

The Excellence Collection



Groups Promocodes Booking Process



1. Intro Promocodes
2. Promocode Concessions
3. How to Book a Promocode
4. How to Make Your Reservations?
5. Terms & Conditions
6. Complimentary Room & Better Suite Rate
7. Support Department
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9. Modification and Cancellation Policies
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1. Intro Promocodes

Group Promocodes are a great option for your clients as the booking process is very easy!

- With the Promocode option each client can reserve their own rooms through our hotel's website or Contact Center (the rooms will be commissionable as long as the Promocode is used to make the booking!) You can also book the rooms for your clients
- No deposit required. Credit card details are collected in order to guarantee each booking
- Special rates will be honored until 60 days prior to arrival. The rates given will be valid once the promo code is activated and until their expiration date (60 days prior to arrival)
- Awesome Concessions will be given according to the amount of rooms booked

Our programs offer a selection of benefits that will accommodate your client's needs based on their type of group or the number of rooms that the group has:

- CONCESSIONS OFFERED FOR WEDDINGS WITH LESS THAN 30 ROOMS
- THE BEST IS YET TO COME (For weddings with more than 30 rooms)
- ENDLESS STORIES (Leisure Groups)

Note: The programs are handled separately and are not combinable.



2. Promocodes Concessions

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Concessions offered for Weddings with less than 30 rooms

1 BOOK 5 ROOMS OR MORE AND GET:

A Better suite rate for the couple or a beloved one. Pay for the price of a previous category

2 BOOK 10 ROOMS OR MORE AND GET:

Bride and Groom stay free (4 nights) + aforesaid amenities.

3 BOOK 15 ROOMS OR MORE AND GET:

One-hour cocktail reception with open bar and house hors d'oeuvres + aforesaid amenities.

4 BOOK 20 ROOMS OR MORE AND GET:

A Better suite rate for the couple. Pay for the price of the lead room category + aforesaid amenities

Program valid for: Excellence Resorts and Finest Resorts.



2. Promocodes Concessions

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The Best is Yet to Come

Your clients can customize their own destination wedding package for that big day.

TIER ONE

BOOK 10 TO 20 SUITES AND SELECT
TWO COMPLIMENTARY BENEFITS

The celebration is a must on your client's wedding day! That is why we have put together a selection of complimentary benefits so they can choose how they want to keep enjoying the occasion:

- One-hour rehearsal cocktail with open bar and hors d'oeuvres
- A romantic dinner on the beach for the couple
- Complimentary room for 3 nights for the couple
- Better suite rate for the couple. Pay for the price of a previous category



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2. Promocodes Concessions

TIER TWO

BOOK 21 TO 30 SUITES AND SELECT TWO MORE COMPLIMENTARY BENEFITS!

Life is better with the bride and groom together! Your clients can discover ways to enjoy the very best on their special day by choosing from benefits like a:

- Rehearsal private dinner for 40 guests (up to two hours)
- Complimentary room for 4 nights for the couple
- Better suite rate for the couple. Pay for the price of the lead room category

TIER THREE

BOOK 31 SUITES OR MORE AND SELECT ANOTHER TWO COMPLIMENTARY BENEFITS

Your clients can make the most of this wonderful celebration with their loved ones after they say “I DO”. Choose from a:

- Rehearsal beach party (up to three hours) for up to 40 guests
- Complimentary five-night stay for a friend or family member (one room)
- Return stay certificate (3 nights)

Program valid for: Excellence Riviera Cancun, Excellence Punta Cana, Excellence El Carmen, Excellence Oyster Bay, Excellence Coral Playa Mujeres, Finest Playa Mujeres, and Finest Punta Cana.





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Endless Stories

Select the resort and we will show you the venues for endless Caribbean memories

The Excellence Collection will create an unforgettable beachfront event for your clients and their favorite people. All they have to do is book through us using a promo code, and they will be able to enjoy these amazing and unbeatable benefits that we have prepared for the group.

1 BOOK 5 ROOMS OR MORE AND GET:

1-HOUR COCKTAIL PARTY with an open bar & house hors d'oeuvres.

2 BOOK 10 ROOMS OR MORE AND GET:

4-NIGHT complimentary stay for the Organizer + aforesaid amenities.

