

The Excellence Collection



BOOKING DIRECT GUIDE



BOOKING DIRECT WITH THE EXCELLENCE COLLECTION

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

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

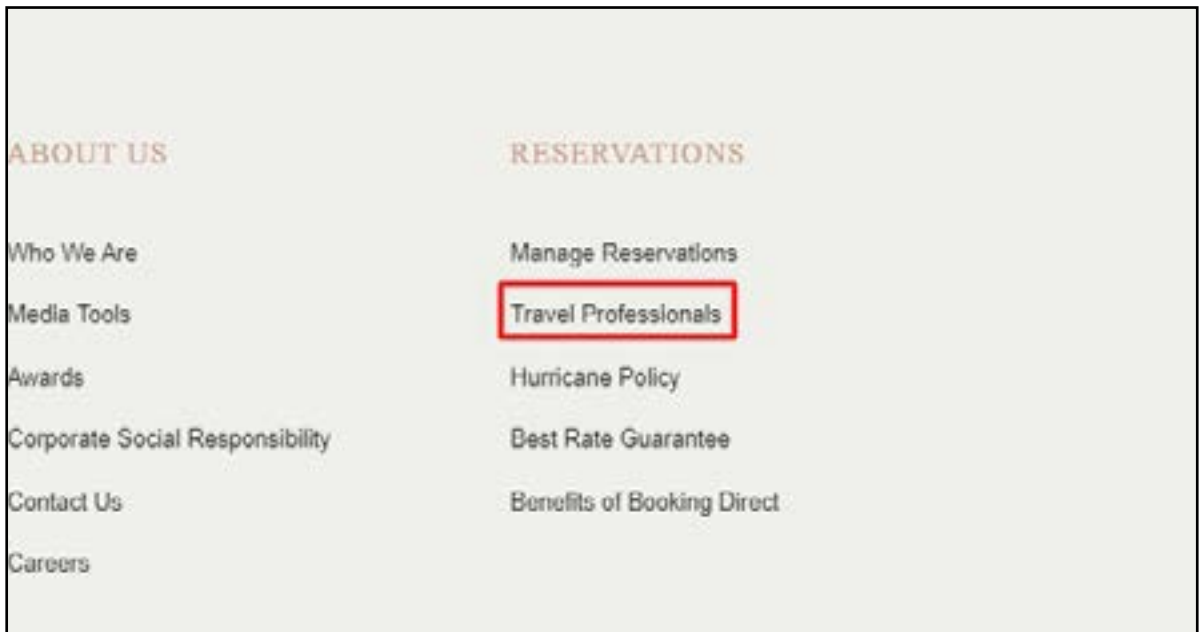
1. LOCATING THE PORTAL

Go to: www.theexcellencecollection.com



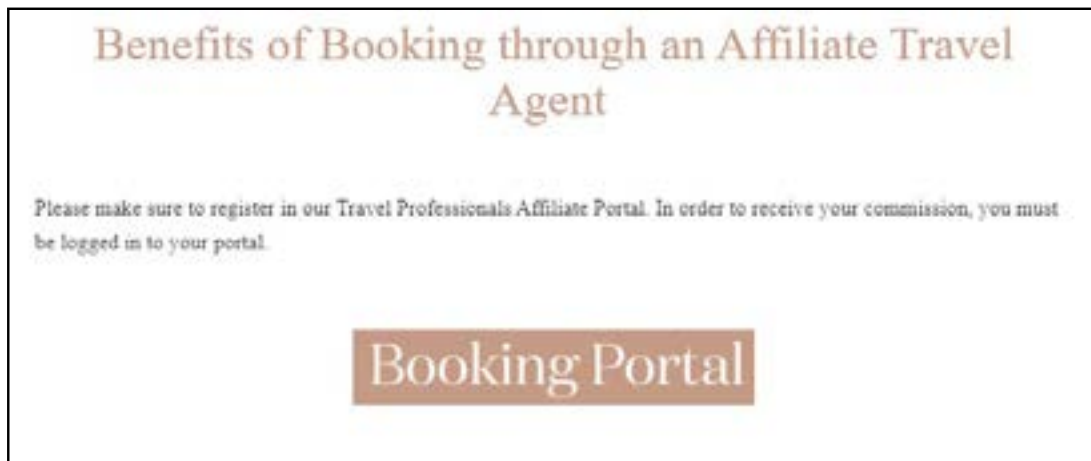
1.1. LOCATING THE PORTAL

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**”.

