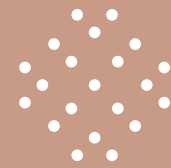


The Excellence Collection



BOOKING DIRECT GUIDE

BOOKING DIRECT

Below you will find the steps for booking direct with The Excellence Collection. Please keep in mind that the booking platform is for hotel-only reservations, not packages.

INFOGRAPHIC

Book your clients' stays direct with The Excellence Collection

- Go to The Excellence Collection web page for travel professionals
- Register and/or log in to the platform
- Search for rooms and rates available
- Book your clients' stay and receive an email confirmation
- If you are not signed in through the **portal**, your commission will not be applied to the reservation
- Package bookings with suites+flight are not commissionable

1. LOCATING THE PORTAL

Go to: www.theexcellencecollection.com



2. LOCATING TRAVEL PROFESSIONALS

On the page, scroll down to the footer and click on “Travel Professionals”.



3. BOOKING PORTAL

On the Travel Professionals page, scroll down and click “Booking Portal”.

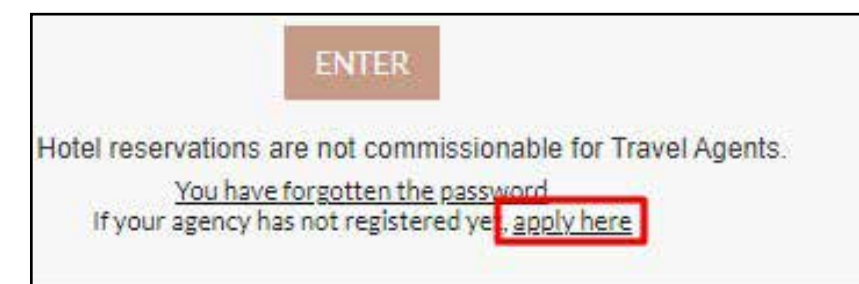


4. REGISTER / LOG IN

- Register yourself as a user (please go to 4.1)
- Log in and make a booking (please go to 5)

4.1. REGISTER

To register, click on the “apply here” link



4.2. COMPLETE FORM

Complete the following form to register as an agent.

Agency membership

COMMERCIAL DATA (*) MANDATORY FIELDS

COMMERCIAL NAME(*)

ADDRESS(*)

CITY(*)

PROVINCE(*)

POSTAL CODE(*)

COUNTRY(*)

E-MAIL(*)

REPEAT YOUR EMAIL(*)

FISCAL DATA

Copy from commercial data

CODE TYPE(*)

I have read and accept the [Terms & conditions](#)

SEND DATA

* All the highlighted fields are mandatory
* If you have registered during the weekend, we will not be able to validate your agency manually until the first working day of the consequent week. We appreciate your understanding.

When your form is completed, click “SEND DATA”. It can take up to 48 business working hours for your account to be verified.

5. LOG IN

Log in using your username and password. If you do not know your password, click on the “forgotten password” link.

Agencies area

Access your private area indicating your username and password through the following form:

User:

Password:

ENTER

Flight + Hotel reservations are not commissionable for Travel Agents.
[You have forgotten the password](#)
If your agency has not registered yet, [apply here](#)

6. BOOKING ENGINE FUNCTIONS

On the top bar, you will see your name and your commission.

- Click on “Booking History” to view bookings
- Click the button highlighted in green to log out
- Enter your Promo Code that applies to your reservation

Return to the form [Booking history](#)

Welcome, Test Webinars (Test Webinars)

COMMISSION 10.00%

SELLING LIMIT

Agencies Area | Search form

Select a destination

CHECK-IN 05 JUL 2021 > CHECK-OUT 06 JUL 2021

Promotional code

Flight + Hotel reservations are not commissionable for Travel Agents.

Reservation for company

Groups

SEARCH AVAILABILITY

7. BOOKING HISTORY

To view your bookings, use the data fields such as Hotel, Date, or the direct booking reference to search for reservations, then click “SEARCH”.

