



THE BAY BRIEF

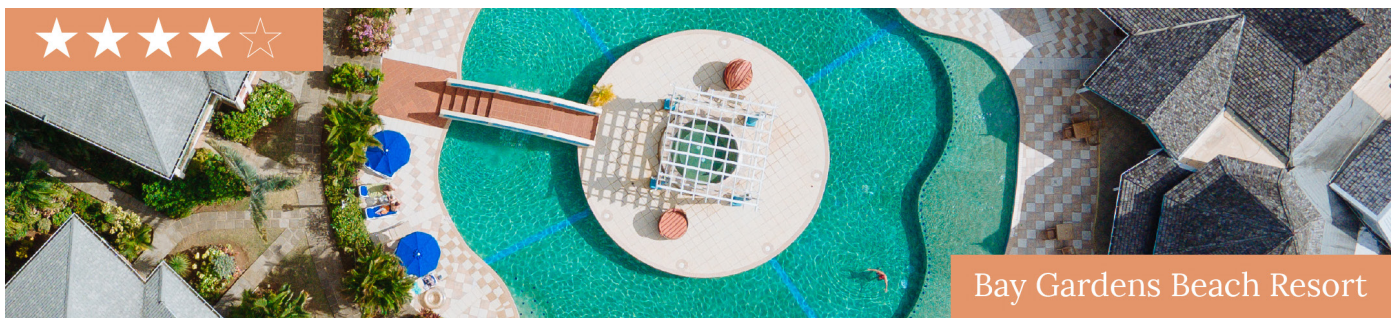
THE EXCLUSIVE TRAVEL AGENT NEWSLETTER

Bay Gardens
Resorts

Saint Lucia, WI

Hello Agents!

Welcome to Bay Brief, your exclusive travel agent insider guide to all things Bay Gardens Resorts! Each month, we're bringing you the latest property updates, exclusive agent offers, upcoming events, and everything you need to sell Saint Lucia with confidence. Consider this your direct line to paradise packed with the tools, insights, and inspiration to help your clients create unforgettable Caribbean memories. Let's dive in!

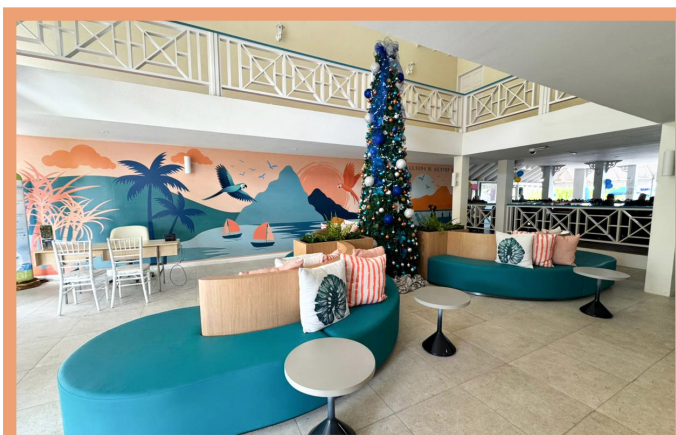


Whats New?

Bay Gardens Unveils Stunning Lobby Transformations

When was the last time a space made you stop and smile? At Bay Gardens Resorts, that feeling starts the moment you arrive. We're excited to introduce our newly renovated lobbies, designed to reflect the vibrant spirit of Saint Lucia with a modern, elegant touch. At Bay Gardens Hotel and Bay Gardens Beach Resort & Spa, the refreshed lobby spaces now feel warm, airy, and inviting more than check-in areas, they're places to relax and connect. Thoughtfully designed by local firm G&G Interiors, the updated décor and layouts create a welcoming atmosphere that encourages guests to linger and unwind.

BAY GARDENS HOTEL



BAY GARDENS BEACH RESORT



Discover the New Standard Rooms at Bay Gardens Hotel

Discover the newly refreshed Standard Rooms at Bay Gardens Hotel. 34 beautifully renovated spaces blending modern style with Caribbean warmth. Enjoy upgraded finishes, air conditioning, a mini fridge, kettle/coffee maker, and a private balcony with cozy seating, plus updated bathrooms, room service, and on-site laundry. Step outside to three sparkling pools and delicious dining at Spices Restaurant. With our prime location in Rodney Bay Village, Saint Lucia's best beaches, nightlife, and shopping are just minutes away.

Book your stay and experience the comfort, style, and signature hospitality that started it all.



Whats Happened?

Bay Gardens Resorts Graduates 18 Butlers Ahead of Sapphire Sands Villas Opening

Bay Gardens Resorts has officially graduated 18 newly trained butlers, marking a major milestone as the resort group prepares to open Sapphire Sands Villas in March 2026. The team completed an intensive luxury service program led by Mastering Excellent Service, a distinguished Caribbean hospitality training company.

