

CHECK OUT OUR
CALENDAR
OF EVENTS

BAY GARDENS RESORTS NEWSLETTER

FEBRUARY 2018



The Key to your Ultimate Caribbean Vacation getaway

Ideally nestled in the midst of the Rodney Bay Village, home to Saint Lucia's pulsating night life, hip bars, a casino, shopping malls and gourmet restaurants, [Bay Gardens Resorts](#) has a beautiful collection of three unique properties. These award winning resorts are renowned for fantastic service, friendly staff and quality accommodations.

Featuring a total of 196 rooms, five conference centers, three restaurants, and five 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 Fodor's Travel Recognizes Bay Gardens Resorts In Three Awards Categories
- 02 CHTA Marketplace 2018
- 03 Family Package
- 04 Paradise Package
- 05 Bay Gardens Resorts Wellness Offerings
- 06 Spa Special
- 07 History: Saint Lucia Celebrates 39 Years of Independence
- 08 Bay Gardens Resorts Employees Honoured at The 2017 Annual Staff Awards

Fodor's Travel Recognizes Bay Gardens Resorts In Three Awards Categories



The experts at Fodor's Travel has announced that Bay Gardens Resorts has been awarded a Fodor's Best in three of its award categories. Fodor's Travel is the leading name in travel guides for more than 80 years, with a team of experts who recognizes the world's best properties, which provides travellers with remarkable experiences, through their in-person evaluations. Bay Gardens Hotel is the original property within the Bay Gardens chain and is known for its legendary service, charming and relaxing ambiance, and affordability. These unique features were pivotal in its selection as the #2 hotel in the '12 Best Hotels for a Tight Budget' category. Fodor's Travel experts commended its convenient location within the Rodney Bay Village, its friendly service and the high level of comfort, as exemplary areas which make the value unbeatable.

The resort chain's luxury 4 star resort, Bay Gardens Beach Resort and Spa, is a family-friendly resort with a prime location on the beautiful Reduit Beach and is home to the ultimate aquatic playground, "Splash Island Water Park Saint Lucia." As part of its family package, Bay Gardens offers amazing vacation extras from family excursions, passes to the water park, unlimited non-motorized water sports, complimentary access to the newly enhanced Corals Kids Club to two kids eat free on a room and breakfast basis and so much more. These key attributes were the reasons why it was lauded by Fodor's Travel experts as #2 in 'The 8 Best Beachfront Hotels in St. Lucia' and #3 in '5 Best Hotels for a Family Vacation'. Its lagoon-style pool, spacious accommodations suitable for families, children-friendly facilities and convenient room rates were applauded by the experts.

"This recognition is certainly a testament to the legendary service we provide every guest visiting our properties. It also comes in light of our recent enhancements to the Bay Gardens Brand, proving our ability to stand out in this very dynamic and competitive business environment", remarked Mr. Sanovnik Destang, Executive Director of Bay Gardens Resorts. Although every hotel listed in a Fodor's guide is deserving of a traveller's time, only those offering a truly distinctive and remarkable experience are given the Fodor's Best designation. The Bay Gardens properties offer the perfect opportunity to enjoy an exciting, fun and relaxing atmosphere, explore an extraordinary tropical island as well as enjoy the unforgettable Saint Lucian experiences. For more information [click here](#).

CHTA Marketplace 2018

The Caribbean's biggest travel marketplace, where tourism suppliers get the opportunity to meet face-to-face with wholesalers from around the world selling Caribbean vacations, was held on January 30 – February 01, 2018 at the Puerto Rico Convention Center, San Juan, Puerto Rico.

Bay Gardens Resorts, represented by Executive Director Mr. Sanovnik Destang, General Manager of the Hotel & Inn Ms. Cheryl Gustave and Marketing Supervisor Ms. Nicol Alexander, was an attendee and met with many of our current partners and also fostered new partnerships. There was also a dedicated day for educational sessions, which discussed improvements in the experience of all guests visiting the Caribbean.