3 BOOK 15 ROOMS OR MORE AND GET:

1- PRIVATE DINNER for up to 3 hours + aforesaid amenities.

4 BOOK 20 ROOMS OR MORE AND GET:

A Better suite rate for the VIP/organizer. Pay for the price of the lead room category + aforesaid amenities.

Your clients can celebrate with their friends during a Caribbean getaway

Program valid for: Excellence Resorts and Finest Punta Cana.



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Endless Stories

Finest Playa Mujeres awaits for your clients to have an unparalleled group event!

Your clients can celebrate their event for an upscale experience for all ages! Their group can get the following impressive benefits for an All Inclusive resort stay.

1 BOOK 10 ROOMS OR MORE AND GET:

1-HOUR COCKTAIL PARTY with an open bar & house hors d'oeuvres.

2 BOOK 15 ROOMS OR MORE AND GET:

4-NIGHT complimentary stay for the Organizer + aforesaid amenities.

3 BOOK 20 ROOMS OR MORE AND GET:

1- PRIVATE DINNER for up to 3 hours + aforesaid amenities.

4 BOOK 25 ROOMS OR MORE AND GET:

A better suite rate for the VIP/organizer. Pay for the price of a Junior Suite Spa or Pool View + aforesaid amenities.

Your clients can celebrate with their friends during a Caribbean getaway

Program valid for: Finest Playa Mujeres.



3. How to Book a Promocode

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- Contact our The Excellence Collection Groups department to request your proposal and to check availability. Please make sure to send the following information:
 - 1. Travel Dates.
 - 2. Number of Rooms.
 - 3. Country where the guests are coming from.
- You must indicate acceptance before the proposal deadline
- The Groups Department will generate a promo code
- The promo code will be sent to you, along with a confirmation letter via email

- To activate the code, please ensure that at least one room is booked within 3 days of receiving the promocode confirmation
- Client and guests will be able to start making reservations under the assigned promo code
- Please make sure to start booking the rooms once the Promocode is activated





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4. How to Make Your Reservations?

Agents or clients can go to www.excellenceresorts.com or www.finestresorts.com

1. Find the booking engine.
2. Select your Destination, Check-in and Check-out dates, Number of guests and add the Promo Code.
3. Click “CHECK AVAILABILITY”
4. Make sure you get the message: “Promotional code applied”
5. In the comments box, please add the promo code.
6. Complete your booking, and that is all.

Or if you prefer please call our Contact Center:

- Toll Free USA +1 866 211 6223
- Toll Free CA +1 866 403 7394
- Toll Free UK +44 800 086 8148
- Toll Free MEX +52 800 953 2142

NOTE: Each client can book their own room utilizing the assigned Promocode, it is not necessary that the Agent makes the reservation.

Excellence Playa Mujeres





4. How to Make Your Reservations?

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The Excellence
Collection

Destination
Finest Punta Cana

Check-in/Check-out
08 Aug 2023 – 11 Aug 2023

Rooms + Guests
1 Rooms, 2 Guests

Promo
DEMOPROMO2023

CHECK AVAILABILITY

Suites + Flight >

Best Rate Guarantee



YOU WILL GET THE BEST AVAILABLE PRICE IF YOU BOOK NOW!
THE PRICES CAN RISE AT ANY MOMENT. DON'T WAIT ANY LONGER! [View conditions](#)

Book Direct
\$992

Hotels.com
\$1,534

18 Types of rooms available at Finest Punta Cana
From 08/08/2023 to 11/08/2023 (3 nights)

US Dollar (\$)



JUNIOR SUITE POOL VIEW

Outfitted with thoughtful details and sleek design, our luxury Junior Suite with a Pool View is a contemporary and indulgent escape for your Caribbean vacation. Each suite has its own expansive private terrace, spacious living quarters, and an array of luxe touches, including a rain shower for tw... [See more](#)



PROMOTIONAL CODE APPLIED:
DEMOPROMO2023

OCCUPANCY SELECTED:



2 adults 0 children 0 babies

MODIFY

(MAX. 4 OCCUPANTS)

EVENTS RATE



4. How to Make Your Reservations?

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Non Refundable Rates: The Promocode is Not applicable on the “Non Refundable Rate” option. The full stay will be prepaid with the credit card once the room is booked. When cancelling, a full or partial refund will Not be available.



