

CHECK OUT OUR
CALENDAR
OF EVENTS

BAY GARDENS RESORTS NEWSLETTER

MAY 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.

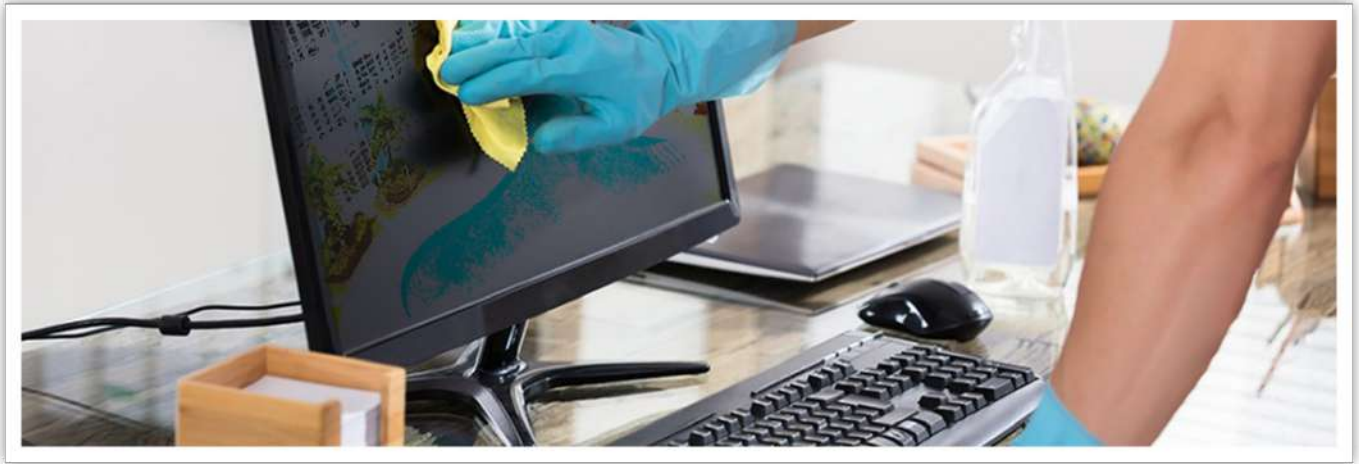
Featuring a total of 241 rooms, seven conference centers, four restaurants, and six bars, our resorts are the perfect choice for a Saint Lucian getaway for families, couples, honeymooners, wedding parties, business travelers, groups, and more. Guests can stay at the property that suits them best and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



Inside this Issue

- 01 Implements Heightened Health and Safety Standards
- 02 Bay Gardens Resorts Supports the National Feeding Program
- 03 COVID-19 Rebooking Loyalty Bonus - Re-Book Now and Get 1 Night FREE
- 04 Virtual Beach Sunset Jazz Highlights
- 05 Memorial Day BOGO
- 06 Tour Feature - Latille Nature Experience
- 07 Early Winter Sale
- 08 Recipe of the Month - Green Fig and Salt Fish Salad

Bay Gardens Resorts Implements Heightened Health and Safety Standards



In anticipation of St. Lucia's reopening of its borders to travelers in June 2020, Bay Gardens Resorts is at an advanced stage of implementing heightened health and safety protocols and standards at all of its properties in accordance with guidelines set forth by the Ministry of Health and the Ministry of Tourism.

Sanovnik Destang, Executive Director of the island's largest locally-owned and -operated resorts, said the steps taken by the hotel group surpass, in many instances, the government-prescribed protocols for screening and monitoring the health of staff and visitors during the phased reopening of the destination next month.

"Even before the new criteria for sanitization and social distancing were enacted by our government, we had taken specific steps to ensure that we operate in an environment to mitigate the spread of disease," said Destang, who added that the over the past few months Bay Gardens has redoubled its commitment to providing an exceptional quality experience to its valued clients.

In addition to adhering to elevated sanitization standards, Bay Gardens has invested in training its staff, sharing additional guidance on health and safety, and building capacity to help adapt to the "new normal".

"Our operational future depends on our ability to debunk myths and restore confidence among our team members, guests and community," said Destang, who assured that as the resort group "resets, refocuses, and recreates", new levels of customer service and performance will emerge.

Guests at Bay Gardens Resorts will benefit from an increased frequency of cleaning and sanitizing of public spaces, washrooms, restaurant tables and chairs, doors and doorknobs, beach and pool facilities, and the interior and exterior of hotel shuttles. Guest rooms will also be thoroughly sterilized and nonessential items such as pens, directories, note pads, and coffee and tea will be provided on request only.

The hotel properties, which include Bay Gardens Inn, Bay Gardens Hotel, Bay Gardens Beach Resort &

Spa, Bay Gardens Marina Haven, and Water's Edge Villas by Bay Gardens Resorts, have increased the temperature of the water used to clean soiled linen, and ultraviolet disinfection lights will be deployed to inspect vacant rooms and newly cleaned public spaces.

