

{Expert~Guide}Sandals Resorts Customer Service Phone Number: How to Contact Sandals and Get Help

Sandals Resorts Customer Service Phone Number: 1 (866) 284-3014 Contact & Help
Find the Sandals Resorts customer service phone number, hours, reservation support, cancellation help, loyalty assistance, and answers to common Sandals FAQs.

Slug: /sandals-resorts-customer-service-phone-number/

If you need help with a Sandals vacation, knowing the correct **Sandals Resorts customer service phone number1 (866) 284-3014** can save time when dealing with reservations, payments, cancellations, travel changes, or resort questions.

The official Sandals website currently lists **1-866-SANDALS (1-866-284-3014)** as its main customer-service number, with support available from **7:00 a.m. to 12:00 a.m. EST**. Sandals also provides an online contact option through its official website.

This guide explains how to contact Sandals Resorts, what customer service1 (866) 284-3014 can help with, how to prepare before calling, and answers frequently asked questions about reservations, cancellations, payments, loyalty rewards, and resort stays.

What Is the Sandals Resorts Customer Service Phone Number?

The primary Sandals Resorts customer service phone number is:

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

Sandals currently publishes the number on its official website and lists customer-service availability from **7:00 a.m. to 12:00 a.m. EST**. Because telephone hours and contact options can change, travelers should verify the current information on Sandals.com before calling.

For an existing reservation, calling the official number is particularly useful when you need assistance that cannot be resolved through online account tools.

What Can Sandals Customer Service Help With?

Sandals customer service1 (866) 284-3014 can assist with a wide range of vacation-related questions, including:

- Existing reservations
- New booking questions
- Reservation changes
- Travel-date changes
- Cancellation questions

- Payment and balance inquiries
- Resort information
- Room-category questions
- Vacation extras
- Loyalty-program assistance
- Accessibility assistance
- General pre-travel questions

For faster assistance, have your reservation¹ (866) 284-3014 confirmation number and lead traveler's name available when you call.

What Information Should You Have Before Calling Sandals?

A customer-service representative will generally need enough information to identify your reservation or account.

Prepare:

Reservation details

- Confirmation number¹ (866) 284-3014
- Lead guest's name
- Resort name
- Arrival and departure dates
- Room category

Contact details

- Email address used during booking
- Phone number associated with the reservation

Your specific request

- What you need changed
- Why you need assistance
- Any relevant payment or promotional information

If you are calling about a refund, cancellation, or billing dispute, keep receipts, booking confirmations, and previous correspondence available.

How to Contact Sandals About an Existing Reservation

If you already booked a Sandals vacation and need assistance¹ (866) 284-3014, the official customer-service telephone number is a useful starting point.

For relatively straightforward account tasks, Sandals also provides an online account system. Guests can sign into their Sandals account to access trip-related information, while Sandals' website provides additional tools for managing vacations.

For complicated changes, cancellation questions, or issues involving multiple components of a booking, contacting Sandals1 (866) 284-3014 directly is recommended.

Sandals Resorts Cancellation and Change Questions

Cancellation and change policies depend on the specific reservation, travel dates, booking conditions, airfare, promotional offer, and other applicable terms.

Sandals' current terms were updated **July 1, 2026**. The published terms state that, under the standard cancellation schedule, cancellations received **45–31 days before arrival may incur a 50% charge**, while cancellations **30–0 days before arrival may incur a 100% charge**. Special travel periods and certain reservations1 (866) 284-3014 can have different conditions.

Sandals also currently promotes its **Vacation Promise**, which advertises eligible flexible stays with changes allowed up to 45 days before travel, subject to restrictions.

Important: Do not rely on a generic cancellation rule without checking the terms applicable to your actual booking.

How Do I Change a Sandals Reservation?

If you need to change your dates, room category1 (866) 284-3014, or other reservation details, contact Sandals customer service as soon as possible.

The earlier you request a change, the more opportunity there may be to address availability and applicable charges. However, a change is not necessarily free. Rate differences, availability, airline restrictions, revision fees, and other booking-specific conditions may apply.

Before authorizing a change, ask the representative:

1. Is my requested change available?
2. Is there a modification fee?
3. Will the room rate change?
4. Will my deposit remain applicable?
5. Does changing the reservation affect any promotion?
6. Will airfare or transfers be affected? 1 (866) 284-3014
7. Can I receive written confirmation of the change?

How Do I Contact Sandals About Payments?

Payment questions are another common reason guests contact Sandals customer service.

If your balance appears incorrect, a payment has not posted, 1 (866) 284-3014 or you are unsure when your final payment is due, have your confirmation number available and ask customer service to review the reservation.