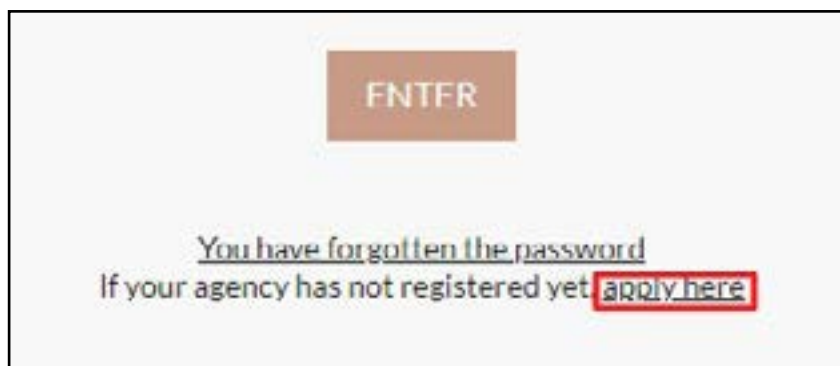


3. REGISTER / LOG IN

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

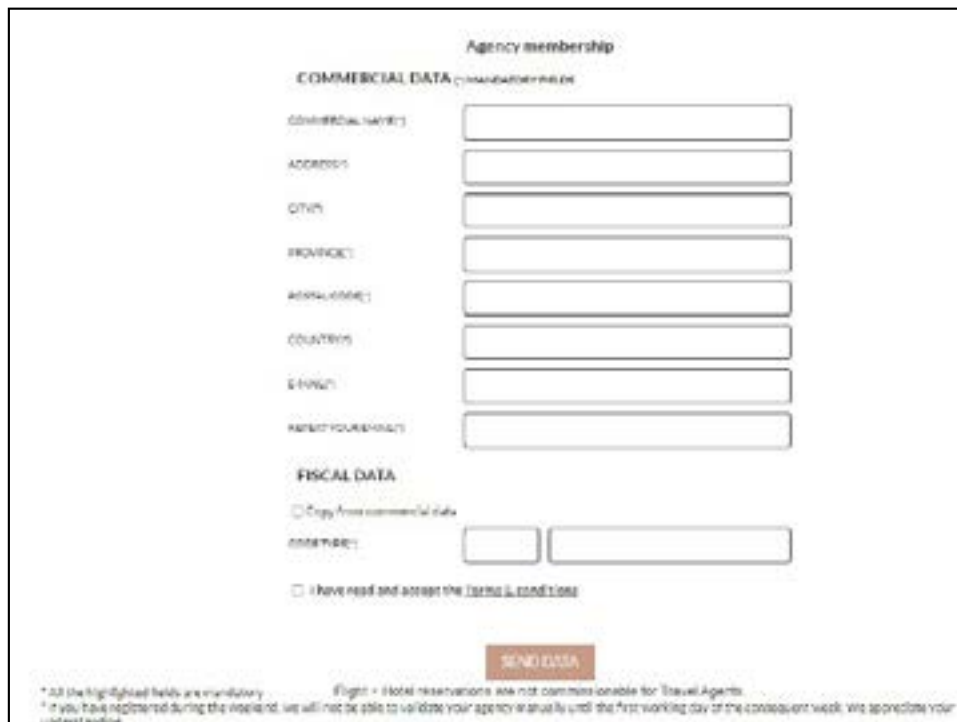
3.1. REGISTER AS AN AGENT

To register, click on the “**apply here**” link



3.2. COMPLETE REGISTRATION FORM

Complete the following form to register as an agent.



The image shows a registration form titled "Agency membership". It is divided into two main sections: "COMMERCIAL DATA" and "FISCAL DATA".

COMMERCIAL DATA (highlighted in red in the original image):

- COMMERCIAL NAME: [text input field]
- ADDRESS: [text input field]
- CITY: [text input field]
- PROVINCE: [text input field]
- POSTAL CODE: [text input field]
- COUNTRY: [text input field]
- PHONE: [text input field]
- EMAIL (YOUR EMAIL): [text input field]

FISCAL DATA:

- Copy from commercial data
- VAT NUMBER: [text input field]
- I have read and accept the [Terms & conditions](#)

At the bottom of the form is a red button labeled "SEND DATA".