The butlers, selected from departments across Bay Gardens' four properties received glowing feedback from guests during their practical training. They will deliver world-class, personalized service at Sapphire Sands, including pre-arrival customization, in-suite check-in, concierge support, and assistance with dining, spa, and island experiences.



Whats Coming?

For your clients planning to visit St. Lucia in the next 90 days, here's what to expect from the island and Bay Gardens Resorts.

Coming This January: **Wellness Meets Paradise!**

Kick off the New Year with our ultimate mind-body-spirit reset package. Your clients will enjoy beachside yoga, energizing Pilates, personalized treatments at La Mer Spa. We're also launching our Rediscover Bay Gardens Resorts video series showcasing our stunning transformations. Book your clients' January escape and let the happy reviews roll in! Click for more information.



Book Love at Bay Gardens Resorts This February



Saint Lucia has ranked the world's #1 Honeymoon Destination **16** times is calling. This February, Bay Gardens Resorts is the perfect romantic retreat for honeymooners, anniversaries, and couples. Think couples' massages, private candlelit dinners and champagne sunset cruises. Book their February getaway today and let the romance begin. Click here for our romantic deals.

Coming This March: **Sapphire Sands Villas Has Arrived**

Agents, get ready our newest luxury property, Sapphire Sands Villas, is here! Featuring spacious oceanfront villas, sweeping Caribbean Sea views, sleek contemporary design, and premium amenities, it's ideal for families, groups, and luxe-seeking travelers. Why you'll love it: Premium property = premium commissions. Contact us for rates, availability, and FAM opportunities!



Agent Spotlight

Floyd Walcott did not enter the travel industry by accident; he was drawn in by a genuine passion for exploration and discovering unique destinations around the world. That same enthusiasm that fuels his personal wanderlust is what makes him such a compelling advocate for the places he sends his clients. Beyond travel, he's passionate about seeing young people succeed and communities supporting one another, values that clearly extend into how he serves his clients with genuine care and encouragement.



For agents just starting their journey in this business, his advice is refreshingly practical: focus and specialize. Whether it's becoming a Caribbean expert, a romance travel specialist, or a wedding destination authority, Floyd emphasizes the power of deep knowledge over broad generalizations. He encourages newer agents to invest in their education through online training and FAM trips, building expertise that clients can trust.

When it comes to Saint Lucia and Bay Gardens Resorts, **Floyd** speaks from a personal experience, having stayed at the property himself. What resonates most with him is that authentic, homely feeling that comes from a Saint Lucian-owned and operated resort. He is captivated by the breathtaking Pitons, the vibrant local markets, and especially the Gros Islet Friday Night Street Party, where you can rub shoulders with locals. For **Floyd**, Bay Gardens Resorts represents the perfect combination of genuine island hospitality and access to everything that makes Saint Lucia unforgettable.

Exclusive Agent Offers

Experience Bay Gardens: **Complimentary Day Pass for Travel Agents**

The best way to sell Bay Gardens Resorts is to experience it yourself. That's why we're excited to introduce our Travel Agent Day Pass Program – designed specifically for agents who want to truly know our properties before recommending them to their valued clients.

As a registered travel agent, you're invited to enjoy a complimentary full day pass to experience Bay Gardens Resorts firsthand. Bring your family, friends, or colleagues along; up to four additional guests can join you at 20% off our regular day pass rates.

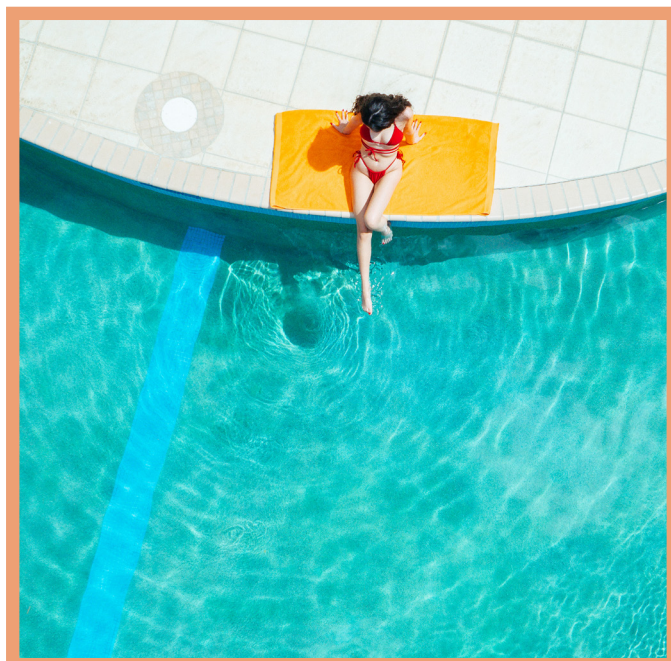
During your visit, we'll arrange a property site inspection with one of our team members who can answer your questions, share insider tips, and provide you with agent resources to take back to your office. We want you to leave feeling fully equipped to sell Bay Gardens with enthusiasm and expertise.

