

CHECK OUT OUR  
CALENDAR  
OF EVENTS

# BAY GARDENS RESORTS NEWSLETTER

JULY 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 Invites Visitors to "Rest Assured with Paradise Protocols"
- 02 Grand Reopening BOGO
- 03 Saint Lucia Tourism authority Announces Revised Entry Requirements
- 04 Experience Our Properties like never before with our Virtual Tours
- 05 Spa Features - Men's Escape
- 06 Tour Feature - Saint Lucia Sunset Cruise
- 07 Voices from Travel's Front Lines: "We Walk in Fear, We Work in Fear" | The New York Times
- 08 Our Guests Experience

## Bay Gardens Resorts Invites Visitors To “Rest Assured with Paradise Protocols”



With St. Lucia’s reopening of its borders to travelers earlier this month, Bay Gardens Resorts has implemented 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 destination’s phased reopening.

“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 Bay Gardens “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.

All our protocols can be found [here](#).

Bay Gardens Resorts, which has expended great 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](https://gf.me/u/xzvyq7).

During the pandemic shutdown, Bay Gardens also premiered a completely reimagined website featuring new videos and virtual tours as well as a dedicated page outlining its enhanced health and sanitization protocols.

For more information about our Resort or Island protocol for your trip, browse through our 'Resort Protocol' highlight [here](#) or view Bay Gardens' "Rest Assured with Paradise Protocols" [here](#).

The resort group resumed full operations on July 06, 2020.

## Grand Reopening BOGO

We have missed you and cannot wait to have you back! To celebrate our grand re-opening, Bay Gardens Resorts is offering 2 nights for the price of 1 with a FREE Room Upgrade, plus FREE breakfast for two, unlimited FREE non-motorized water sports, FREE Wi-Fi and unlimited FREE water park passes.

Book by August 10, 2020 for travel from Now to December 19, 2020



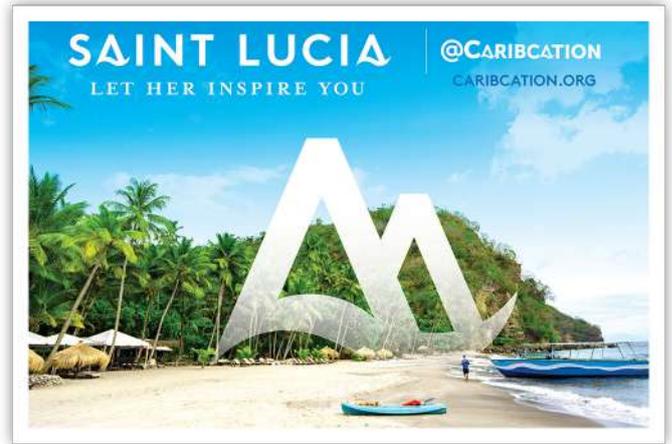
This package includes a welcome cocktail on arrival, bottled water in room on arrival, complimentary shuttle between the Bay Gardens and more! [Click here](#) to learn more.

## Saint Lucia Tourism Authority Announces Revised Entry Requirements

It has been a long three months of lockdown for us in Saint Lucia and we cannot wait to host you and ensure that you have a fantastic experience with us. Saint Lucia has implemented some new operating and entry procedures to ensure that all our facilities are safe and that you have a wonderful vacation experience.

All arriving passengers must have a negative result from a PCR test taken no more than 7 days before departure for Saint Lucia. However, travelers from the Caribbean Bubble are exempt from this requirement. Please note that all persons entering Saint Lucia must complete a Pre-Arrival Registration Form before arrival to ensure your efficient and expedited processing on arrival. Please print and travel with a copy of your completed registration form.

Please [click here](#) to read more about the revised entry requirements



## Experience our properties like never before with our Virtual Tours!



Tour with us from the comfort of your couch! Travel will be back, and we'll be waiting for you but for now, we invite you to take a tour of our four fantastic Bay Gardens properties and luxurious villas with our virtual reality 360-degree tours.

