the Volcano. Then enjoy a complimentary coconut or water before travelling back through time on the 18th century cocoa estate. View the authentic traditional village settings and the processes for producing sugar, cocoa and coconut products.

Tour Days: Mondays, Wednesday & Saturdays - 8:30am to 5:00pm

Duration: 8 hours and 30 minutes

It is the perfect inclusion to your Saint Lucian vacation!

[Click here to secure your reservation today!](#)

## Recipe of the Month: Breadfruit Balls



Whether you're working from home or at home with the kids, here are a few fun, home-made treats you could make together.

### Ingredients

- 1 Medium Breadfruit
- 1 Egg
- 1/2 Cup Finely Chopped Onions
- 2 Cloves Finely Chopped Garlic
- 2 Stems Celery and Parsley (Finely Chopped)
- 2 Cups Grated Cheese
- 2 Cups Breadcrumbs
- Salt to Taste

1. Cut the breadfruit in four and clean it by removing the skin and the center stalk.
2. Boil the breadfruit in water with salt until it is soft.
3. Drain the excess water and place the breadfruit in a bowl. Mash it with a potato masher. and allow it to cool down.
4. Add the rest of the ingredients and mix it thoroughly. Allow it to cool.
5. Make balls with the mixture at the sizing of your choice. Roll in breadcrumbs and they can be fried or baked.
6. If you are baking the dish, then place in oven for approximately 35 minutes at a temperature of 200°C.

### Ice-Cream

#### Avocado Ice Cream

This creamy, smooth vegan Avocado ice cream is just the dessert you need.

Ingredients:

- Two (2) Sliced Avocados
- Maple Syrup
- Coconut Cream
- Coconut Milk
- Lemon Juice
- Vanilla Extract