How to Book Your Day Pass

Contact our Marketing Team at marketing@baygardensresorts.com at least 48 hours in advance to arrange your visit. Please provide:

- Your agency name and IATA/CLIA number
- Preferred date for your visit
- Number of guests accompanying you (up to 4 at discounted rate)

We'll confirm your reservation and site inspection and provide all the details you need for a seamless visit.



Rewards Program: Any bookings made they can collect points to put towards their own holidays.

New Bay Gardens Resorts Rewards

Points per Room* (Points expire after 24 months)

Reward Type	Amount	Criteria	Products	Room Type
Points for Stays/Cash	10 points	4-6 nights	BGH, BGI, BGMH, BGBR	EP, B&B
Points for Stays/Cash	20 points	4-6 nights	BGH, BGI, BGMH, BGBR	All-Inclusive
Points for Stays/Cash	20 points	7+ nights	BGH, BGI, BGMH, BGBR	EP, B&B
Points for Stays/Cash	40 points	7 + nights	BGH, BGI, BGMH	All-Inclusive
Points for Stays/Cash	10 points	4-6 nights	WEV	EP, B&B
Points for Stays/Cash	20 points	4-6 nights	WEV	All-Inclusive
Points for Stays/Cash	40 points	7+ nights	WEV	EP, B&B
Points for Stays/Cash	80 points	7 + nights	WEV, BGBR	All-Inclusive

Point/Cash Value

1 point = 1 £/\$/EUR

Points Required for Redemption for Night Stay

Property	Room Type	Points for Night
BGH, BGI, BGMH	B&B	60
BGH, BGI, BGMH	All-Inclusive	120
BGBR	B&B	100
BGBR	All-Inclusive	200



Meet Our **Spotlight** Team Members

For 13 years, Cecilia George has been a vital part of the Bay Gardens Resorts family. As a Public Area Attendant at Bay Gardens Hotel and Inn, she brings warmth, humor, and care to every guest interaction, with a keen eye for detail and a dedication to keeping every space welcoming and comfortable. Cecilia enjoys the friendly, supportive environment at Bay Gardens and describes it as “a nice place” with “very nice staff.” Outside work, she loves shopping, good food, and never misses the annual Staff Party, which she enjoys for its entertainment and camaraderie. Her passion for maintaining clean, inviting spaces shines through every day, making Bay Gardens proud to have her on the team.



Your Guest Reviews

Below is a snapshot of what guests are saying about their Bay Gardens Resorts experience and a space for you to share your own guest reviews as well.

BAY GARDENS BEACH RESORT

"My stay was great, I'll do again."

Reviewed by Candice W (November 2025)

I loved my stay at this resort. The staff was very nice & made sure my stay was very comfortable. I would definitely recommend this hotel. And if you do, I would look for a staff member named Kimani. She is so helpful and very nice. She personally made sure my stay was great & she is very professional & respectful.

BAY GARDENS HOTEL AND INN

"Hot springs, shopping"

Reviewed by Kerry B (September 2025)

Great experience. Good people. Had a great time from arrival to departure. Customer service was great and would recommend it for future vacations.

BAY GARDENS MARINA HAVEN

"Hotel was clean and service was excellent. I will return"

Reviewed by Kerwyn B (October 2025)

Overall experience was excellent. But Shem the bartender and Oneka the duty manager their service was over the top excellent and unforgettable

A Taste of Saint Lucia

Each month, we're bringing the flavors of Saint Lucia directly to your kitchen with an authentic local recipe you can recreate at home.

Recipe – Brown Sugar Baked Ham with Pineapple

INGREDIENTS:

- * 1 (15 lb.) bone-in ham
- * 2 cups packed brown sugar
- * 1/2 teaspoon ground cloves
- * 5 (20 oz) cans of pineapple rings in 100% juice

INSTRUCTIONS:

1. Lay **6–8 pineapple rings** in the bottom of a roasting pan or large casserole dish.
2. Place the ham on top. Mix brown sugar and cloves, then rub the mixture all over the ham.
3. Set the ham cut side down on the pineapple rings.
4. Score the ham in a diamond pattern. Pour the juice from one can of pineapple into the bottom of the pan (not over the ham).
5. Cover tightly with foil and refrigerate for **8–24 hours**.
6. Remove from fridge, baste with pan juices, and cover the ham with pineapple rings secured with toothpicks.
7. Cover with foil and bake at **325°F for 15–18 minutes per pound**.
8. Let rest **15 minutes**, remove pineapple rings, slice, and serve.