The screenshot shows the 'Reservations' search form. The 'Hotel' field is selected, and a dropdown menu is open, listing several hotel options. The 'Status' is set to 'All', and the 'Date' field is set to 'Check-in'. A 'SEARCH' button is visible. A calendar for July 2021 is also shown, with the date '1' selected. At the bottom, there are links for 'OUR BLOGS' and 'SHORTCUTS'.

7.1. EXPORT BOOKINGS

Click “Export” to export your bookings to Excel.

The screenshot shows the 'Reservations' search form with the 'Export' button highlighted in a red box. The 'Hotel' field is set to 'Business', and the 'Status' is 'All'. The 'SEARCH' button is visible. Below the search form, there is a table with columns: HOTEL, STATUS, BOOKING REFERENCE, CHECK-IN, CHECK-OUT, CLIENT, PVP, and COMMISSION. The table shows 'Total PVP: 0,00 USD' and 'Total nights: 9'. The 'Export' button is highlighted in a red box.

7.2. FINDING THE FILE

Once exported, the file can be found on your screen in the bottom left hand corner, or in your “Downloads” folder on your Mac or Windows PC.

The screenshot shows the 'Reservations' search form with the 'Export' button highlighted in a red box. Below the search form, there is a table with columns: HOTEL, STATUS, and BOOKING REFERENCE. The table shows 'Total PVP: 0,00 USD' and 'Total nights: 9'. The 'Export' button is highlighted in a red box. At the bottom left, a file named 'excel (2).xls' is shown in a red box.

8. BOOKING

Fill in all the details to find out all the suite options.

9. RATE OPTIONS

Once you have searched for your dates, you will see that each suite category allows you to select between options such as Refundable, Non-Refundable, etc. Please take note of the different rates, terms and conditions that apply to each option.

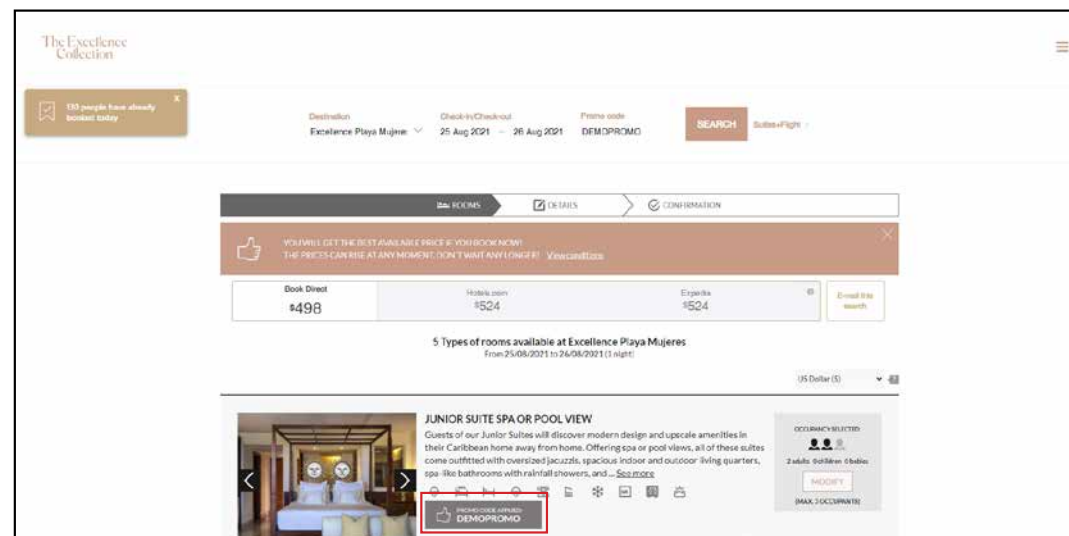
When booking a Non-Refundable Rate, the booking can not be changed after it has been confirmed.

The screenshot shows the rate selection interface. There are two buttons: 'NON REFUNDABLE + FREE TRANSFER' and 'SUITE + FREE TRANSFER'. Below the buttons, there is text: 'Free cancellation with no penalties up to 24 hours before arrival date. Free transfer incl'.

9.1. BOOKING WITH A PROMO CODE

To confirm the promotion has been applied to the reservation, you will find the 'PROMO CODE APPLIED' box next to your suite option. The Promo Code may also be used when booking a Group or Wedding.

