

The Excellence Collection



BOOKING DIRECT GUIDE



We are pleased to share this manual, designed to guide you through the process of booking directly with The Excellence Collection. Here, you will find everything you need to know about our booking process, how to access your booking history, and the steps to ensure your reservations are properly recorded so you can receive your well-deserved commission.

We kindly invite you to take a moment to review this material.

TOGETHER, LET'S CREATE SOME EXTRAORDINARY MOMENTS.

BOOKING DIRECT WITH THE EXCELLENCE COLLECTION

Below you will find a step-by-step guide for booking directly with The Excellence Collection.

Please note: Our platform is designed exclusively for suite-only reservations, not packages.

Infographic

1. 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

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

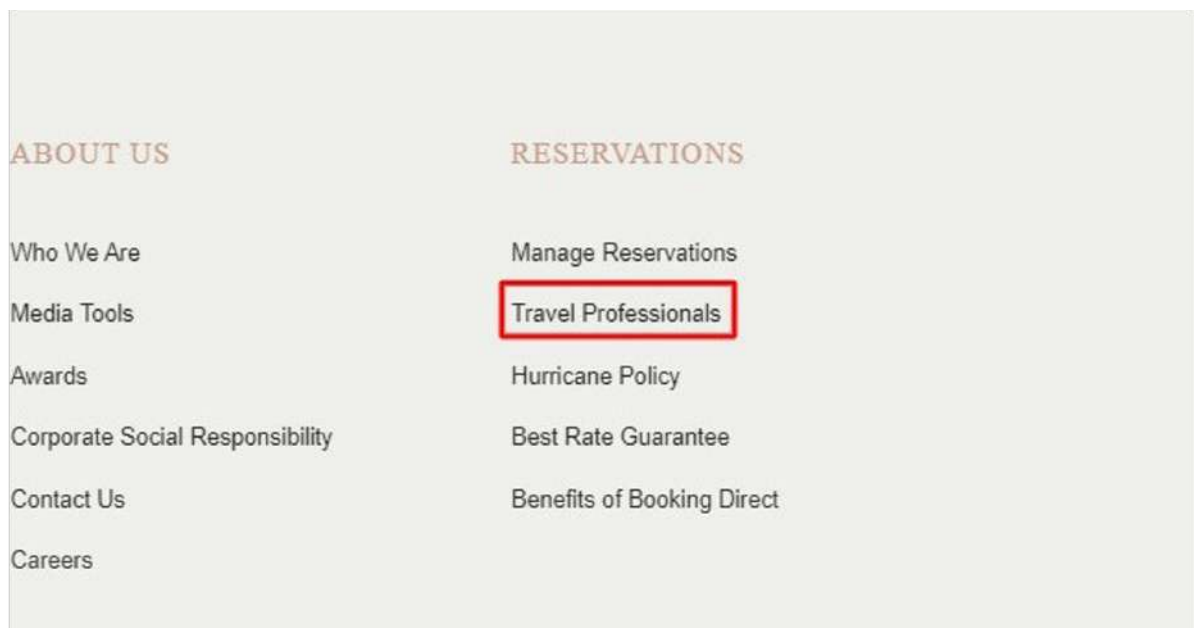
1. LOCATING THE PORTAL

Go to: www.theexcellencecollection.com



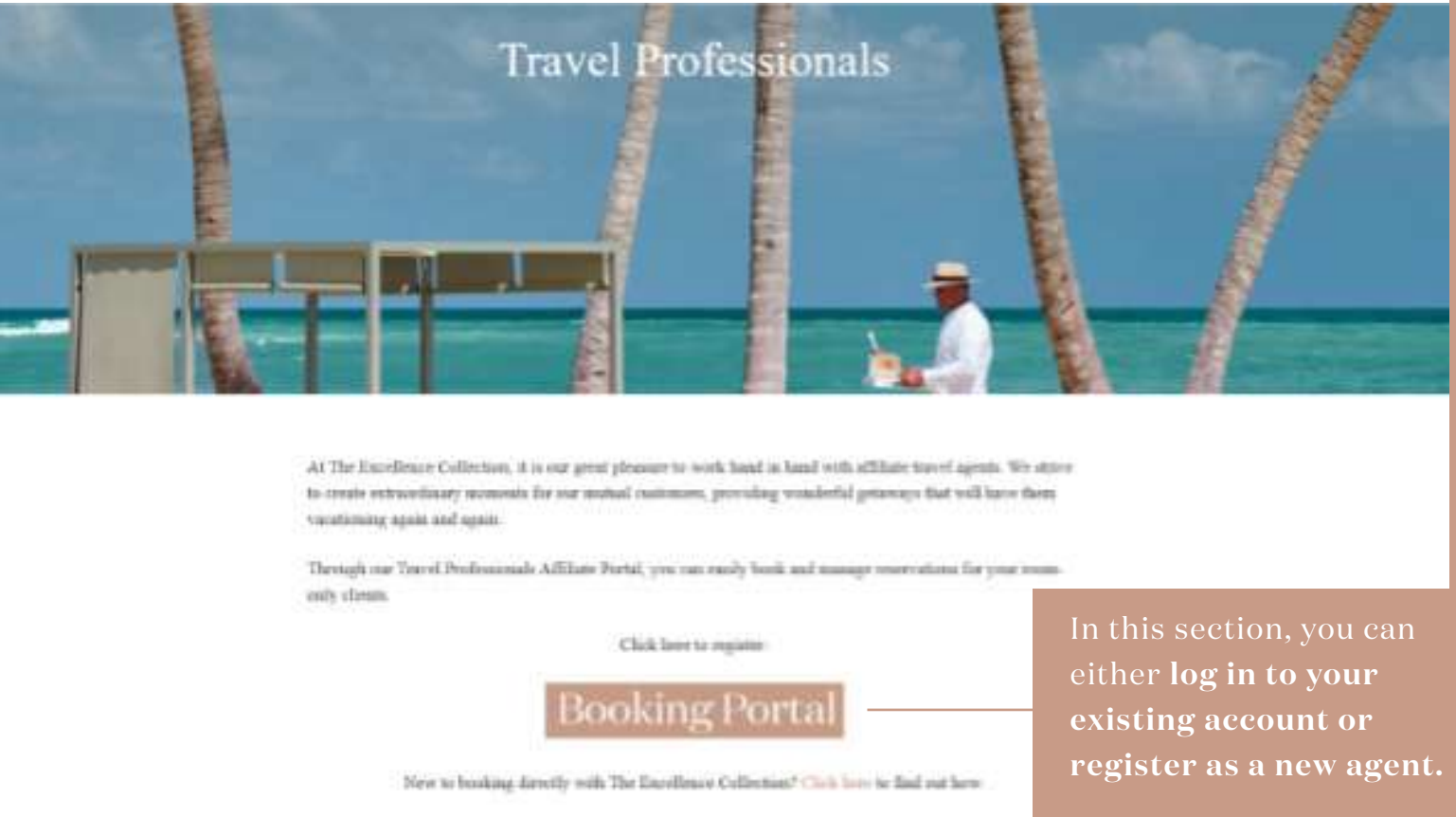
1.1. LOCATING THE PORTAL - TRAVEL PROFESSIONALS