Bay Gardens Resorts remains committed to providing a memorable experience for each and every guest, and will continue to attend the Caribbean Hotel and Tourism Association Marketplace which is another step taken in ensuring this continues for years to come.

Family Package

Save up to 45% off accommodations, and enjoy exclusive access to the special amenities that make Bay Gardens one of the best family resorts in Saint Lucia. For a minimum of 5 nights, there's something for everyone in our family package.

This includes welcome cocktail on arrival, bottled water in room on arrival, complimentary shuttle between the our properties,

complimentary non-motorized water sports activities, six (6) one hour passes per room category per stay to Splash Island Water Park, free Wi-Fi, breakfast for two daily (2 kids eat free), a couples massage at La Mer Spa, complimentary kids club access, family friendly excursion and complimentary babysitting services*



BAY GARDENS BEACH RESORT

Starting at US\$329.00 per night for two
[Check Availability](#)

BAY GARDENS HOTEL

Starting at US\$219.00 per night for two
[Check Availability](#)

BAY GARDENS INN

Starting at US\$199.00 per night for two
[Check Availability](#)

Paradise Package

This limited time offer allows you to save up to 50% off with our Paradise Package plus Paradise Extras for a minimum of 3 nights.

The package includes welcome cocktail on arrival, bottled water in room on arrival, complimentary shuttle between the our properties, complimentary non-motorized water sports activities,

six (6) one hour passes per room category per stay to Splash Island Water Park and free Wi-Fi.



BAY GARDENS BEACH RESORT

Starting at US\$153.00 per night for two
[Check Availability](#)

BAY GARDENS HOTEL

Starting at US\$93.00 per night for two
[Check Availability](#)

BAY GARDENS INN

Starting at US\$88.00 per night for two
[Check Availability](#)

Bay Gardens Resorts' Wellness Offerings



FREE Daily Spa Treatments included in Bay Gardens Resorts NEW All-Inclusive Rate Plans.

Bay Gardens Resorts has ALL you need for an enjoyable retreat in paradise with its improved All Inclusive Plan. New inclusions include FREE DAILY Spa treatments, offering tranquility massages, head massages and more as well as signature body scrubs, guaranteed to leave you feeling relaxed and refreshed from our rejuvenation oasis, La Mer Spa. This is now available at all the Bay Gardens properties and applicable when booking direct.

For more information [click here](#).

Splash into Shape with Bay Gardens Resorts Obstacle Courses.

Maintain your physical fitness and wellness whilst vacationing at Bay Gardens Resorts. Splash Island Water Park, which is the Caribbean's first open-water sports park, features dozens of obstacle courses including trampoline challenges, climbing walls, slides, swings and more, perfectly designed for a fun and fit retreat in the St. Lucian sun. Best of all, receive up to six complimentary passes when you book your stay at Bay Gardens properties!

For more information [click here](#).

La Mer Spa Feature - Tuesday Savings

Enjoy an unforgettable therapeutic experience with a choice of four relaxing treatments every Tuesday at La Mer Spa. These includes the Deluxe Tranquility Massage, Signature Body Scrub, Classic Pedicure and the Ocean Blue Facial. These ultimate rejuvenating experiences are aimed at moisturizing and soothing the skin and are guaranteed to leave you feeling relaxed and rejuvenated every Tuesday.



Join us on this therapeutic Tuesday experience where our professional therapists delightfully accommodate your needs for only US\$40 exclusive of taxes.

Call 758.457.8553 or [click here](#) to book today!

History: Saint Lucia Celebrates 39 Years Of Independence



On February 22, 2018, the Helen of the West Indies, Saint Lucia, celebrated 39 years of Independence.

