

CHECK OUT OUR  
CALENDAR  
OF EVENTS

# BAY GARDENS RESORTS NEWSLETTER

AUGUST 2022



## *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 excels at SLHTA Annual General Meeting



As the principal tourism private sector agency in St. Lucia, the Saint Lucia Hospitality and Tourism Association (SLHTA) is responsible for facilitating tourism sector development and management in St. Lucia. The SLHTA is a private non-profit membership organization that functions as the “official organization and national spokesperson” for the hospitality Industry and its wide membership. Ms. Cheryl Gustave, General Manager of the Bay Gardens Hotel & Inn was recently elected as the representative for small properties at a recently convened Annual General Meeting of the St. Lucia Hotel & Tourism Association. Ms. Gustave comes to the fore with a wealth of knowledge, with over 27 years of hospitality industry experience. In her capacity as the representative for small properties which include small hotels, inns, bed & breakfast establishment, and guest houses, she will negotiate at a board level on behalf of the aforementioned entities, as well as work collectively with the other board members for the holistic development of Saint Lucia’s tourism product. We applaud Ms. Gustave on her recent appointment and wish her all the best in her new role.

Congratulations are also in order for Bay Gardens Marina Haven who was also recognized at the SLHTA’s Annual General Meeting as the top contributor to the Tourism Enhancement Fund (TEF) in the Small Hotel Sector. Launched in 2013, The Tourism Enhancement Fund (TEF) has a mission to encourage greater involvement in the sustainable development of Saint Lucia. Through this fund, resort guests and island visitors (including short lay-over guests,) are asked to participate in this exciting initiative and donate US\$2 for each night of their stay at Resorts here in Saint Lucia. By collecting this small voluntary fee from our visitors, the SLHTA has been able to finance and implement many product development initiatives; from beautification to infrastructural and educational projects, each designed to enhance the guest experience on island. Ms. Darryl Aaron, General Manager of the Bay Gardens Marina Haven collected the locally manufactured plaque on behalf of the Marina Haven.

## Meet us at Market Place!



Caribbean Travel Marketplace is a melting pot of opportunities for tourism suppliers within the region. The main objective is for these suppliers to conduct negotiations with buyers throughout the Caribbean. This year's event will be held at the Puerto Rico Convention Center in San Juan from October 3rd to October 5th, 2022. This year's 40th edition of Marketplace will be special, as it will be the first in-person sitting of the conference since the onset of the pandemic.

"The Caribbean is still one of the world's most desirable destinations and we are looking forward to the convergence of buyers and sellers of Caribbean tourism to advance the region's recovery," said Karen Whitt, chair of this year's Caribbean Travel Marketplace.

Over the past two years, there have been a number of changes and improvements across the hospitality industry. As such, a cohort from Bay Gardens Resorts (in the persons of our Executive Director, Sanovnik Destang and our Marketing Manager Yatsuri Marshall) will be present at this year's event to showcase how our beautiful resort chain has improved and grown to better suit your needs. For more information on Caribbean Travel Marketplace, [click here](#). We hope to see you in San Juan Puerto Rico at Caribbean Travel Marketplace!

## Bay Gardens Resorts introduces Travel Protection

There is nothing worse than booking your dream vacation in paradise and things do not go as planned due to mishaps like lost luggage, missed flights or medical emergencies. Travel insurance is one of the most important investments a traveler can make when they decide to vacation abroad because of the number of risks it covers. It is really one of those things that could make a significant difference between a travel nightmare and an amazingly unforgettable vacation.



Understanding the importance of this, Bay Gardens Resorts has introduced Travel Protection. We have conveniently integrated our travel insurance feature into the booking process on our website, making it easy for you to select. Swimsuits and sunglasses are vacation essentials you shouldn't forget; so is your Travel Protection from Bay Gardens Resorts. [Click here](#) to book your next vacation in paradise.