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



2. BOOKING PORTAL

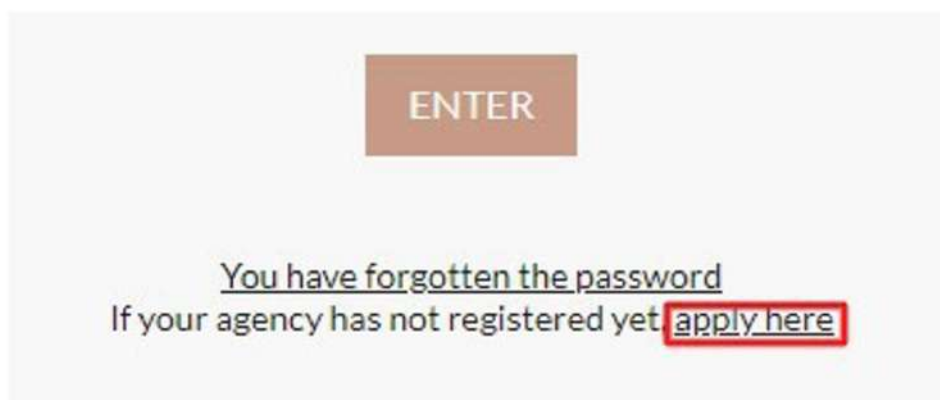
On the Travel Professionals page, scroll down and click **“Booking Portal”**.



The screenshot shows the 'Travel Professionals' section of a website. At the top, there is a banner image of a man in a white shirt and hat standing on a beach with palm trees. Below the banner, there is a paragraph of text: 'At The Excellence Collection, it is our great pleasure to work hand in hand with affiliate travel agents. We strive to create extraordinary vacations for our mutual customers, providing wonderful getaways that will leave them vacationing again and again.' Below this is another paragraph: 'Through our Travel Professionals Affiliate Portal, you can easily book and manage reservations for your company clients.' Underneath is a link that says 'Click here to register'. A large brown button with the text 'Booking Portal' is highlighted with a red box. Below the button is a link that says 'New to booking directly with The Excellence Collection? Click here to find out how.' To the right of the screenshot, there is a brown callout box with white text: 'In this section, you can either log in to your existing account or register as a new agent.'

3. REGISTER


To create your account, select **“apply here.”**



The screenshot shows a registration page. At the top, there is a large brown button with the text 'ENTER'. Below the button, there is a link that says 'You have forgotten the password'. Below that, there is a link that says 'If your agency has not registered yet [apply here](#)'. The 'apply here' link is highlighted with a red box.

3.2. COMPLETE REGISTRATION FORM

Fill out the registration form to sign up as a travel agent.



The image shows a web form titled "Agency Registration". It is divided into two main sections: "AGENCY DETAILS" and "TAX INFORMATION".

AGENCY DETAILS (*) MANDATORY FIELDS

- COMPANY NAME(*)
- ADDRESS(*)
- CITY(*)
- REGION/STATE(*)
- POSTAL CODE(*)
- COUNTRY(*)
- EMAIL(*)
- REPEAT YOUR EMAIL(*)

TAX INFORMATION

- Copy from commercial data
- CODE TYPE(*)
- I have read and accept the [Terms & conditions](#)

At the bottom of the form is a "SEND" button.

The Tax Information CODE TYPE(*) refers to your Travel Agency Code, i.e., IATA, TIDS, CLIA, TRUE, ARC, ABTA, etc. Click on the field to display the full list.

Once the form is completed, please accept the Terms & Conditions and click "Send." **Verification of your account may take up to 72 business hours and you will receive an email that your account has been approved.**

4. LOGGING IN

Log in using your **username**, which is the email address you used during registration, along with your **password**. If you do not remember your password, click on “**You have forgotten the password**” to reset it.

