

Restoring and enhancing through experience

After the powerful hurricanes of 2017, two of the Caribbean’s most elegant resorts – Belmond La Samanna in St. Martin and Belmond Cap Juluca in Anguilla – were left devastated by the high winds and sea surges. These two sister properties suffered significant property damage and business interruption losses, and as major employers in the local communities, they needed to be restored as soon as possible.

With Crawford’s deep experience in helping the hospitality industry handle large-scale complex claims in the aftermath of weather-related catastrophes, we quickly implemented an integrated Crawford enterprise solution. Our response was led by Crawford Global Technical Services® who introduced the specialist skills of Crawford Forensic Accounting Services and WeGoLook. The drone capabilities of WeGoLook, our on-demand field force, captured footage of the resort properties the day after they were struck by the hurricanes. This drone footage proved invaluable as post-hurricane communication in the area was difficult. We were able to supply Belmond with meaningful information so they were immediately aware of the scale of the losses and the resources needed to restore the properties.

Our Global Technical Services adjuster led the claims management project team and managed all the parties involved to provide support and guidance throughout the claim. With Crawford’s expert knowledge and skills, along with a full understanding of the insurance coverage, we were able to support a swift settlement of Belmond’s insurance claims. As a result, both luxury resorts were able to re-open in 2018.

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After recovering from such devastation on two properties simultaneously, we are very pleased to have partnered with the experts from Crawford.

Abigail Hunt | Vice President, Legal | Belmond (UK) Limited

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