

The Excellence Collection



COMMISSION PROCESS GUIDE





We are pleased to share this **Commission Guide** designed specifically for you to understand our entire commission process. You'll find guidance on working with Onyx and tips to ensure you receive your well-deserved commission.

**WE INVITE YOU TO TAKE A FEW MOMENTS
TO EXPLORE THIS GUIDE.**

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For more information, please contact us via Email at:
affiliates.support@theexcellencecollection.com

1. COMMISSION POLICY

Here is our official commission policy to help ensure you receive your well-deserved commissions.

- All bookings must be confirmed with the Travel Agent's **Booking Portal** account to be eligible for commission
- Commissions are only paid for **suite-only** bookings made directly through the portal. Packages (hotel + flights), third-party bookings, or personal bookings (even at travel agent rates), are not eligible
- **Canceled** reservations or **no-shows** (guests who do not arrive and do not cancel) are not eligible for commission.

By following this policy, you can ensure your commissions are processed smoothly and accurately.

2. COMMISSION PROCESS

FIT booking commissions will be paid within 30 business days, while Group booking commissions will be paid within 45-60 business days after the guest's checkout. When making a booking, you will see both the **Total** and the **Agency Price**. The Agency Price reflects the rate after deducting your commission percentage.

Total - Agent Price = Agent Commission

Your booking confirmation will show the exact amount of commission you can expect to receive.

We use [Onyx Center Source](#) as our commission payment provider.

- If your agency is part of a **host account**, please contact your main agency representative to review the payment policies and procedures
- If you are **not the owner** of your agency, please coordinate with the agency owner or manager to ensure a smooth payment process
- If your agency is **not** yet registered with Onyx, please ensure that they do so to guarantee receipt of your commissions.

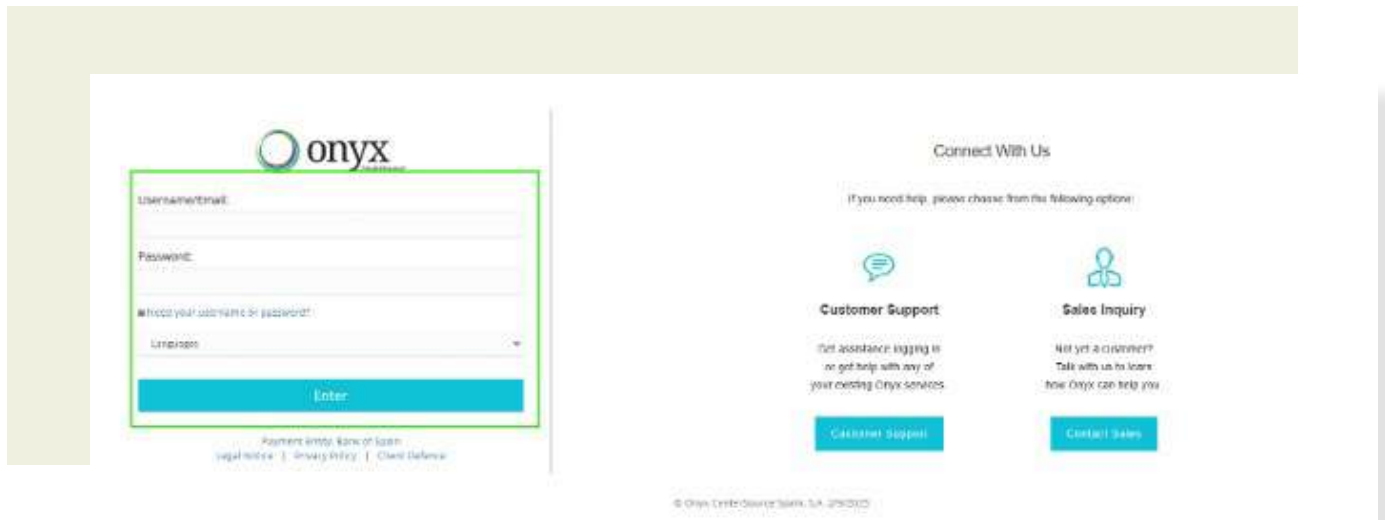
3. ONYX PLATFORM

Onyx is the payment provider we use to process all commission payments.