* All the highlighted fields are mandatory.
* If you have registered during the weekend, we will not be able to validate your agency status 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.

4. LOGGING IN

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



The image shows a login form titled "Agencies area".

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

User: [text input field containing "booknow@theexcellencecollection.com"]

Password: [text input field]

ENTER

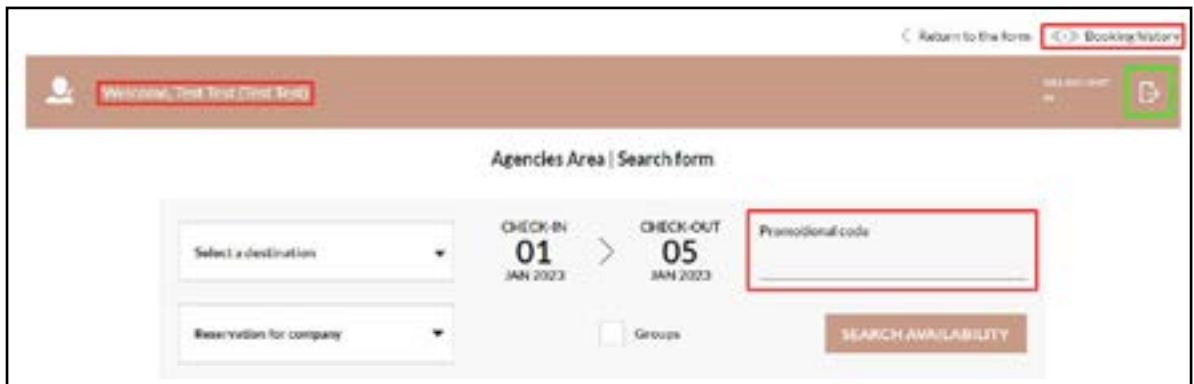
[You have forgotten the password](#)

If your agency has not registered yet, [apply here](#)

5. 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



The screenshot shows the 'Agencies Area | Search form' interface. At the top, there is a navigation bar with a 'Return to the form' link and a 'Booking history' link. Below this, a welcome message 'Welcome, Test Test (Test Test)' is displayed. The main search area includes a dropdown for 'Select a destination', a 'Reservation for company' dropdown, and a 'Groups' checkbox. The check-in and check-out dates are set to '01 JAN 2023' and '05 JAN 2023' respectively. A 'Promotional code' input field is present, and a 'SEARCH AVAILABILITY' button is at the bottom right.

5.1



The screenshot shows the search results page. At the top, there is a navigation bar with a 'Return to the form' link and a 'Booking history' link. Below this, a welcome message 'Welcome, Test Test (Test Test)' is displayed. The main content area contains a message: 'We have not found any availability or there are restrictions on the selected dates. CHECK THE DATES AND IF THERE ARE RESTRICTIONS BEING APPLIED OR, IF NOT, SELECT THE CLOSEST AVAILABLE DATE.'

6. 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 interface. It features a search form with the following fields: 'Booking reference or client', 'Hotel' (with a dropdown menu showing options like 'Excelsior Park Hotel', 'Excelsior Park Hotel', 'Excelsior Park Hotel', 'Excelsior Park Hotel', and 'Excelsior Park Hotel'), 'Status' (with a dropdown menu showing 'All'), 'Date' (with a dropdown menu showing 'Check-in'), and 'From' (with a calendar widget). A 'SEARCH' button is located below the search fields. The calendar widget shows the month of June 2022, with dates from 1 to 30. At the bottom of the page, there are links for 'OUR RESORTS', 'ABOUT US', and 'RESERVATIONS'.