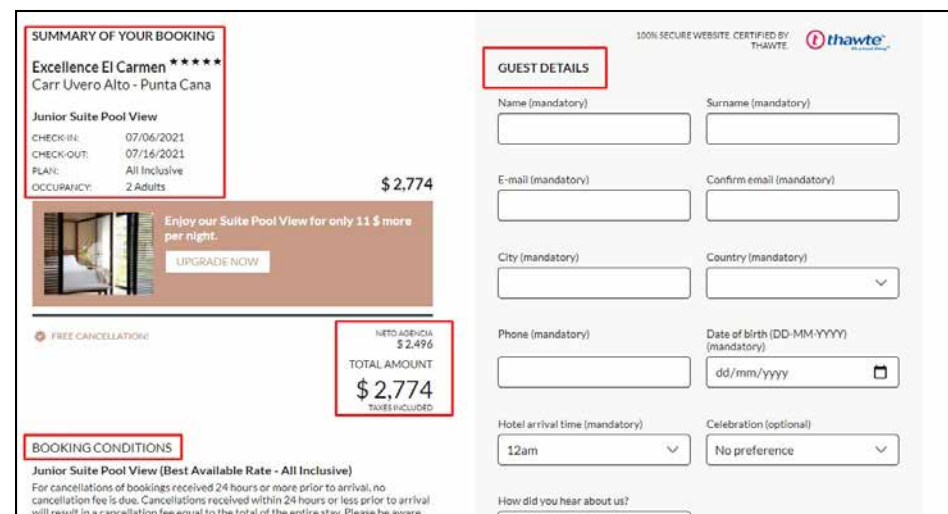
If you do not see this information then the Promotion has not been applied.



10. CONFIRM THE BOOKING

To confirm your booking, first ensure all the details are correct, especially your dates, the resort property, and the suite category.

Once you have confirmed all is correct, continue to enter the details for your guest by filling in each required field.

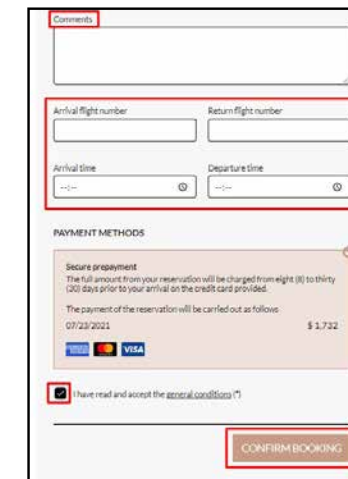


The e-mail address you enter is where the confirmation email will be sent.

10.1. FINALIZE BOOKING

Finalizing bookings with more than 7 days before arrival date

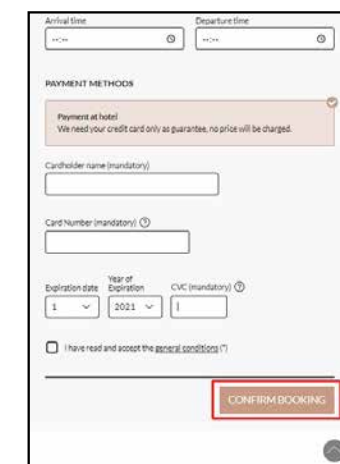
Additional comments can be added along with the flight details. Tick the box to confirm you have read the terms and conditions, then click "CONFIRM BOOKING".