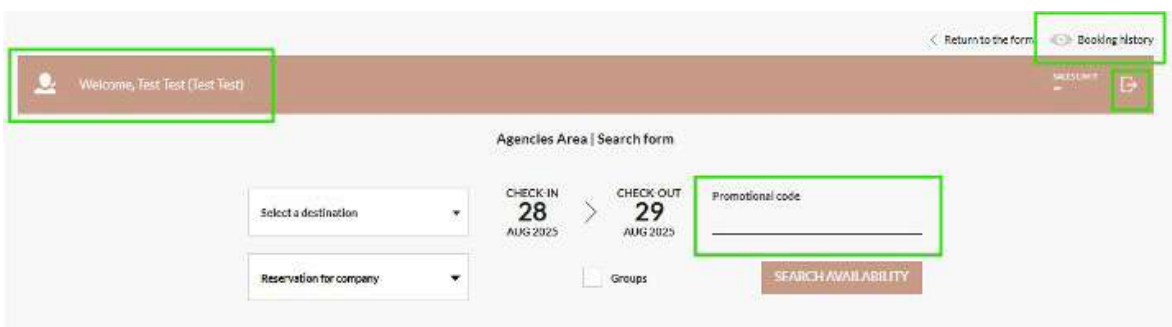


The screenshot shows the 'Agencies area' login page. At the top, it says 'Agencies area' and 'Access your private area indicating your username and password through the following form:'. Below this, there are two input fields: 'User:' with the email 'booknow@theexcellencecollection.com' and 'Password:'. A brown 'LOGIN' button is centered below the fields. At the bottom, there is a link: 'You have forgotten the password' with a red arrow pointing to it, followed by 'if your agency has not registered yet, [apply here](#)'.

5. BOOKING ENGINE FUNCTIONS

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

- Click on “**Booking History**” to view bookings
- To log out, select the button on the top right with the **door and arrow icon**.
- When making a reservation, enter the **Promo Code that applies to your booking**.



The screenshot shows the 'Agencies Area | Search form' interface. The top navigation bar is brown and contains a user profile icon with the text 'Welcome, Test Test (Test Test)', a 'Return to the form' link, and a 'Booking history' link. Below the navigation bar, there are several search options: 'Select a destination' (dropdown), 'Reservation for company' (dropdown), 'CHECK-IN 28 AUG 2025', 'CHECK-OUT 29 AUG 2025', 'Groups' (checkbox), and a 'Promotional code' input field. A brown 'SEARCH AVAILABILITY' button is at the bottom right.

6. BOOKING HISTORY

To view your bookings, enter details such as the resort name, travel dates, or the booking reference in the corresponding fields and then click **“Search”** to display the applicable reservation.

The screenshot shows the 'Reservations' search interface. It includes several input fields: 'Booking reference or client', 'Hotel' (with a dropdown menu showing options like 'Exce', 'Dix', 'Dix', 'Dix', 'Dix', 'Dix'), 'Status' (with a dropdown menu showing 'All'), 'Date' (with a 'Check-in' field), and 'From'. A 'SEARCH' button is prominently displayed. To the right, a calendar for June 2022 is visible, showing dates from 1 to 30. At the bottom, there are navigation links for 'OUR RESORTS', 'ABOUT US', and 'RESERVATIONS'.

6.1. EXPORT RESERVATION HISTORY

Click **“Export”** to download your bookings in an Excel format for easy reference and record-keeping.

The screenshot shows the 'Reservations' search interface with search filters filled in: 'Booking reference or client' (Up to), 'Hotel' (Business), 'Status' (All), 'Date' (Check-in), and 'From'. A 'SEARCH' button is visible. Below the search filters, a table header is shown with columns: HOTEL, STATUS, BOOKING REFERENCE, CHECK-IN, CHECK-OUT, CLIENT, RVP, and COMMISSION. The table content shows 'Total RVP: 0,00 USD' and 'Total nights: 9'. A red box highlights the 'Export' button with a download icon, located under the 'BOOKING REFERENCE' column.

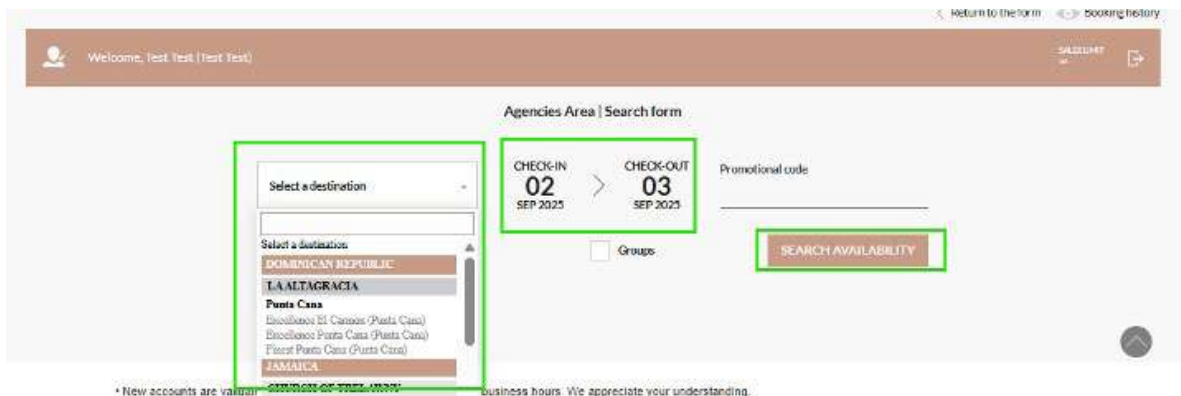
Once exported, the file can be found in your “Downloads” folder on your Mac or Windows PC.



7. CREATING A GUEST RESERVATION

Making a reservation on our platform follows a similar format to what you would find on any other booking engine.

By filling in the required details, you'll be able to explore all available suite options to find the perfect fit for your clients.



Once you have searched for your dates, you will see that each suite category offers different rate options, such as **Refundable** and **Non-Refundable**. Please take a moment to review the rates, terms, and conditions carefully before making your selection.