The paradise island showcased a number of activities which included a Motor X show, a Miss Independence Pageant, an Independence Challenge Walk, the Prime Minister's Grand Independence Ball, Best of Saint Lucia celebration and numerous sporting events

including the National Independence Table Tennis Tournament and the Independence Day Cycling Championship to name a few. This year's activities will continue until March 26th, 2018 with the Youth Parliament.

Bay Gardens Resorts Employees Honoured At Annual Staff Awards

On Saturday, January 20th, 2018 the Bay Gardens Resorts celebrated its hard working and dedicated employees at the 2017 Annual Staff Awards. The awards ceremony was held at the hotel's Bougainvillea Conference Room under the theme "**Blossoming and Blooming into Excellence**".



The event recognized the dedication and perseverance of the staff in executing legendary service for not only the financial year 2017 but the past 22 years. It celebrated and promoted staff excellence in the numerous categories; Bay Gardens Beach Resort and Spa's General Manager Ms. Waltrude Patrick presented Nadia Aurelien and Valentine Quinlan with the **General Manager's Award of Excellence** whilst Ms. Cheryl Gustave, the General Manager of the Bay Gardens Hotel and Inn presented the same award to Richard Mark, Dayna La Force and Ronald Lansiquot respectively.

The **Manager of the Year** awards were captured by Elvis D'Auvergne of the Bay Gardens Hotel & Inn, Fina Charles & Dwain Augustin were joint winners for the Beach Resort and Spa, whilst Anice O'Neil received the award for the Bay Gardens Resorts.

Toyann Phillip from the Beach Resort and Spa, Brandon Joseph from Splash Island Water Park and Gail Harris & Kawana Mitchel from the Hotel and Inn were crowned **Team Members of the Year**.

The **Department of the Year** awards went to the Hotel & Inn's Restaurant & Bar and the Beach Resort and Spa's Human Resources Team.

The evening culminated in Mrs. Joyce Destang, one of the owners of the resort chain, presenting the **Lifetime Achievement Award** to Mrs. Philomene Justin for her consistency and commitment to delivering exceptional service for the past twenty years. Mrs. Destang encouraged team members to look out for one another and to take care of the properties with the same zeal, expressing heartfelt gratitude to everyone for their contributions to making the Bay Gardens Resorts the place that it is today. [Click here](#) to view images.

Other Categories & Winners:

Front of House

Gail Harris & Tricia Joseph, Bay Gardens Hotel & Inn
Kevin Quinlan, Bay Gardens Beach Resort & Spa
Roxanne Tench, Splash Island Water Park

Heart of House

Zachary Peter & Julian Moses, Bay Gardens Hotel & Inn
Toyan Phillip, Bay Gardens Beach Resort & Spa
Gregor Cherubin, Splash Island Water Park

Supervisor of the Year

Jennifer Charles, Bay Gardens Hotel & Inn
Kallis St. Jules, Bay Gardens Beach Resort & Spa

Rising Star

Nicol Alexander, Bay Gardens Hotel & Inn
Kheley Jeremie, Bay Gardens Beach Resort & Spa

Best New Manager

Laudra Maurille-Willie, Bay Gardens Hotel & Inn
Timothy Mangal, Bay Gardens Beach Resort & Spa

Green Department of the Year

Accounts, Bay Gardens Hotel & Inn
Accounts, Bay Gardens Beach Resort & Spa

Most Outstanding Employee of the Department**Bay Gardens Hotel & Inn**

Accounts – Rosemarie Augustin
Events – Albert Isembert
Front Office – Austin Bailey
Housekeeping – Esther Etienne
Kitchen – Chad Fitz
Landscaping – Andre Donaii
Maintenance – Joseph Tisson
Restaurant/Bar – Cleta Charles
Security – MacDonald Onymaechi
Stewarding – Elias Edward

Bay Gardens Beach Resort & Spa

Accounts – Lisa Monroe
Bar – Aisha Murrell
Events – Kendal Jimmy
Front Office – Jackie Gerald
Housekeeping – Shanelle Thomas
Kitchen – Alexandra Felicien
La Mer Spa – Nadia Aurelien