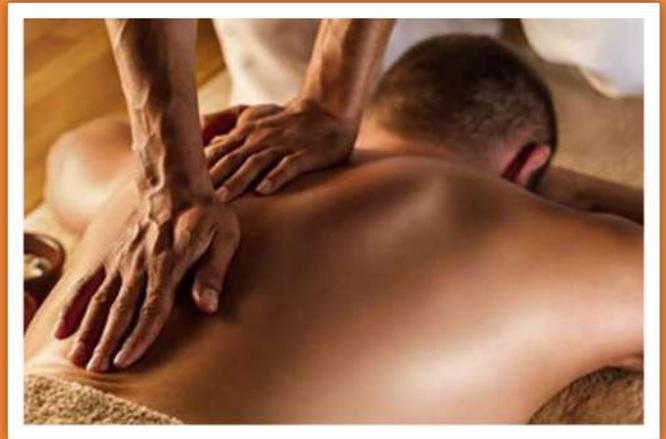
This immersive experience allows you to view our properties and amenities from the comfort of your home. The amazing views and scenery across our resort-chain provide only a slice of what Bay

Gardens Resorts has to offer. When the time is right, we look forward to welcoming you to a magnificent island escape. [Click here](#) to take the tour.

## Spa Feature - Men's Escape

Get rid of all those knots with a deep tension relief massage followed by a gentleman's facial finished off with a men's pedicure and men's manicure to bring out your handsome fingers and toes.

This package is inclusive of a Tension Relief Massage, Gentleman's Facial and Men's Pedicure and Manicure



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!

## Tour Feature - Saint 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's no tomorrow!

**Tour Days: Friday**

**Duration: 2 hours**

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

## Voices from Travel's Front Lines: 'We Walk in Fear, We Work in Fear' | The New York Times

Ms. Charlene Mohammed, A front desk agent and entertainer at the Bay Gardens Hotel and Inn, along with six travel workers from Alaska to the Maldives was recently featured in The New York Times to talk about returning to the job.

“Over the past six weeks, countries across the globe have gradually begun to reopen to travelers, both domestic and foreign. But the travel world, still mired in an unyielding pandemic, is drastically altered. This is especially so for workers in the tourism industry.”

“How do I feel about going back to work? Thrilled, ecstatic, so happy to know I'm going to welcome guests back, but also to know I get to see my co-workers again. We are all excited to get back. It feels good to know that we are reopening, that the island is open although people are not coming now. But when they do, it's going to be like, “Oh my gosh. Welcome back!”, said Ms. Mohammed. [Click here to view the full article.](#)



## Our Guests Experience

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

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

#### **BEAUTIFUL PROPERTY**

Reviewed by: [furul](#)

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 AMENITIES**

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.

## 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 - Jerk Lobster Medallion

### INGREDIENTS

- 1 Lobster Tail (cut in steak)
- 1 Small Carrot
- 1 Zucchini
- 1 Green Mango
- 2 Tbsp. Shadow Benne (chopped)
- 2 Tbsp. Onion (chopped)
- 1 Tbsp. Garlic (chopped)
- 4 Tsp Olive Oil
- 4 Tsp Soy Sauce
- Pinch of Salt
- Pinch of Black Pepper



- ½ Tsp Jerk Seasoning
- 4 Tsp Mango Chutney

### INSTRUCTIONS

- 1.) Cut Lobster tail steak style leaving the shell on and place in a hot pan with olive oil. Once golden brown, add jerk seasoning, salt, and black pepper, glaze with mango chutney and place in a low oven for 2 minutes.
- 2.) In heated a wok, add olive oil, spaghetti carrots, zucchini and green mango and stir-fry. Add Shadow benne, onion, garlic, soy sauce and 1 tsp of mango chutney and stir-fry till golden brown.
- 3.) Remove lobster from the oven. Place stir-fried vegetables on the plate and place the lobster medallion on top of it. Drizzle with the juices from the stir-fried vegetables.

**Lobster season officially opens August 01, 2020 and closes on February 28, 2021**