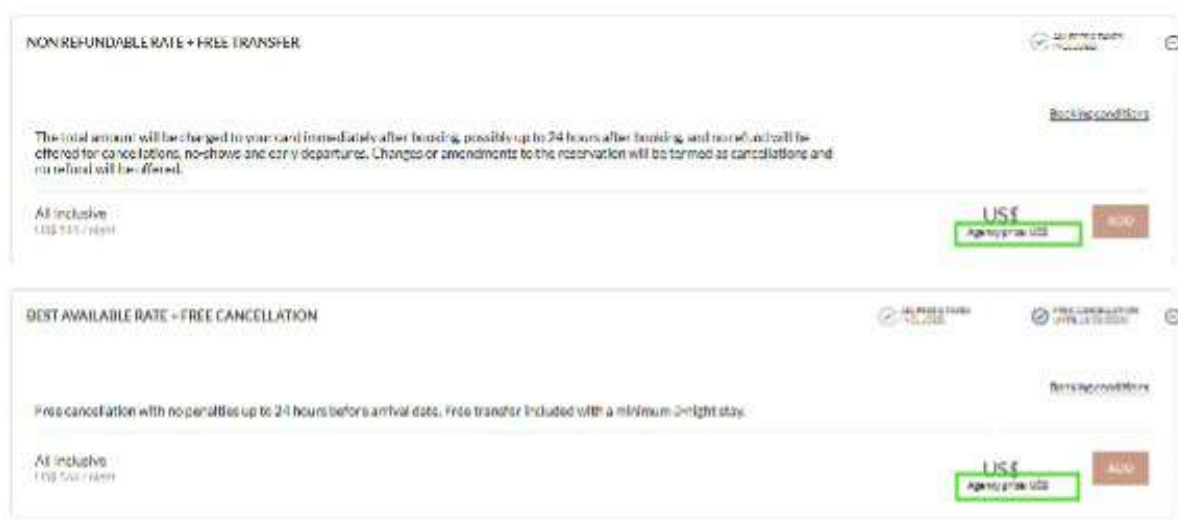


When booking a **Non-Refundable Rate**, the reservation cannot be changed or modified after it has been confirmed.

7.1. RATE & COMMISSION

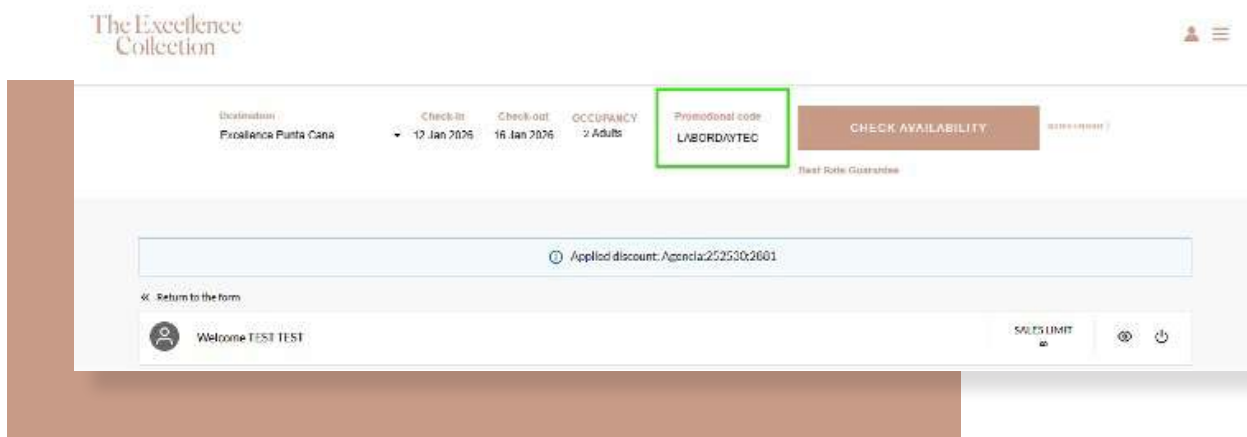
Before you click “**Add**” to place the booking in your basket, you can review the “**Total**” and the “**Agency price**”. The **Agency Price** reflects the suite rate minus your commission. This allows you to see exactly how much commission you will earn for the booking.

TOTAL - AGENT PRICE = AGENT COMMISSION

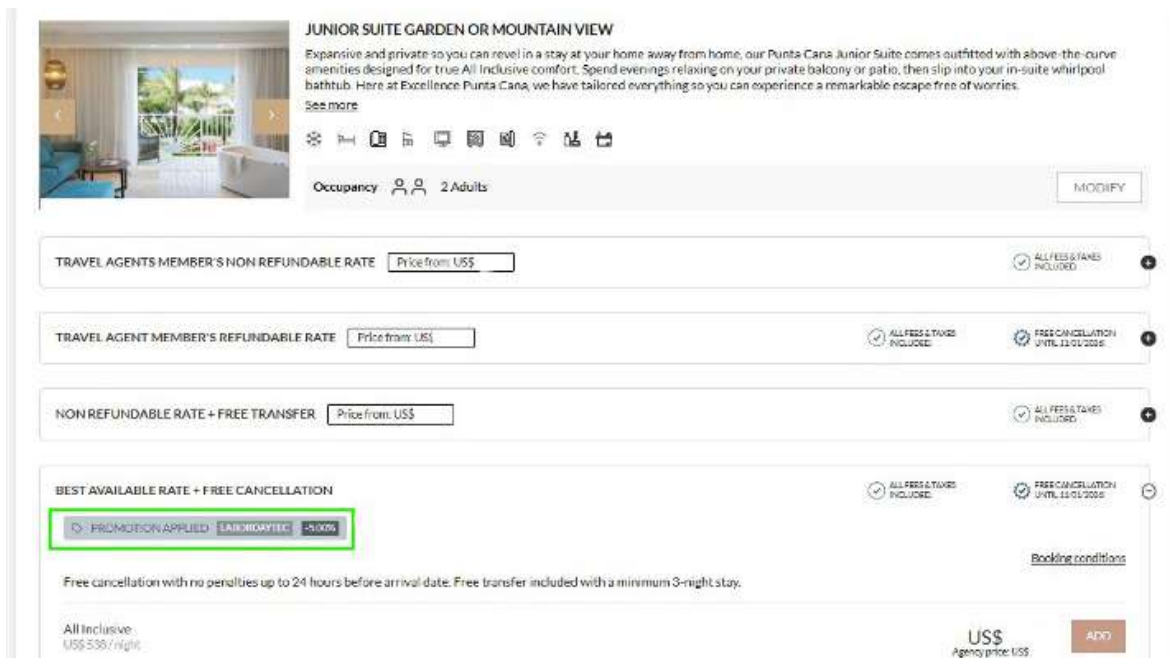


7.2. BOOKING WITH A PROMO

To confirm that a promo code has been applied to the reservation, look for the **“Promotion Applied”** field and the name of the promo code when selecting a suite. Promo codes can also be used when booking a Group or Wedding.