Landscaping – Elias Leonce
Maintenance – Cuthbert Alexander
Restaurant – Izaline Thomas
Security – Kiffas Jean
Stewarding – Toyan Phillip

Bay Gardens Resorts

Administration – Elias Isidore
Human Resource – Kheley Jeremie
IT – Joaquim Thomas
Marketing – Neil John
Reservations – Lilia Paul

Special Awards

The Bud – Beverly Ann Loctor
The Blossom – Peter Lawrence

Unsung Hero

Saluna, Watersports Department

Most Nominated

Esther Gustave, Bay Gardens Hotel & Inn
Samantha William, Bay Gardens Beach Resort & Spa

Bay Gardens Resorts Enhanced Loyalty Programme

Bay Gardens Resorts announces the enhancement of its loyalty programme which is designed to improve guest experiences. By booking directly through the company's website or via calling the call centre, guests can now start earning rewards with the programme. The company's newest affiliation with The Guestbook offers guests 5% cash back or 10% trip cash for use at over 500+



independent and boutique hotel worldwide. As the hospitality industry's first rewards programme that offers instant cash back off the lowest rates, The Guestbook is easy-to-use and free, allowing the resorts' guests to save and earn rewards for their loyalty.

By joining the Bay Gardens Resorts' loyalty programme, guests are guaranteed to be quoted the best available rates for their next vacation at the properties. Members also benefit from vacation extras such as priority check-ins, complimentary room upgrades to the next available room category which is subject to availability and confirmed upon arrival, complimentary daily breakfast, fully stocked mini bar, food and beverage discounts and more. Enrolment to the loyalty programme is as simple as filling out a sign-up form. Moreover, the newest enhancement offers automatic enrolment in The Guestbook for existing members of the loyalty programme.

In the resort chain's 22 years of legendary service, it recognizes the importance of keeping its guests' loyalty now more than ever. After listening to guests' requests, the locally owned chain has developed a loyalty programme that will strengthen its relationships and better reward and engage loyal guests. Bay Gardens Resorts continues to launch enhancements to its products and services, affording more experiential benefits to guests. The company invites everyone to book, stay and start earning rewards with its new loyalty programme.

For more information [click here](#).

Celebrating Your Love Story - Valentine's Day Highlights



The Bay Gardens Resorts celebrated Valentine's Day with two amazing events on February 14, 2018.

'Love is an Art which comes from the Heart' was hosted at Bay Gardens Beach Resort and Spa and commenced at 7:30pm whilst 'Love is in the Air' took place at the Spices Restaurant at Bay Gardens

Hotel from 6:30pm with a Cocktail Reception. The night was filled with live entertainment and lots of amazing prizes.

Bay Gardens Resorts continues to find ways to create memorable experiences at our events for all our guests, and Valentine's Day was no exception. [Click here](#) to view images.

Featured Employee - Valentine Quinlan

Meet Valentine Quinlan:

Linen Room Attendant at the Bay Gardens Beach Resort & Spa

Mrs. Valentine Quinlan, affectionately known as 'Ms. V' or 'Ms. Valentine,' has been employed as a Linen Room Attendant at the Bay Gardens Beach Resort and Spa for the past four years. For Ms. Valentine, accomplishing her assignments efficiently as well as meeting the needs of her guests and coworkers, add value to her position in the Housekeeping Department. She finds pleasure in reading, completing crossword puzzles and watching tennis. She specifically enjoys viewing the forehand techniques of Rafael Nadal.



Ms. Valentine is not your everyday linen room attendant, she takes great joy in her role, effectively completing the tasks allocated to her by her colleagues, bearing in mind that 'teamwork makes the dream work.' But that's just the tip of the iceberg, what her colleagues may not know is that despite a leg injury, every year Ms. Valentine looks forward to reveling in Saint Lucia's Carnival. She partakes in the parades in her extravagantly colourful costume and energetically dances to the pulsating rhythms of the band. "I have already signed up and I'm ready for Carnival," remarked Ms. Valentine.