6.1. EXPORT RESERVATION HISTORY

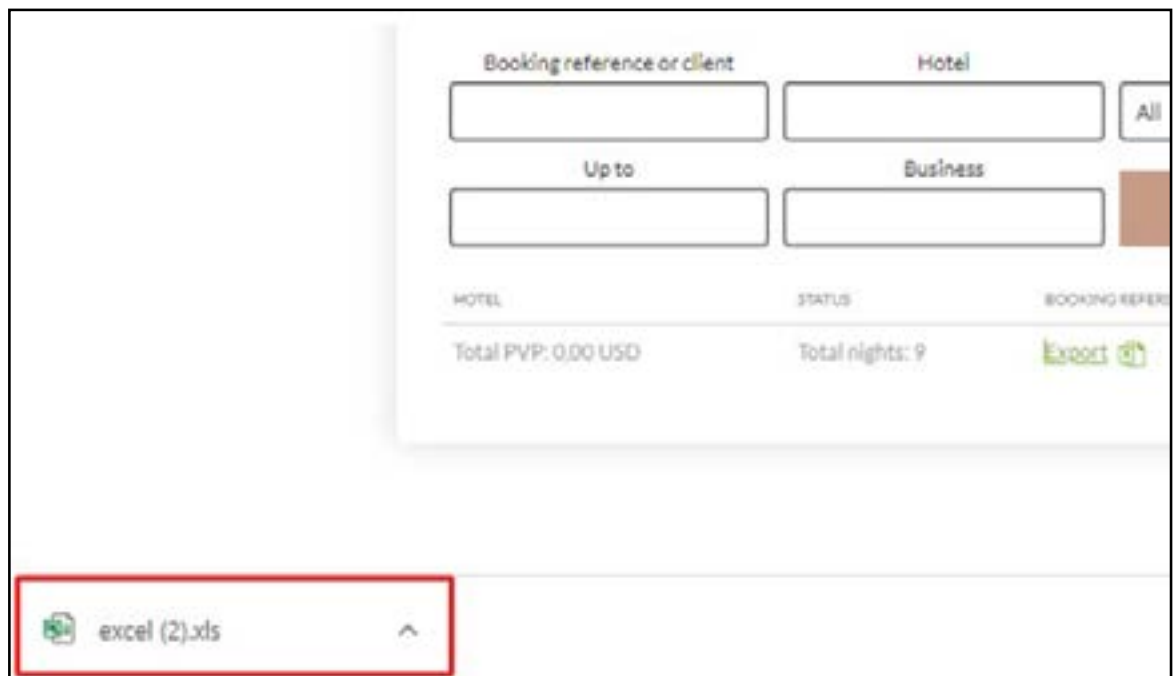
Click **“Export”** to export your bookings to Excel.



The screenshot shows a web interface titled "Reservations". It features a search form with the following fields: "Booking reference or client", "Hotel", "Status" (with a dropdown menu showing "All"), "Date" (with a dropdown menu showing "Check-in"), and "From". Below these fields are "Up to" and "Business" fields, followed by a prominent orange "SEARCH" button. At the bottom of the search area, there is a summary row with columns for "HOTEL", "STATUS", "BOOKING REFERENCE", "UNICOM", "CHECKOUT", "CLIENT", "PVP", and "COMMENTS". The summary row displays "Total PVP: 0.00 USD" and "Total nights: 9". A red box highlights the "Export" button, which is accompanied by a small Excel icon.

6.2. EXPORTING THE FILE

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



7. CREATING A CLIENT RESERVATION

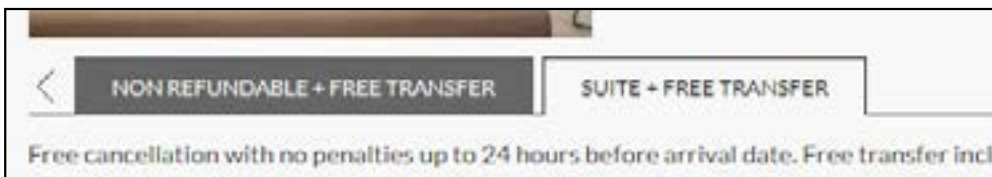
Making a reservation on the platform is a similar format as you would find on any other booking engine.

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

8. 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.



8.1. RATE & COMMISSION

Before you “Add” the booking to your basket, you can find the total for the “Total” and the “Agency price”.