Social distancing will be in place for shuttles, restaurants, the front desk, the pool and the beach, and contactless sanitizers will be positioned in high traffic areas. An in-house nursing station to conduct temperature and symptom checks for guests and team members will be available at each property, each of which is in close proximity to a medical center and a respiratory clinic.

Bay Gardens Resorts, which has spared no effort to keep its 350-member workforce off the breadline during the pandemic, has been offering resort credits on future stays to travelers who donate to a relief fund created to support its staff members.

The family-owned group, which suspended its operations in mid-March, launched the fund to augment the enterprise's cash support as well national insurance contributions to provide income for staff members. To donate to the fund, visit gf.me/u/xzvyq7.

The resort group intends to resume normal operations in June 2020.

Fall Sale

It is never too early to FALL in love with savings of up to 50% on accommodations, plus FREE breakfast for two, unlimited FREE non-motorized water sports, FREE Wi-Fi and unlimited FREE water park passes. Bay Gardens Resorts is offering guests major savings at the Bay Gardens Beach Resort & Spa, Bay Gardens Hotel, Bay Gardens Inn, and Bay Gardens Marina Haven.

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

This package includes a welcome cocktail on arrival, bottled water in room on arrival, complimentary shuttle between our properties, complimentary non-motorized water sports activities, unlimited passes to Splash Island Water Park, Free Wi-Fi, Free breakfast for two daily and more! [Click here to learn more.](#)



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.

For more information or to rebook your Saint Lucian getaway, please [click here](#).

Bay Gardens Resorts Supports the National Feeding Program

While we anticipate the return of our friends and family to our breathtaking destination, the Bay Gardens Resorts team in collaboration with the St. Lucia Hospitality and Tourism Association (SLHTA) has been lending a helping hand to provide meals to neighboring communities under the National Feeding Program.

With ingredients provided by the SLHTA, Bay Gardens Resorts has to date prepared and delivered over 2000 meals over the course of 8 weeks. Our team looks forward to assisting those most in need during this time of uncertainty.



Bay Gardens Resorts Starts Relief Fund for its Staff

Bay Gardens Resorts in St. Lucia is offering resort credits on future stays to travelers who donate to a relief fund created to support its staff members during the Coronavirus Disease (COVID-19) pandemic.

The family-owned group of five properties, which suspended its operations in mid-March, launched the fund to augment the enterprise's cash support that has helped to keep its 350-member workforce off the breadline.

"For the past 25 years, Bay Gardens Resorts has been St. Lucia's largest locally owned and operated hotel chain. Much, if not all, of our success can be attributed to our employees and our guests who we consider an extension of our family," said Bay Gardens Executive Director Sanovnik Destang as he launched the fund.

"We are grateful that all our employees and the majority of the population of St. Lucia have been spared from the virus itself. However, as you all know, the economic fallout of this pandemic has affected everyone, including some of you, our valued guests," he stated in a communication to friends of the hotel.

For contributions between US\$100 and \$250, the resort will reward donors "dollar-for-dollar" with gift vouchers that can be used towards a future stay at any Bay Gardens Resorts property.

In the context of COVID-19 global travel restrictions and the local government-mandated scale-down of non-essential business activity, Bay Gardens' management team helped to cushion the impact of the loss of revenues by spending hundreds of thousands of dollars to provide income support to its employees, who received a minimum of 50 percent of their base salary, up to a maximum of 75 percent.

Health insurance benefits have also been continued, Destang explained, adding that emotional and mental health counseling services are also available to employees.

For the months of May and June, the Government of St. Lucia, through the National Insurance Corporation (NIC), will provide income support to employees who have lost their income as a result of COVID-19. Bay Gardens has made arrangements to administer these payments to affected staff on behalf of NIC.

"However, even with the income support that we have provided or facilitated, our staff are still going to be severely impacted. Virtually all of them would have suffered major income losses for the months of April through June with no guarantee of a resumption of normality after June," Destang lamented.



The esteemed hotelier is hopeful operations will resume on June 4, 2020, but will be guided by local and international public health officials and tourism authorities.

“Our team is looking forward to welcoming you back to St. Lucia and to Bay Gardens Resorts when the time is right. For now, stay safe and stay healthy so that we can all travel tomorrow,” Destang stated in his appeal, thanking readers for their “care, concern, and generosity.”

To donate to the fund, visit gf.me/u/xzvyq7.

Spa Feature - Island Bliss Package

Whether you're looking to revive body and mind with a full-length spa day or enjoy a single, full-service treatment, La Mer Spa has the perfect spa package for you during your stay in St. Lucia. Inclusive of a variety of skin, facial, massage, body, and nail treatments, the spa packages at La Mer Spa cater to your unique relaxation and restoration needs.