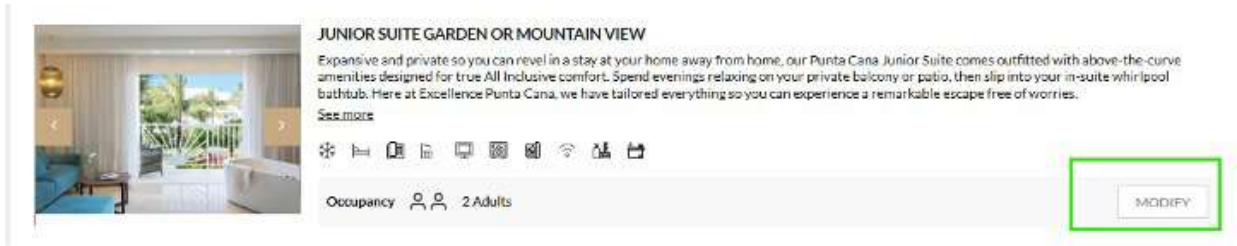


If you do not see this information, then the **promo code** has not been applied.

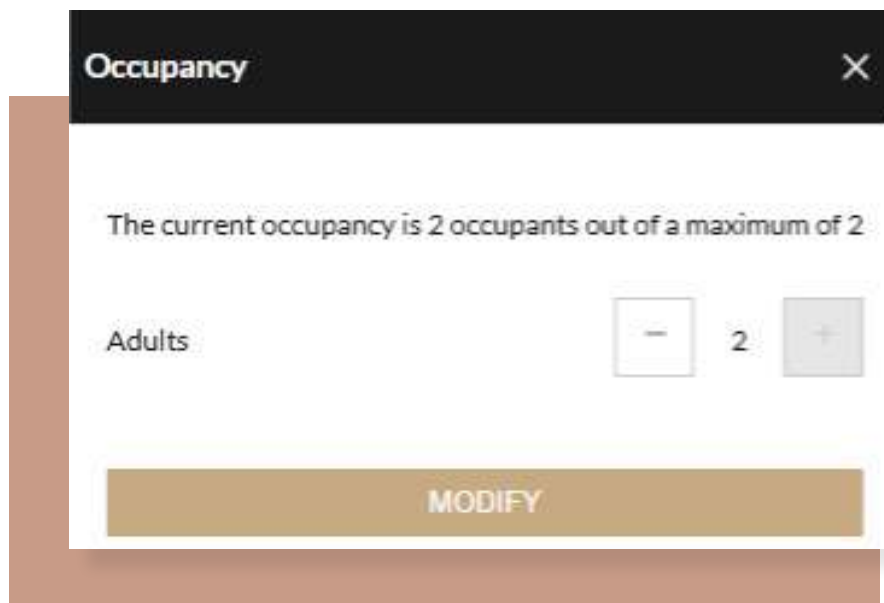


8. MODIFYING THE BOOKING - OCCUPANCY

If you need to add a guest to your reservation before confirmation, you can click on the “**Modify**” button to make any necessary updates to the occupancy.



On the suite configuration, you will see the current number of guests. Select the number of occupants you wish to change; however, keep in mind that it will depend on the maximum occupancy of that suite.



Once the new occupancy has been selected, you will also see the change in the total cost to reflect the new occupancy.

9. CONFIRMING THE BOOKING

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

Once you have confirmed everything is correct, continue to enter the details of the guests by filling in each required field.

Return to the form

Welcome TEST TEST

SALES UNIT

YOU WILL GET THE BEST AVAILABLE PRICE IF YOU BOOK NOW!
THE PRICES CAN RISE AT ANY MOMENT. DON'T WAIT ANY LONGER!

1 Type of room available at Excellence Punta Cana for 3 adults
From 01/12/2026 to 01/06/2026 4 nights

United States Dollar (USD)

EXCELLENCE CLUB MASTER SUITE WITH TWO DOUBLE BEDS

Give in to luxury in these master bedroom suites while enjoying the Caribbean bliss that surrounds you when you stay in our coveted Excellence Club suite categories. Upgrade amenities and services await to be discovered in the Excellence Punta Cana Master Suite, featuring a master bedroom with two double beds, a separate living room area, and all the exclusive perks that we have tailored for our Excellence Club guests.

See more

Occupancy 3 Adults

MODIFY

Excellence Punta Cana

ROOMS (1)

Excellence Club Master Suite with Two Double Beds

TOTAL AMOUNT

Free cancellation

US\$ 3,771

All fees & taxes included

Agency price US\$ 3,771

CONTINUE

Once you have confirmed everything is correct, continue to enter the details of the guests by filling in each required field.

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

Additional requests or requirements for your clients can be added in the comments section, along with their flight details.