## Splash Island Water Park & SeaGrapes Beach Bar & Restaurant celebrate their 7th anniversary



Launched in August 2015, Splash Island Water Park is the Caribbean's first open water sports park offering obstacle course activities. Located on the northwest coast of St. Lucia, on the popular Reduit Beach, Splash Island includes a trampoline, climbing wall, monkey bars, a swing, a slide, hurdles, double rocker, flip, and water volleyball. Since its inception, Splash Island Waterpark has become the ideal place for kids, families, and weekend warriors alike to enjoy a

day of fun in the sun. August 2015 also saw the opening of the Seagrapes Restaurant at the Bay Gardens Resorts. Nestled on the Reduit Beach, adjacent to Splash Island Waterpark, Seagrapes Restaurant serves authentic Saint Lucian cuisine with a relaxed “barefoot on the beach” vibe. Seagrapes Restaurant and Splash Island complement each other perfectly as after a day of exhilarating fun at the water park, you get to unwind at the Seagrapes Restaurant for lunch or dinner while enjoying breathtaking views of the Pigeon Island Landmark. These two are the perfect match and make for an enjoyable day at the beach. The next time you decide to spend a day at the beach, be sure to visit Splash Island Waterpark and Seagrapes Restaurant. Check out our celebratory anniversary video [here!](#)

## Second Quarter Staff Awards

Staff recognition is an integral part of the Bay Gardens Resorts framework. We believe in a recognition-rich workplace to ensure that our team understands that their efforts to achieve service excellence are noticed. This month, we recognized our team's commitment and dedication with our Second Quarter Staff Awards. Held at the Bay Gardens Marina Haven, several team members were awarded in different categories including Heart of House Award, Front of House Award and Manager's Award, just to name a few. Addressing the team at the ceremony,



Executive Director of Bay Gardens Resorts, Mr. Sanovnik Destang expressed his gratitude, saying that “Human Capital is our most invaluable asset at Bay Gardens Resorts. The collaborative spirit of the team, irrespective of their department has been the driving force of our success.” Congratulations Team Bay Gardens!

## Mrs. Destang Turns 80!



August has been a month of celebrations at the Bay Gardens Resorts. The most notable, however, was the milestone birthday of our founder & Managing Director, Mrs. Joyce Destang, OBE. Recognized as perhaps the most accomplished indigenous female hotel entrepreneur in the Caribbean, Mrs. Destang began her journey in 1994 with the launch of the 45 room Bay Gardens Hotel in 1995, growing it to a five property resort chain with over 240 rooms over 25 years. She

explained that she was inexperienced as she took her first steps in the hospitality industry, but she had a vision: “I wanted a hotel that was heavily service-based, offered excellent value for money and offered an unapologetically authentic Caribbean experience to the discerning traveler with a particular focus on Caribbean clientele and the Caribbean diaspora.” Acquiring several accolades over the years including conferred the Order of the British Empire (OBE) in 2005 and recognized as St. Lucia Chamber of Commerce Entrepreneur of the Year in 2014, Mrs. Destang continues to be a source of inspiration to us all. We thank her for continuing to touch lives and share her knowledge. From her entire Bay Gardens family, we wish her a Happy Birthday!

## Celebrating Creole Heritage Month with a Sale!

October is Creole Heritage Month. To celebrate, we are offering 40% off accommodation rates PLUS a Creole Heritage Package when you book at the Bay Gardens Beach Resort & Spa, Bay Gardens Hotel, Bay Gardens Inn, and Bay Gardens Marina Haven. This limited time offer includes complimentary Creole Infused Breakfast daily, Creole Welcome cocktail on arrival, a Creole Starter pack featuring local refreshments, spa treatment and so much more!



[Click here](#) for more information on this amazing deal and how you can book your Creole Heritage Stay at Bay Gardens Resorts!

## Tour Feature - Aerial Tram Tour



The Rainforest Aerial Tram Tour is perfect to capture amazing views of our rainforest through La Sorciere Mountain. The basket like tram transports guests up and away from the heat and bustle of the lowlands to an ecological park located in the heights of St. Lucia's Forest reserve. To take a glimpse at the Aerial Tram Experience and how to book your next adventure, [click here](#).