One of her memorable Bay Gardens moments, as she recalls, was when the team came together to accomplish the tasks assigned for a walk-in event. As she reminisced on that specific event, she felt accomplished as the customer satisfaction scores for that period reflected the hard work exerted by the team. As the Bay Gardens Resorts continues to grow, Ms. Valentine looks forward to continued recognition and appreciation for the staff and continuing to exceed the expectations of her clients.

Tour Feature - Sea Trek Helmet Diving

Join us on a guided walking tour on the bottom of the sea and experience the thrill of “Sea Trek Helmet Diving” face-to-face with friendly marine life. This tranquil, safe and absolutely fun excursion allows you to explore the fascinating wonders of the underwater world of St. Lucia. It is as close as it gets to the sensations of walking in space whilst surrounded by incredible aquatic life.



If you can walk and breathe- you can Sea Trek, making it ideal for swimmers and non-swimmers alike with no vacation time lost due to specialized training. Under the supervision of our warm, friendly and certified Sea Trek Guides, you will take a walk on the “wet” side which brings you face to face with the marvel of our sea life. There are no masks, no mouthpieces, no stress and no complications. You can even wear your prescription glasses, as your entire head stays dry throughout your underwater adventure.

This tour is available every Monday, Wednesday and Friday at 9:00am, 11:00am and 2:00pm.

Visit us at www.coxcoltd.com or [Click here](#) to secure your reservation today!

Our Guests Experience

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

Bay Gardens Beach Resort & Spa

“Vacation”

Reviewed by [hd627889bikes](#)

We love Bay Gardens, they treat you like family! We love the beach, pool and the location is great within walking distance of downtown. The food

and drink service is great! I would highly recommend this resort to anyone thinking of visiting St. Lucia.

“I Love it”

Reviewed by [Allwyn A](#)

The ambience is nice. The setup was great. Definitely a first date location. The fish is fresh and tastes good. I had a volcano rolls. Very good. I scored it excellent just because of the setup. St. Lucia is surely



the place to be.

Bay Gardens Hotel

“Cool and Relaxed”

We enjoyed the ping pong, the welcoming drinks, the shuttle to the other hotel on the beach, the live music, (not so much the karaoke) the quiet, the library, the cleanliness, etc. Staff was excellent!

“Best Caribbean Vacation Ever”

Reviewed by Larry Q

I have vacationed I’m quite a few Caribbean Islands and I found St Lucia to be the friendliest. The Bay Gardens Inn was exactly what I wanted. It was affordable, Quiet and Clean . The staff was there to assist your every need. If you like being greeted by name every day, this is your place to stay !!

Bay Gardens Inn

“Comfortable and Convinient”

The most modest of a trio of resorts, this hotel provides good value for money. Rooms are clean and comfortable. A sumptuous breakfast (included in the price) is served at a sister hotel mere steps away. The resort chain’s “stay at 1 play at 3” policy allows guests to access the amenities at other properties located within walking distance of each other. The ability to enjoy the waters-sports facilities at the Beach resort is a major plus, as is access to a plethora of high-class restaurants in the area.

Recipe of the Month - Saint Lucian Spirit



Ingredients:

- 2.5 Oz Coconut Cream
- 0.5 Oz Blue Curacao
- 1.5 Oz Mango
- 2Oz Rum
- 1Oz Tia Maria Coffee Liquor

Method:

1. In a blender, combine Blue Curacao, Coconut Cream, rum and ice and blend for 30 seconds.
2. Pour first layer into a cocktail glass.
3. Combine mango, rum and ice and blend then build a top previous layer.
4. Combine Tia Maria Coffee Liquor, Coconut Cream and ice and blend then build a top mango layer.
5. Garnish and serve.