The ultimate in St. Lucia sensory delights and relaxation, this spa package comprises of a 3-hour spa experience inclusive of exfoliating treatments, aromatherapy, and nail treatments. This package is inclusive of a Tranquility Massage, Signature Body Scrub, Soothing Sun Lover's Facial, Classic Manicure and Classic Pedicure.

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

Virtual Beach Sunset Jazz Highlights



Bay Gardens Resorts wishes to express gratitude to all who supported our Virtual Beach Sunset Jazz held on Sunday, May 10, 2020 at the resort chain's flagship property, the Bay Gardens Beach Resort & Spa. Though virtual, we hoped to have reminded you of your good times with us on island and inspire an eagerness to create even greater ones soon.

It was an afternoon filled with sensational musical sounds of local artists such as Trevor Dornelly, Shervon Sealy, Shemmy J, Sedale and Hollywood HP. It also featured beautiful sunset views with Pigeon Island in the background, all packaged into an exciting Jazz experience. [Click here](#) to see highlights.

Memorial Day BOGO



Book 2 nights for the price of 1 in beautiful Saint Lucia! Bay Gardens Resorts is offering guests major savings over Fall plus US\$100.00 Resort Credit to spend on Food & Beverage and Spa, unlimited FREE non-motorized water sports, FREE Wi-Fi and unlimited FREE water park passes.

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

This package includes a welcome cocktail on arrival, complimentary wi-fi, bottled water in room on arrival, complimentary shuttle between our properties, complimentary non-motorized water sports activities, complimentary unlimited passes to splash island water park and more! [Click here](#) to learn more.

Tour Feature - Latille Nature Experience



A 45-minute Jeep or bus ride along the east coast of the island, through our small communities and villages will take you to an estate nestled in the heart of the town of Micoud. Learn the history of these beautiful grounds; sample handpicked tropical fruit and dry coconut before you begin your trek along the nature trail, lush with the island's fauna and flora. Enjoy a cool bath under the natural waterfall. Local refreshments are then

served and a delicious BBQ lunch is available for purchase.

TOUR DAYS: Monday to Friday

DURATION: 6 hours

It is the perfect inclusion to your Saint Lucian vacation! Let's get started! [Click here](#) to book today!!

Early Winter Sale



Winter fun awaits at Bay Garden Resorts. Enjoy early savings of up to 30% on accommodations, plus FREE breakfast daily, unlimited FREE non-motorized water sports, FREE Wi-Fi and unlimited FREE water park passes. Bay Gardens Resorts is offering guests major savings at the Bay Gardens Beach Resort & Spa, Bay Gardens Hotel, Bay Gardens Inn, and Bay Gardens Marina Haven.

Book by January 31, 2021 for travel from January 03 to May 09, 2021. This package includes a welcome cocktail on arrival, bottled water in room on arrival, complimentary shuttle between our properties, complimentary non-motorized water sports activities, unlimited passes to Splash Island Water Park, Free Wi-Fi, Free breakfast for two daily and more! [Click here](#) to learn more.

Recipe of the Month - Green Fig and Salt Fish Salad

Green fig and salt fish salad is beloved. The Islanders call green bananas figs in several Caribbean islands including all three of the Saints in the lower Antilles. Bananas are the main crop of the islands which replaced sugarcane overtime. Salt fish is salted cod that has been popular of centuries because the fish does not require refrigeration and lasts a really long time. This salad is hearty and delicious.



INGREDIENTS

- ½ pound salted codfish boneless
- 6-8 green figs aka green bananas, about 2 pounds
- ½ large red sweet pepper seeded and diced
- 2 scallions finely chopped
- ½ cup mayonnaise
- 2 cloves garlic 1 whole and 1 grated
- ½ small onion grated
- 2 sprigs parsley finely chopped (for garnish)
- Salt and pepper to taste

INSTRUCTIONS

1. Wash the green figs. Cut off the top and bottom and slice skin lengthwise.
2. Add water to a large pot and bring to a boil.
3. Add one clove of garlic and the green figs.
4. Boil 10-20 minutes until fork tender. Please note the skin will likely turn black during cooking, this is normal.
5. While the green figs are boiling, rinse salted fish. In a small pot, add about 2 cups of water and salted fish. Boil for 5 minutes. Drain and repeat a second time. Drain boiled salted fish
6. Remove skins, and dice.
7. Use a fork to mash one of the figs. Dice the rest into bite-sized pieces.
8. Flake salt fish using fingers or fork.
9. Dice the sweet pepper, chop the scallions and parsley. Grate one clove of garlic and onion.
10. In a large bowl, add chopped green figs, diced sweet peppers, chopped scallions, grated onion, grated garlic and mayo, and the salt fish. Mix well.
11. Add salt and freshly ground black pepper to taste.
12. Garnish with parsley.