## Featured Employee – Cleta Charles

Meet our featured staff member for the month of August, Miss Cleta Charles. She currently serves as the Restaurant and Bar Supervisor at the Bay Gardens Marina Haven, however, Cleta's journey at Bay Gardens Resorts began fifteen years ago at the Bay Gardens Hotel where she started as a waitress. During her tenure, she has proven to be a remarkable team member, being nominated for, and winning several awards over the years. Some of which include the Manager's Award, Award for Most Promising Team Member, and the Most Outstanding Team member of the quarter. Cleta attributes her success at Bay Gardens Resorts to a fun, rewarding and collaborative work environment.



When not engaged in overseeing the operations of the Anchor Restaurant and Bar, she enjoys spending time with her family and exploring the great outdoors. Cleta shared that she has a passion for farming, particularly the handling of livestock. Infact, her goal is to turn that passion into a business in the near future and become a supplier of poultry, eggs and other meat products and bi-products. Although an unconventional business for women, Cleta is determined that with the right support, she will do well. She lives by the quote "Never stop dreaming and believe in yourself."

## Spa Feature – Ladies Retreat



The Ladies retreat package offered by the La Mer Spa is self-care at its finest, offering the ultimate St. Lucian sensory delights and relaxation. This spa package comprises of a Tranquility Massage, Signature Body Scrub, Soothing Sun Lover's Facial, Classic Manicure and Classic Pedicure.

Join us for this three-hour therapeutic and rejuvenating treatment for only US\$250. To secure your desired appointment, we recommend that

you pre-book treatments via email at: [lammerspa@baygardensresorts.com](mailto:lammerspa@baygardensresorts.com), call: [758.457.8553](tel:758.457.8553) or [click here](#).

## Its Lobster Season in St. Lucia!

Few flavors complete a trip to Saint Lucia quite like that of lobster. Whether it is a lobster salad, lobster fritters, lobster pasta, or just grilled lobster drizzled with garlic butter; it doesn't matter how you like it; Bay Gardens Resorts has a lobster dish to suit you.

This year in Saint Lucia, Lobster season officially began on August 2nd, 2022, and will continue until February 28th, 2023. If you're staying at the Bay Gardens Resorts during this time, you definitely need to try one of our lobster featured dishes. If you need help selecting one, here's one of our guests' favorites; grilled lobster marinated with shadow benni and garlic butter. The dish is complimented with a side of grilled zucchini and local West Indian fried rice, topped with fresh tossed salad. This dish promises to sweep you off your feet with a burst of flavors. Don't take our word for it, come in and give it a try!



## Our Guest Experience



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

### **BAY GARDENS BEACH RESORT & SPA**

**"EXCELLENT HOTEL ON A GREAT BEACH AND ACCESS TO EVERYTHING INCLUDING RESTAURANTS."**

Reviewed by: [Errol Francis](#).

Very friendly and efficient staff, spectacular beach, pool, nice rooms and within walking distance of

exquisite restaurants, grocery stores and shopping. Access to water sports on the beach and the water park is free for guests of the hotel--a big bonus.

### **BAY GARDENS HOTEL**

**"A PLACE I'LL DEFINITELY VISIT AGAIN."**

Reviewed by: [nadelaidlow](#)

The food was amazing. Staff were very friendly, attentive, and professional. My room was clean and comfortable. The pool at the resort and at the hotel were great, clean, and good temperature of water.

### **BAY GARDENS INN**

**"EXCELLENT"**

Reviewed by: [Melissa K.](#)

Everything was nice. I loved the quiet privacy at the Inn and the emptiness of the pool with my family and the cost was amazing as well as the breakfast. We will certainly visit again and stay right here. Thank you, Bay Gardens Inn.

### **BAY GARDENS MARINA HAVEN**

**"GREAT HOTEL NEAR EVERYTHING"**

Reviewed by: [mooki8ny](#)

The staff were extremely helpful, and the service was great. It is a nice place to stay in Rodney Bay. It's close to everything and you can walk to shops and eateries. Breakfast was good too and shuttle service to other resorts is helpful.