5. Terms & Conditions

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- Rates provided are quoted per person, per night in US dollars and include all applicable taxes and gratuities
- Based on the room availability of the hotel, a Minimum Length of Stay restriction may apply. Minimum Length of Stay Restrictions may change without prior notice
- The groups must have a minimum of 5 rooms and at least 5 rooms must overlap three of the same nights
- Only rooms that have a minimum of 3 nights will count as part of the group and towards the concessions
- **The Promocode is not combinable with other promotions**
- **New bookings only.** Offer valid for any group not yet booked or confirmed. No rebooking is allowed
- **There is no room block;** rooms are subject to website availability at the time of booking
- The assigned **promo code** is for the exclusive use of guests that are part of the designated group. Misuse of the promo code can result in the cancellation of the group and changes to the group concessions.



5. Terms & Conditions

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- All rooms must be booked directly with the hotel and utilizing the assigned Promo-Code to qualify for the concessions. Reservations made through different source will not be considered as part of the group, therefore not obtaining any of the concessions
- Any reservation booked or modification made after the Promocode validation date would only be confirmed without the promotional rate and without the Promocode
- The Promocode is **not applicable on “Suite + Flight” option**
- The Promocode is **not applicable on the “Non Refundable Rate” option**
- The Promocode rates are based on the country the guest comes from; therefore, it is required that information such as the ID and credit card match the guest’s country of origin
- Number of rooms or suite categories upgrade will be subject to availability of space at the time of reservations





6. Complimentary Room & Better Suite Rate

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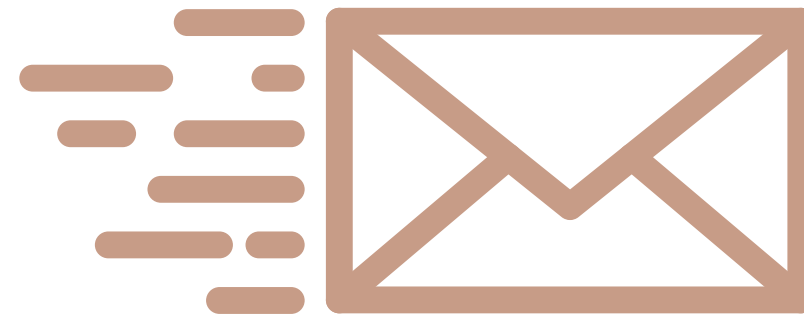
- Higher categories (Family, Two Story Terrace, Honeymoon, Beachfront, Imperial Suites & Villas) are not eligible to receive a Complimentary Room or a Better Suite Rate
- Complimentary rooms and better suite rates concessions are only applicable for a single reservation that is a minimum of 3 nights and a maximum of 7 nights long
- Complimentary rooms and better suite rate concessions are applicable to a suite for up to 2 guests. Not applicable to suites with children





7. Support Department

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E-MAIL

- You may request to the Support Team an updated room reservations list whenever you require it. If the Travel Agent requests it, the Support Team may contact the client directly as well to provide guest list updates or any information regarding the Promocode
- **Around one month prior to the Expiration Date of the Promo-Code:** The Support team of the hotel will send you the room reservations list in order for you to know your guests list countdown
- **60 days prior to arrival:** Last day to make reservations with the Promocode. The Support Team will verify with you the final room list and the concessions to apply. Once the concessions (based on the final number of rooms reserved under the Promocode) are applied, no modifications will be allowed to the selected group concessions



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8. Payment

- No deposit required. Credit card details are collected in order to guarantee each booking
- All the reservations will be charged in full thirty (30) days prior to your arrival day to the credit card provided during the booking process
- In the event that the credit card is declined, a notification will be sent to the email address that was provided during the booking process along with a link where the client will be able to enter the updated payment details. **The client will have 24 hours to complete this process or the room will be cancelled.** If the room gets cancelled due to a lack of payment after the expiration date of the Promocode, a new room must be reserved without the Promocode and will be subject to the rate that is available at the moment of making the new reservation (as the Promocode will no longer be valid, the agent must make the new booking directly in order for the room to be commissionable)





9. Modification and Cancellation Policies

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• If you or the clients wish to change any part of a booking after our confirmation invoice has been issued, you must call our Contact Center at our Toll Free Numbers:

- Toll Free USA +1 866 211 6223
- Toll Free CA +1 866 403 7394
- Toll Free UK +44 800 086 8148
- Toll Free MEX +52 800 953 2142

This should be done by the person who made the booking. Whilst we will do our best to assist, we cannot guarantee that we will be able to meet your requested change.