If your agency does not yet have an active account with [Onyx Center Source](#), please [sign up here](#) as soon as possible. Without an active Onyx account, commissions cannot be processed.

When submitting your request to create an account, please be sure to include the following information:

- Indicate you are a new user and need to create an account with them, and expect to receive commissions from The Excellence Collection
- Full agency info (this information should always match the info introduced on our Booking Portal):
 - Travel Agent Name (or who will be in charge of administering the Onyx Center Source account and reviewing payments)
 - Email to create the account: Please use the same email as in The Excellence Collection Booking Portal, bearing in mind that the email should be capable of receiving and responding to correspondence
 - Travel Agency Code (i.e., IATA, CLIA, TRUE, ARC, ABTA, etc). It must be a valid and active number
 - Travel Agency Name
 - Legal Name.
 - Main Contact Name.
 - VAT (Tax ID code).
 - Address (zip code, city, country): should be the same as registered in your Travel Agency Code.
 - Telephone (main number).



PAYMENT FORM WITH ONYX CENTER SOURCE

Onyx Center Source suggests that you request to have your commission paid via **direct deposit or wire transfer** and provide the necessary account information to enable this. If this request is not made, payments will be issued by **check** and sent to the address associated with the Agency Code you registered on their platform.

- Once your Account has been created, please make sure to review the User Guide for Travel Agencies so you can be more acquainted with their platform, in which you will be able to review the status of commissions already paid or in process (as long as clients have already completed their stay)

IMPORTANT:

- **The account for The Excellence Collection Booking Portal is not the same as for Onyx Center Source**
- Onyx Center Source is a supplier for different hotel chains to distribute commission payments, which means it is an independent company from The Excellence Collection
- The Excellence Collection is not able to transfer information from the Booking Portal account to the Onyx Center Source platform, and it is the responsibility of the Travel Agent to keep their account information updated at all times
- The Excellence Collection will not be responsible for payments processed with outdated information. If a payment is processed incorrectly due to this reason, the Travel Agent will have to contact Onyx Center Source by submitting an online web to case form to request assistance (How to Submit a Support Request)

HELPFUL RESOURCES

User Guide for Travel Agencies

<https://www.payments.onyxcentersource.com/help/UserGuideTA.pdf>

Submit a Support Request (Web to Case Form)

<https://onyxcentersource.my.site.com/p/s/web-to-case-form>

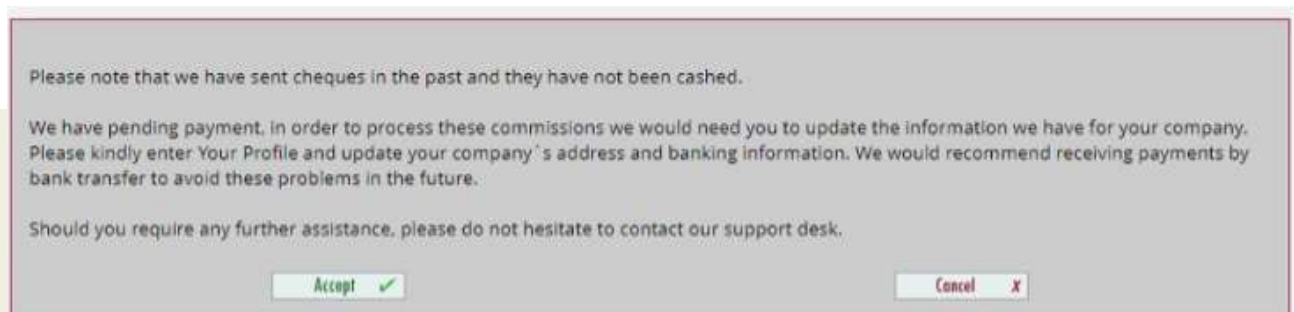
Once you log in you will see your Agency's information and the menu where you can track your payments:



If necessary, Onyx will leave you notifications requesting you to update information:



Or, in extreme cases, if they find it necessary to stop payments due to outdated information, you will see notifications like the one below immediately after logging in:



The Excellence Collection

