

How Do I Contact Sandals Hotel and Resorts? Complete Customer Support Guide

If you are searching for “**how do I contact Sandals Hotel and Resorts,**” **1 (866) 284-3014** you can reach Sandals Resorts through its official customer-service channels for reservations, existing bookings, resort questions, special requests, cancellations, accessibility assistance, and other vacation-related concerns.

The most direct option for customers in the United States is **1-866-SANDALS (1-866-284-3014)**. Sandals lists its telephone support hours as **7:00 a.m. to midnight EST**. International travelers can also use the official contact page to find country-specific assistance.

For the safest and most accurate information, travelers should use the official [Sandals Resorts Contact Us page](#) rather than relying on unverified phone numbers or third-party websites.

How Do I Contact Sandals Hotel and Resorts by Phone?

The primary Sandals customer-service telephone number is:

1-866-SANDALS (1-866-284-3014)

According to Sandals' official website, telephone assistance **1 (866) 284-3014** is available from **7:00 a.m. to 12:00 a.m. EST**. This is generally the best starting point if you need help with a reservation, want to discuss an upcoming vacation, or have a question that requires speaking directly with a representative.

Sandals also lists **+44 (866) 284-3014** for Europe on its contact information. International travelers should check the official contact page for the appropriate regional option before calling.

What Information Should You Have Ready?

If you already have a Sandals reservation, having the following information available can make the conversation easier:

- Your full name
- Booking or reservation number
- Arrival and departure dates
- Name of the Sandals resort
- Contact telephone number
- Email address associated with the booking
- Details of your question or requested change

For special dietary requests, Sandals specifically¹ (866) 284-3014 asks guests to provide their full name, booking number, arrival date, and resort so the appropriate arrangements can be made.

How Do I Contact Sandals Resorts Online?

If you prefer not to call, Sandals provides an official online contact form.

Through the [Sandals Contact Us page](#), customers can submit information including their country, location, telephone details, preferred callback time, department, subject, and message. The form also allows customers to indicate whether they would like Sandals to call them.

Sandals states that its email correspondence department operates **9:00 a.m. to 5:00 p.m. Eastern time on weekdays¹ (866) 284-3014** and is closed on weekends and U.S. national holidays. If you need immediate assistance, Sandals recommends calling its telephone support number.

Can I Contact Sandals About an Existing Reservation?

Yes. Contacting Sandals directly can be appropriate when you need assistance with an upcoming reservation, including questions about your stay, special arrangements, or booking-related information.

The official Sandals website also provides online¹ (866) 284-3014 options related to reservations, including booking, optional extras, balance payments, online check-in, and butler preferences.

For complicated itinerary changes or questions involving flights and travel arrangements, it is useful to have your complete booking information available before contacting customer service.

How Do I Contact Sandals About Food Allergies or Special Dietary Requirements?

Sandals says that its culinary teams take food allergies seriously and can work with guests to identify appropriate meal options.

Guests can contact Sandals before their vacation and provide their name, booking number, arrival date, resort, **1 (866) 284-3014** and details of their dietary requirements. Sandals recommends giving **at least one month's notice** for special preparations or items that are not normally available at the resort, including kosher or halal meals.

For significant allergies, travelers should communicate their requirements as early as possible rather than waiting until arrival.

How Do I Contact Sandals for Accessibility Assistance?

Sandals has an accessibility program and provides assistance for customers who experience difficulties using its website or certain website functions.

Its official accessibility information lists **1 (866) 284-3014** as the telephone number for assistance.

For a specific resort accessibility question, it is helpful to identify the resort, travel dates, and the type of accommodation or assistance required.

How Do I Contact Sandals About Loyalty Rewards?

Sandals' loyalty program is now called the **Island Insiders Club**. Members who have questions about membership, account details, reward points, nights, or upcoming stays can contact the dedicated Loyalty Support team.

The official Sandals website lists:

Phone: 1-866-284-3014

Email: loyalty@sandals.com

Members can also manage certain account information online.

What Is Included at Sandals Resorts?

One reason travelers frequently contact Sandals 1 (866) 284-3014 before booking is to clarify what is included in an all-inclusive stay.

Sandals states that its Luxury Included experience includes accommodations, meals and snacks, fine dining, selected watersports, land activities, Wi-Fi, exchange privileges, airport and resort transfers, top-shelf drinks, and applicable tips, gratuities, and hotel taxes. Certain activities, such as scuba diving, have eligibility or certification requirements.

Because inclusions can vary by resort, room category, activity, and circumstances, travelers should verify details for their specific vacation before making assumptions.

Frequently Asked Questions About Contacting Sandals Resorts

What is the Sandals Resorts phone number?

The main U.S. customer-service number listed by Sandals is **1-866-SANDALS (1-866-284-3014)**. Sandals currently lists telephone hours as 7:00 a.m. to midnight EST.

Can I contact Sandals online?

Yes. Sandals provides an official online contact form where customers can submit their location, contact details, department, subject, and message.

What is the best way to contact Sandals about an urgent issue?

Calling **1-866-SANDALS** is generally the most direct option when you need immediate customer-service assistance. Sandals specifically advises customers requiring immediate assistance to call rather than wait for email correspondence.

Can I contact Sandals about a cancellation?

Yes. Sandals' customer-service¹ (866) 284-3014 team can provide information relevant to your reservation and applicable cancellation terms. Because cancellation rules can depend on the booking and travel-protection arrangements, check your specific reservation terms rather than relying on a general policy.

Can I contact Sandals about a honeymoon or wedding?

Yes. Sandals' online contact form includes an option for customers who are planning a wedding, allowing them to provide wedding-date information and other details.

Can I contact Sandals about a group vacation?

Yes. Sandals has a dedicated group quote process for customers organizing group getaways. The official form requests contact and trip information so the appropriate team can respond.

How do I contact Sandals from outside the United States?

Sandals provides worldwide and regional contact information through its official Contact Us page. For Europe, Sandals currently lists **+44 (866) 284-3014**. International customers should confirm the appropriate number on the official website before calling.

Is Sandals the same as Beaches Resorts?

No. Sandals and Beaches are related resort brands, but they serve different vacation audiences. Sandals focuses on Caribbean vacations for couples, while Beaches Resorts offers family-oriented Caribbean vacations. The official Sandals website directs customers to the appropriate brand for each experience.

Final Answer: How Do I Contact Sandals Hotel and Resorts?

If you need to contact Sandals Hotel and Resorts, the simplest option is to call **1-866-SANDALS (1-866-284-3014)**, currently listed by Sandals as available from **7:00 a.m. to midnight EST**. For non-urgent questions, you can also use the official online contact form.

For the most reliable information, always verify contact details directly through [Sandals' official website](#). This is particularly important because telephone numbers, department hours, policies, and resort information can change over time.