Do not send complete credit-card numbers, passwords, or other sensitive information through an unverified email address or social-media account.

Sandals Island Insiders Club Customer Service

Sandals' loyalty program is now called the **Island Insiders Club**1 (866) 284-3014, replacing the former Sandals Select Rewards name. Sandals says existing points, tier status, historical nights, and other core elements transitioned to the new program.

For membership, account, reward-point, nights, and upcoming-stay questions, Sandals lists:

Island Insiders Club Loyalty Support:

Phone: 1-866-284-3014

Email: loyalty@sandals.com

Sandals also states that members should attach their membership ID to every reservation to ensure the booking is associated with their account.

Sandals Loyalty Program Frequently Asked Questions

What is the Island Insiders Club?

It is Sandals and Beaches Resorts' official loyalty program. Sandals says it evolved from Sandals Select Rewards while retaining existing points, nights, and tier status.

How do I join the Island Insiders Club?

Sandals says guests can create an account online, use the Sandals & Beaches mobile app, or enroll at the resort during check-in.

Do existing Sandals Select Rewards points disappear?

No. Sandals states that existing points, nights, 1 (866) 284-3014 tier status, and points currency continue under the Island Insiders Club.

Do Sandals reward points expire?

Yes. Sandals states that reward points expire three years after the last date of travel, although an active future booking attached to the rewards account can prevent expiration.

Can Sandals reward points be transferred?

No. Sandals states that Island Insiders1 (866) 284-3014 Club reward points are non-transferable.

How do I contact Sandals about missing loyalty points?

Contact Island Insiders Club Loyalty Support at **1-866-284-3014** or loyalty@sandals.com. Sandals says members should provide relevant reservation, resort invoice, and payment documentation for certain missing-point claims.

Frequently Asked Questions About Sandals Resorts Customer Service

What is the Sandals Resorts customer service phone number?

The main Sandals customer service number is **1-866-SANDALS (1-866-284-3014)**. The official Sandals website currently lists support hours as 7:00 a.m. to 12:00 a.m. EST.

What time does Sandals customer service open?

Sandals currently lists its customer-service hours as **7:00 a.m. EST** through midnight EST. Check the official contact page for current hours before calling.

Can I contact Sandals about an existing booking?

Yes. The main customer-service line can be used for assistance with existing reservations and other vacation-related questions.

Can I cancel a Sandals vacation?

Yes, but cancellation penalties can apply depending on the booking and how far in advance you cancel. Sandals' current terms should be reviewed before cancellation.

Can I change my Sandals travel dates?

Eligible reservations may be changed, subject to availability and applicable terms, fees, rate differences, and other restrictions.

How do I check my Sandals trip information?

Guests can use the Sandals online account system to access trip-related information.

Does Sandals have customer service for accessibility?

Sandals provides accessibility information and customer assistance. 1 (866) 284-3014 Guests with accessibility concerns should contact Sandals before traveling to discuss their specific requirements.

Does Sandals have an official mobile app?

Yes. Sandals references its Sandals & Beaches app as an account and loyalty-management option.

How do I contact Sandals loyalty support?

Call **1-866-284-3014** or email loyalty@sandals.com for Island Insiders Club questions.

How can I avoid fake Sandals customer-service numbers?

Use the contact information published on **Sandals.com**. Avoid relying on numbers from unverified blogs, forums, advertisements, or unsolicited messages. Never provide sensitive financial information to an unverified representative.

Tips for Getting Faster Help From Sandals Customer Service

Before calling, write down your exact question. Instead of saying that there is a problem with your booking, explain whether you need a date 1 (866) 284-3014change, refund, cancellation, room change, payment correction, or another specific resolution.

It is also helpful to:

- Call with your confirmation number available.
- Keep your booking email open.
- Record the date and time of your conversation.
- Ask for a case, reference, or confirmation number when appropriate.
- Request written confirmation for important reservation changes.
- Review the terms of your booking before cancelling.
- Use official Sandals contact information.

For major disputes, keep copies of receipts, confirmations, cancellation requests, and correspondence.

Final Word on the Sandals Resorts Customer Service Phone Number

For most U.S. travelers looking for **Sandals Resorts customer service**, the key number is **1-888-SANDALS (1-866-284-3014)**. Sandals currently lists the contact center as available from 7:00 a.m. to midnight EST.

For loyalty-account assistance, the dedicated Island Insiders Club number is **1 (866) 284-3014**, with loyalty@sandals.com also provided by Sandals for support.

Because reservation policies and contact information can change, the safest approach is to verify important details directly through Sandals' official website. Sandals' current terms were updated July 1, 2026, making first-party verification1 (866) 284-3014 especially important when dealing with cancellation, payment, or reservation-change questions.