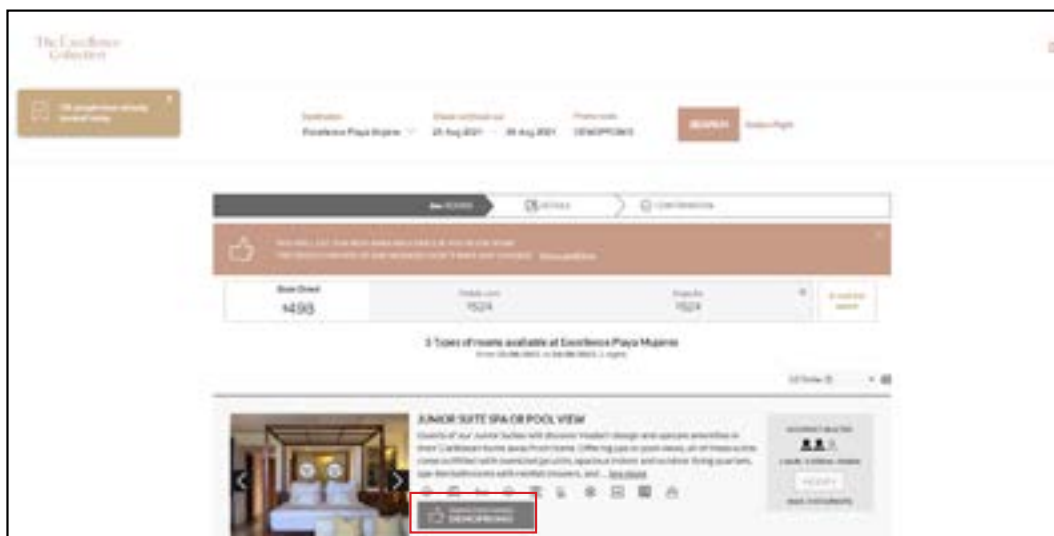
Total - Agent Price = Agent Commission



8.2. 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.



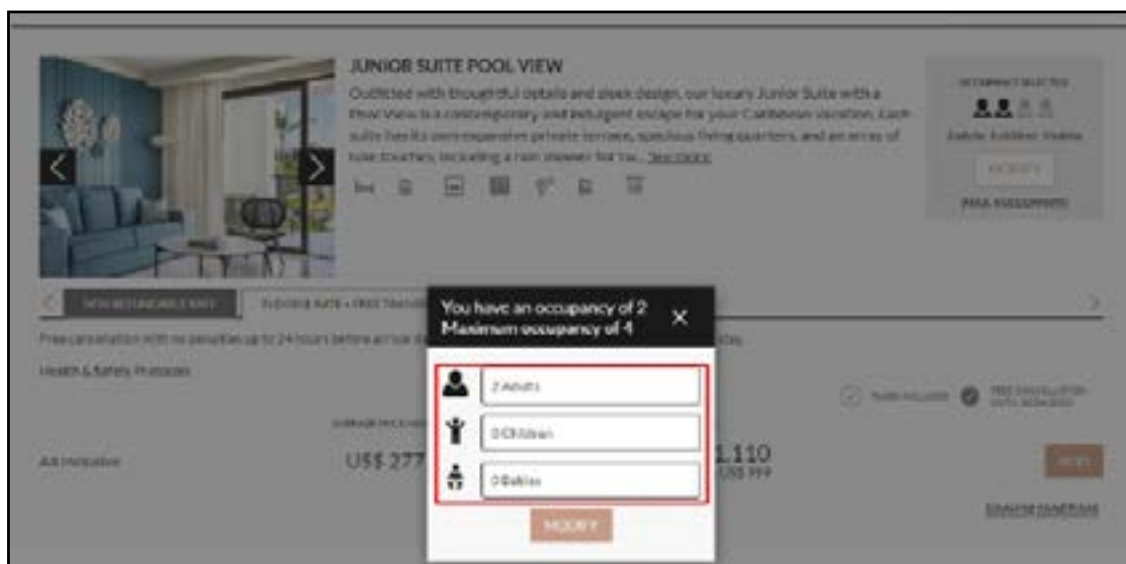
9. MODIFYING THE BOOKING - OCCUPANCY

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.



9.1. MODIFYING THE BOOKING - OCCUPANCY

Select the number of occupants you wish to change



9.2. UPDATED OCCUPANCY AND RATE

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



10. CONFIRMING 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.

SUMMARY OF YOUR BOOKING

Excellence El Carmen *****
Carr Uvero Alto - Punta Cana

Junior Suite Pool View

CHECK-IN: 07/06/2021
CHECK-OUT: 07/16/2021
PLAN: All Inclusive
OCCUPANCY: 2 Adults

Enjoy your Junior Suite Pool View for only \$249 per night.