10.2 FINALIZE BOOKING

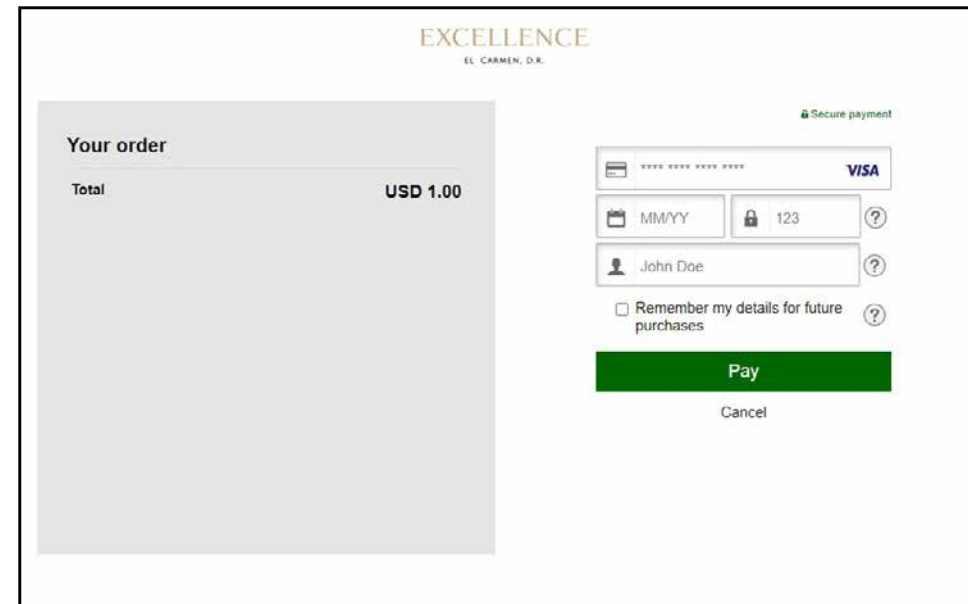
Finalizing bookings with fewer than 7 days before arrival date

For last-minute bookings made within seven (7) days of the arrival date, payment will be made at the hotel when checking in. Card details are kept as a guarantee. Once you have entered the client's information, click "CONFIRM BOOKING".



11. BOOKING CONFIRMATION

Enter your client's payment information, and a \$1 USD holding charge will be made. The full amount of the reservation will be charged in full thirty (30) days prior to the arrival day on the credit card provided during the booking process. If you book within seven (7) days of your arrival date, your payment must be made when you check in at the hotel. All this information can be found in point 12.



The screenshot shows the Excellence El Carmen booking confirmation page. On the left, under "Your order", the total is listed as USD 1.00. On the right, there is a "Secure payment" section with a Visa card number field, an expiration date field (MM/YY) with a lock icon and a question mark, a cardholder name field (John Doe) with a question mark, and a checkbox for "Remember my details for future purchases" with a question mark. Below these fields are "Pay" and "Cancel" buttons.

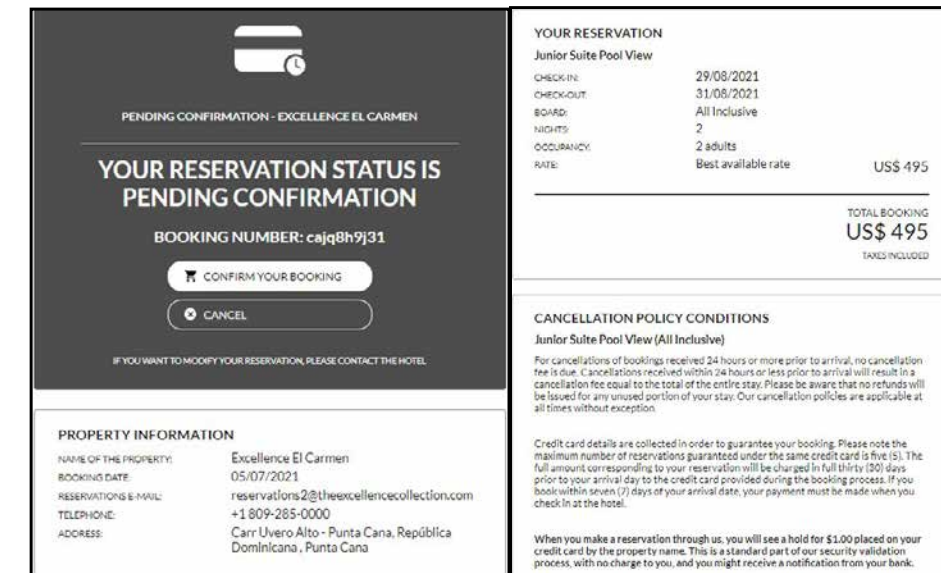
12. RESERVATION CONFIRMATIONS

You will receive confirmation via e-mail and on the screen.