Welcome, Test Test (Test Test)

GUEST DETAILS

First name (mandatory)

Surname (mandatory)

Email (mandatory)

City (mandatory)

Phone (mandatory)

Nationality (mandatory)

Comments

Second name (mandatory)

City (mandatory)

Country (mandatory)

Date of birth (mandatory)

Confirmation (optional)

Summary of your booking

Excellence Punta Cana

1 Excellence Club Master Suite with Two Double Beds

01/12/2026 - 01/06/2026

3 Adults

US\$ 3,771

I have a gift card

TOTAL AMOUNT

Free cancellation

US\$ 3,771

All fees & taxes included

Agency price US\$ 3,771

BOOKING CONDITIONS

Excellence Club Master Suite with Two Double Beds (BEST AVAILABLE RATE - FREE CANCELLATION - All Inclusive)

Free cancellation until 30/11/2026

Check the box to confirm you have read the terms and conditions, and then click **“CONFIRM YOUR BOOKING”**. You will see a disclaimer regarding the payment method, including the number of days in advance that the payment will be charged to the applicable card.

PAYMENT METHODS

Refundable Rate *CS
The full amount from your reservation will be charged from five (5) to thirty (30) days prior to your arrival on the debit or credit card.

The payment of the reservation will be carried out as follows

12/13/2025		🕒 Pending payment	US\$ 2,264
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I have read and accept the [general conditions](#) (*)

CONFIRM YOUR BOOKING

10. PAYMENT METHOD

Enter your client’s payment information to proceed. Please note that a **\$1 USD holding charge** will be applied at the time of booking. The full balance of the reservation will be charged to the credit card provided **30 days prior to the arrival date**.

The Excellence Collection

Billing Information

* Required field

First Name *	TESTTEST
Last Name *	TESTTEST
Address Line 1 *	N/A
City *	PANAMA
Country/Region *	Panama
Zip/Postal Code *	N/A

For bookings made within seven (7) days of arrival, payment must be completed directly at the resort during check-in.

At this time, please keep in mind that we do not offer payment plans or installments; therefore, the full amount will be automatically collected. Please make sure that your client informs their bank that this transaction will take place.

The image shows a payment interface with two main sections. The top section, titled "Your order", displays a total amount of "USD 1.00". Below this, there is a "Secure payment" section with a "VISA" logo and a "Pay" button. The bottom section, titled "Payment Details", includes "Accepted Cards" (VISA, MASTERCARD, DISCOVER, AMERICAN EXPRESS), "Card Number *", "Expiration Month *", "Expiration Year *", and "CVN *". There are "Cancel" and "Finish" buttons at the bottom of the "Payment Details" section.

Once the payment has been processed, you will receive the following confirmation email:

Payment confirmation

Booking number: X-X-X-X

\$ 2,972 of the total amount has been charged.

Thank you for choosing our hotel. We wish you a pleasant stay.

10.1. PAYMENT DECLINED

If your client's bank blocks the transaction or the transaction did not go through, the email address entered into the client's information section will receive an email, as seen below with a link to reconfirm the reservation for the charge to be made:

1st Charge Attempt.

You will receive an email stating that your credit card was rejected during the payment. You will be asked to access a link to provide a new payment method or contact your bank to approve the payment in the next 24 hours to avoid cancellation.

2nd Charge Attempt.

The charge will be made the following day, and the card will be charged once. If the card declines again, another email will be sent stating that the reservation will be cancelled by the following day. You will be requested to provide a new payment method or contact your bank to approve the payment to avoid cancellation.

3rd Charge Attempt

If a new card or an existing card has not been approved, you will receive an email confirmation that your reservation has been canceled due to a lack of payment.

4th Charge Attempt

If a new card has been inserted or an existing card has been updated, and the reservations payment is still declined, then an email will be sent stating that we have tried to charge your credit card more than 05 times. At this point, we are no longer able to charge it again because the bank might block your credit card for future charges. We will ask you to please get in contact with your bank before entering the card again.

If you insert a new credit card after receiving the 1st or 2nd email and the payment doesn't go through, you will also receive the same emails as above.

10.2. LAST-MINUTE BOOKINGS - LESS 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 resort when checking in. However, card details are kept as a guarantee. Once you have entered the client's information, click **“CONFIRM BOOKING”**.

11. RESERVATION CONFIRMATION

You will receive a confirmation on the screen and via the email address you have entered. This does not mean the payment has been made, but rather that the booking has been confirmed.


Thank you for booking with us!
EXCELLENCE
RIVIERA CANCUN, MEXICO
RESERVATION VOUCHER - EXCELLENCE RIVIERA CANCUN
YOUR RESERVATION STATUS IS CONFIRMED
BOOKING NUMBER: 5hj56j87e2
IF YOU WANT TO MODIFY YOUR RESERVATION, PLEASE CONTACT THE HOTEL.