• Modifications can be made at no penalties and can be confirmed under the Promocode rate before its expiration date (up to 61 days prior to the arrival date of the group). Any reservation booked or modification made (name, occupancy, travel dates, room type, etc.) after the expiration date of the Promocode would only be confirmed without the promotional rate and without the Promocode

• **FLEXIBLE RATES:** For cancellations or modifications of direct bookings (Promocode) received 24 hours or more prior to arrival, no cancellation fee is due. Cancellations/Modifications received within 24 hours or less prior to arrival will result in a cancellation fee equal to the total of the entire stay. No refund will apply in case of a No Show and Early Departure. The free cancellation/modification does not apply to non-refundable rates.





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10. Free Transfer

- Free airport transfer includes private round-trip transportation for all guests on the reservation arriving and leaving at the same time; vehicle occupancy applies based on Seasons Transfers policies. Service is to and from Cancun International Airport, Punta Cana International Airport, or Montego Bay International Airport to the booked hotel
- Free airport transfer is only available for suite-only stays of minimum of three nights, made directly through The Excellence Collection official websites or its reservations center (the airport transfer is not included in the “Suite + Flight” option)
- Transportation Service (if included) must be programmed directly through Seasons Tours at:
 - Cancun and the Riviera Maya: transfers@seasonstours.com
 - Punta Cana: transfers.domrep@seasonstours.com
 - Montego Bay: transfers.jamaica@seasonstours.com





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11. Commissions

- Each one of the reservations that are booked under the assigned Promocode will be **commissionable for the Travel Agent**

Note: If a room gets cancelled due to a lack of payment or by an agent/client's mistake after the expiration date of the Promocode, a new room must be reserved without the Promocode and will be subject to the rate that is available at the moment of making the new reservation (as the Promocode will no longer be valid, the Agent must make the new booking directly in order for the room to be commissionable).

- Please make sure that your agency is registered on our website in order to receive this commission
- The commission will be paid around 45-60 days after the group's check out

Note: If the rooms are booked by the clients, the reservations won't appear on your travel agent profile, however will be linked through the assigned Promocode and based on the final guest list the commission will be paid.

The reservations that are booked under your travel agent profile will appear on your profile.





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12. Moving Forward Together

As a valued partner, we are delighted to offer you exclusive benefits following the number of room-nights of the group.

1

BY BOOKING GROUPS FROM 50 - 75 ROOM-NIGHTS:

A complimentary stay for **3 nights** on our lead category (for 2 guests) + **\$250 USD** bonus commission.

2

BY BOOKING GROUPS FROM 76 - 150 ROOM-NIGHTS:

A complimentary stay for **5 nights** on our Excellence Club (for 2 guests) + Romantic Dinner + **\$500 USD** bonus commission.

3

BY BOOKING GROUPS FROM 151 ROOM-NIGHTS (OR MORE)

A complimentary stay for **7 nights** on our Excellence Club (for 2 guests) + Couples Massage + **\$750 USD** bonus commission.

APPLICABLE PROPERTIES: Excellence Riviera Cancun, Excellence Punta Cana, Excellence El Carmen, Finest Playa Mujeres and Finest Punta Cana



Finest Playa Mujeres



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Sales Team

• Groups Sales Coordinator

Finest Resorts & Excellence Oyster Bay: [**groups4@theexcellencecollection.com**](mailto:groups4@theexcellencecollection.com)

Excellence Playa Mujeres, Excellence Coral Playa Mujeres, Excellence Riviera Cancun, Excellence Punta Cana, Excellence El Carmen:
[**groups7@theexcellencecollection.com**](mailto:groups7@theexcellencecollection.com)

The information within this document is subject to change without prior notice and does not represent an obligation of The Excellence Collection.



The Excellence Collection