12.1. RESERVATION CONFIRMATIONS

Your booking may need reconfirming due to an error with the payment method.

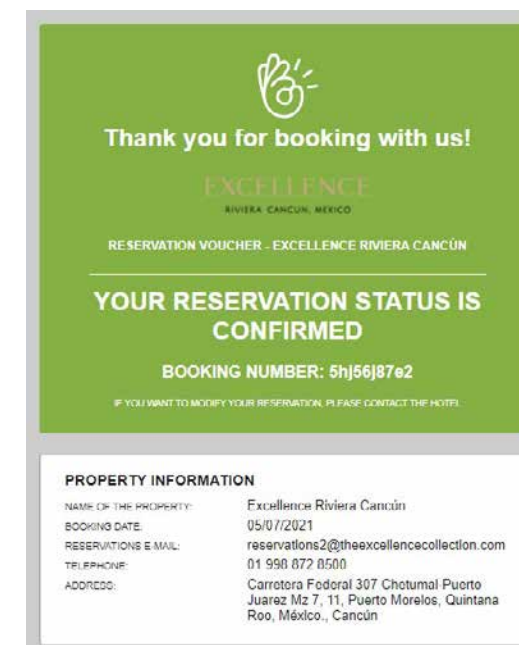
If you experience further difficulties, please contact the Call Center and they will be happy to assist you.



The screenshot shows the Excellence El Carmen booking confirmation page with a pending confirmation status. The main heading is "YOUR RESERVATION STATUS IS PENDING CONFIRMATION". Below this, the booking number is "cajq8h9j31". There are "CONFIRM YOUR BOOKING" and "CANCEL" buttons. A "PROPERTY INFORMATION" section lists: Name of the Property: Excellence El Carmen, Booking Date: 05/07/2021, Reservations E-Mail: reservations2@theexcellencecollection.com, Telephone: +1 809-285-0000, and Address: Carr Uvero Alto - Punta Cana, República Dominicana, Punta Cana. A "YOUR RESERVATION" table shows: Junior Suite Pool View, Check-in: 29/08/2021, Check-out: 31/08/2021, Board: All Inclusive, Nights: 2, Occurancy: 2 adults, Rate: Best available rate, and Total Booking: US\$ 495 (Taxes Included). A "CANCELLATION POLICY CONDITIONS" section states: "For cancellations of bookings received 24 hours or more prior to arrival, no cancellation fee is due. Cancellations received within 24 hours or less prior to arrival will result in a cancellation fee equal to the total of the entire stay. Please be aware that no refunds will be issued for any unused portion of your stay. Our cancellation policies are applicable at all times without exception." A note at the bottom states: "When you make a reservation through us, you will see a hold for \$1.00 placed on your credit card by the property name. This is a standard part of our security validation process, with no charge to you, and you might receive a notification from your bank."

12.2. RESERVATION CONFIRMATIONS

You will receive a confirmation on the screen and at the e-mail address you have selected, and your booking is then complete.



The screenshot shows the Excellence Riviera Cancun booking confirmation page with a confirmed status. The main heading is "YOUR RESERVATION STATUS IS CONFIRMED". Below this, the booking number is "5hj56j87e2". There is a "PROPERTY INFORMATION" section listing: Name of the Property: Excellence Riviera Cancun, Booking Date: 05/07/2021, Reservations E-Mail: reservations2@theexcellencecollection.com, Telephone: 01 998 872 8500, and Address: Carretera Federal 307 Chetumal Puerto Juarez Mz 7, 11, Puerto Morelos, Quintana Roo, México., Cancun.

You can cancel any bookings on the travel agent platform.

To make any changes to your booking, please contact the Call Center
via the following toll-free numbers:

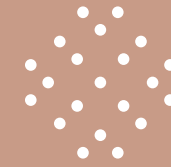
US +1 (866) 211-6223

CA +1 (866) 403-7394

GB + 44 8000 868 148

MX +52 08 09 532142

The Excellence Collection



THANK YOU FOR BOOKING WITH THE EXCELLENCE COLLECTION!