PROPERTY INFORMATION

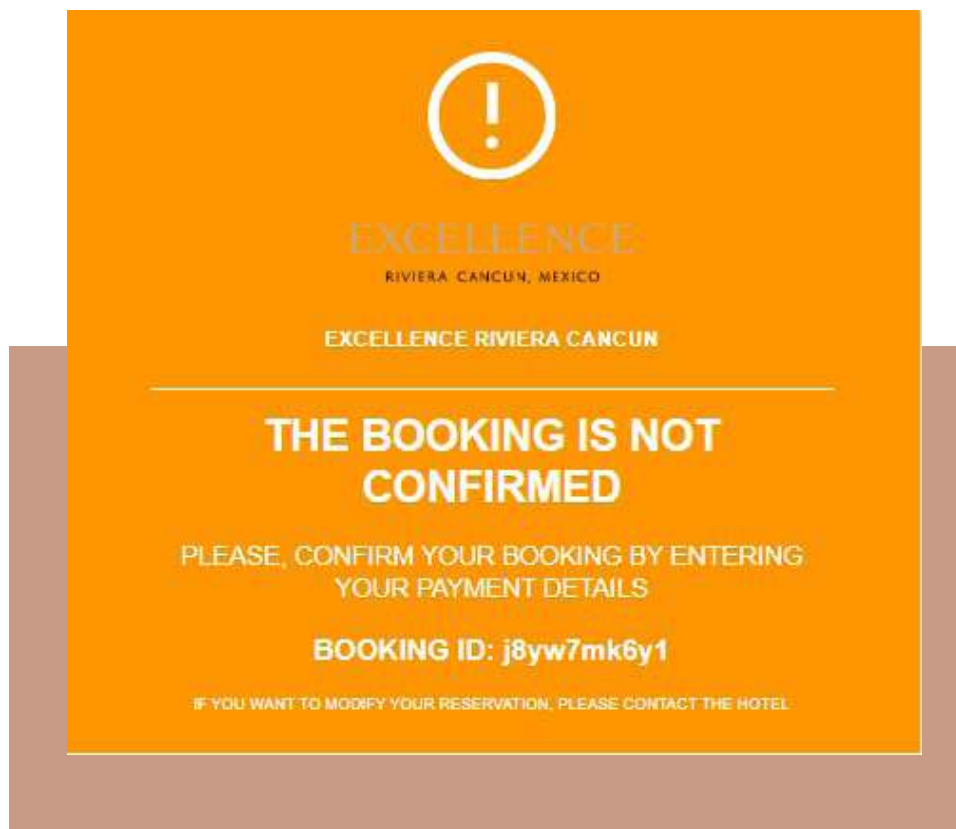
NAME OF THE PROPERTY:	Excellence Riviera Cancun
BOOKING DATE:	05/07/2021
RESERVATIONS E-MAIL:	reservations2@theexcellencecollection.com
TELEPHONE:	01 996 872 8500
ADDRESS:	Carratera Federal 307 Chetumal-Puerto Juarez Mz 7, 11, Puerto Morelos, Quintana Roo, México - Cancun

11.1. PENDING CONFIRMATION

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

We advise you to contact your client to make sure their bank is not declining the \$1 USD hold.

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



12. MANAGE A RESERVATION

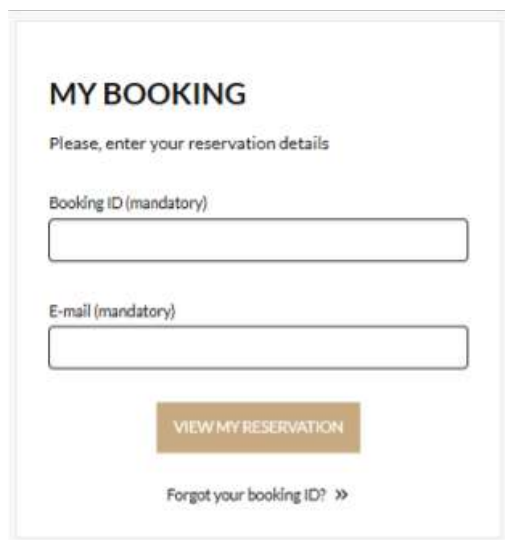
You can easily manage your reservations by visiting www.theexcellencecollection.com



Scroll down to the footer and click on
“Manage Reservations.”

Then enter the direct booking reference and click “**View Your Booking**”.

- View your booking details and documents
- Print your confirmation or download it as a PDF
- Cancel your reservation if needed

A screenshot of the 'MY BOOKING' form. The form has a white background and a light gray border. At the top, it says 'MY BOOKING' in bold. Below that, it says 'Please, enter your reservation details'. There are two input fields: 'Booking ID (mandatory)' and 'E-mail (mandatory)'. Below the input fields is a brown button with the text 'VIEW MY RESERVATION'. At the bottom, there is a link that says 'Forgot your booking ID? >>'.

MY BOOKING

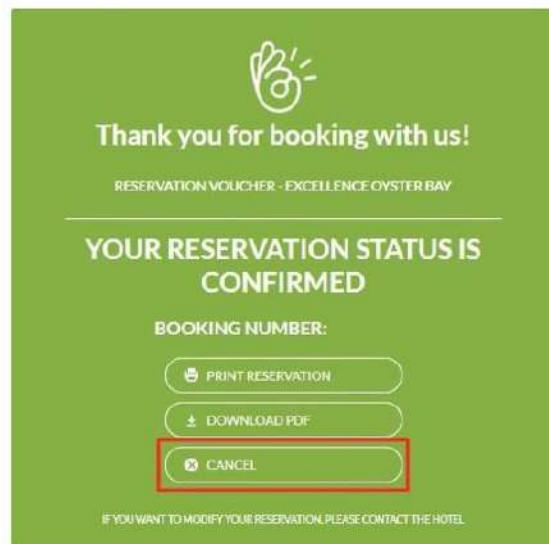
Please, enter your reservation details


Booking ID (mandatory)

E-mail (mandatory)

VIEW MY RESERVATION

Forgot your booking ID? >>

A screenshot of the 'Thank you for booking with us!' confirmation page. The page has a green background. At the top, there is a white icon of a hand holding a sun. Below the icon, it says 'Thank you for booking with us!' in white. Underneath, it says 'RESERVATION VOUCHER - EXCELLENCE OYSTER BAY'. The main heading is 'YOUR RESERVATION STATUS IS CONFIRMED'. Below that, it says 'BOOKING NUMBER:'. There are three buttons: 'PRINT RESERVATION', 'DOWNLOAD PDF', and 'CANCEL'. The 'CANCEL' button is highlighted with a red rectangular box. At the bottom, there is a small line of text: 'IF YOU WANT TO MODIFY YOUR RESERVATION, PLEASE CONTACT THE HOTEL'.



Thank you for booking with us!

RESERVATION VOUCHER - EXCELLENCE OYSTER BAY

YOUR RESERVATION STATUS IS CONFIRMED

BOOKING NUMBER:

PRINT RESERVATION

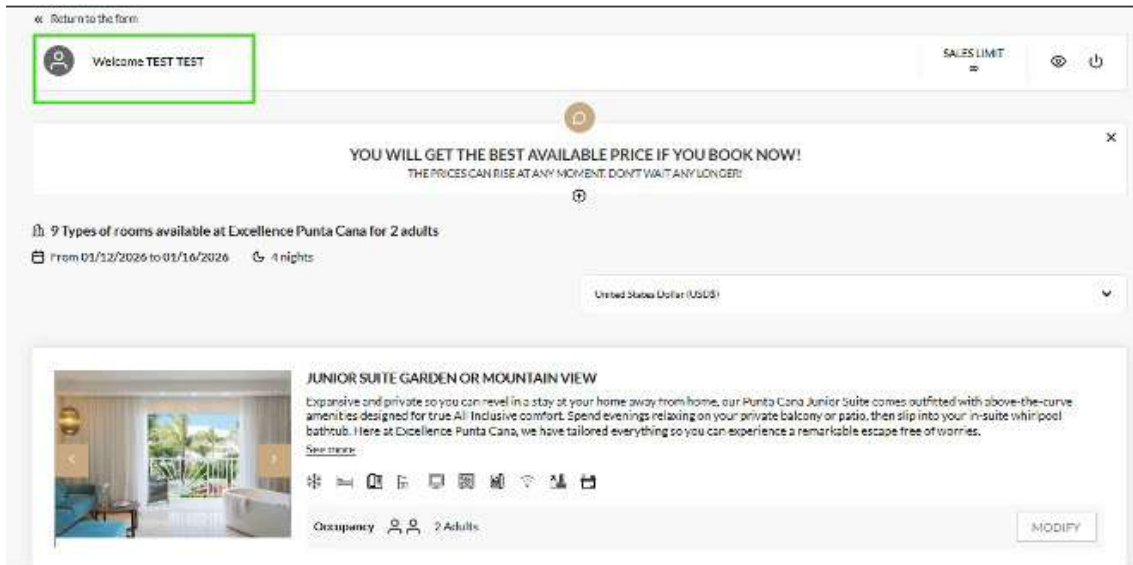
DOWNLOAD PDF

CANCEL

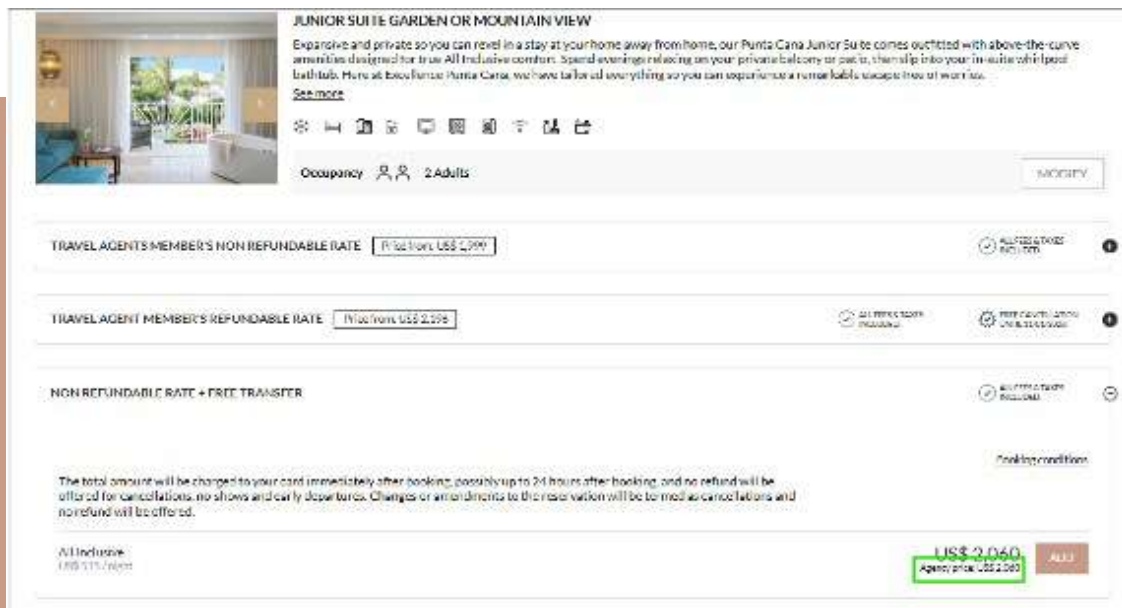
IF YOU WANT TO MODIFY YOUR RESERVATION, PLEASE CONTACT THE HOTEL

13. HOW TO ENSURE YOU BOOKED CORRECTLY

To confirm that your bookings are processed correctly, first make sure that when you log into the portal, you see a welcome message along with your agency name or the name you registered with.



You should also be able to view both the regular rate and the agency rate.



On the booking confirmation, verify that it includes the guest's personal information as well as your agency details, such as your name, ID, and address. The confirmation must also display the exact commission amount you are expected to receive.

AGENCY DETAILS

NAME:
COMMISSION:
EMAIL:
ADDRESS:
PC:
IATA CODE:



YOUR RESERVATION

Junior Suite Spa or Pool View

CHECK-IN: 23/11/2025
CHECK-OUT: 29/11/2025
BOARD: All Inclusive
NIGHTS: 6
OCCUPANCY: 2 adults
RATE: Refundable Rate

AGENCY PRICE

By carefully checking these details, you can ensure that your booking has been correctly registered and that your commission will be properly secured.

14. CHANGES TO EXISTING RESERVATIONS

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

US +1 (866) 211-6223

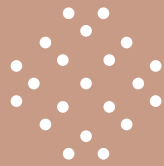
CA +1 (866) 403-7394

GB + 44 8000 868 148

MX +52 800 953 2142



The Excellence Collection



THANK YOU FOR BOOKING WITH THE EXCELLENCE COLLECTION!