NET AMOUNT: \$2,496
TOTAL AMOUNT: **\$2,774**

BOOKING CONDITIONS

Junior Suite Pool View (Best Available Rate - All Inclusive)
For cancellations of bookings received 30 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

GUEST DETAILS

Name (required)
Surname (required)
E-mail (required)
Confirmation e-mail (required)
City (required)
Country (required)
Phone (required)
Date of birth (DD-MM-YYYY) (required)
Hotel arrival time (required)
Celebration (optional)
Would you like to add a comment?

CONFIRM BOOKING

10.1. FINALIZE BOOKING - MORE THAN 7 DAYS BEFORE ARRIVAL DATE

Additional requests or requirements for your clients can be added in the comments section along with their flight details. Click the box to confirm you have read the terms and conditions, then click **“CONFIRM BOOKING”**.

Comments

Arrival/Flight number: Airline/Flight number
Arrival time: Departure time

PAYMENT METHOD

Booked payment
Each payment from our reservation will be charged on a per night basis.
(*) Required for your reservation. Please read our terms.
Payment methods of the reservation will be confirmed as follows.
\$2,774.00

I have read and accept the hotel's conditions?

CONFIRM BOOKING

10.2 FINALIZE BOOKING - LESS THAN 7 DAYS BEFORE ARRIVAL DATE

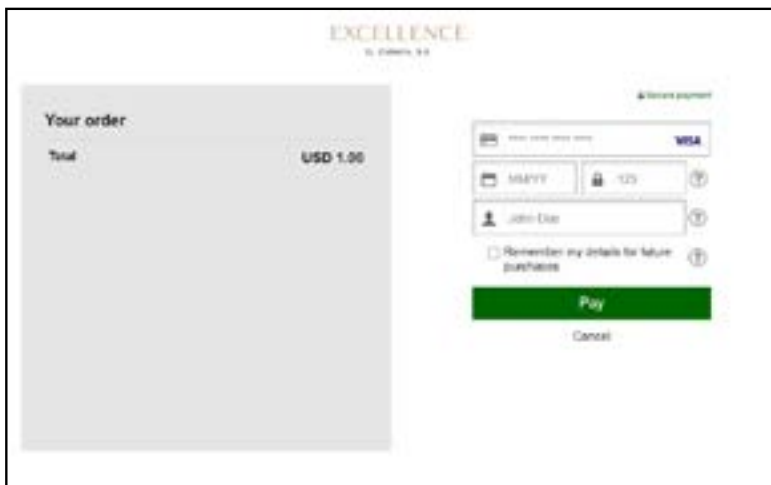
For last-minute bookings made within seven (7) days of the arrival date, payment will be made at the hotel when checking in. Card details are kept as a guarantee. Once you have entered the client's information, click **“CONFIRM BOOKING”**.



A screenshot of a booking confirmation form. At the top, there are two dropdown menus for 'Arrival time' and 'Departure time'. Below them is a section titled 'Payment method' with a warning message: 'Payment method: We need your credit card information, as it will be charged'. There are input fields for 'Cardholder name (required)', 'Card number (required)', and 'Card number (required)'. Below these are three dropdown menus for 'Expiration date', 'Year of expiration', and 'CVV (required)'. At the bottom, there is a checkbox for 'I have read and accept the terms and conditions' and a red-bordered button labeled 'CONFIRM BOOKING'.

11. CONFIRMING THE RESERVATION

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 on the credit card provided during the booking process thirty (30) days prior to the arrival date. 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 10.2.



A screenshot of a payment confirmation screen. The top left shows the 'EXCELLENCE' logo. The main content is divided into two sections. On the left, under 'Your order', there is a 'Total' of 'USD 1.00'. On the right, under 'Secure payment', there is a 'WISA' card selection, a 'MAYY' card number, a '123' expiration date, and a 'John Doe' name. There is a checkbox for 'Remember my details for future purchases' and a green 'Pay' button with a 'Cancel' link below it.

12. RESERVATION CONFIRMATION

You will receive a confirmation on the screen, and via the e-mail address you have entered in section 10.

This does not mean the payment has been made, but the booking has been confirmed.



12.1. 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.

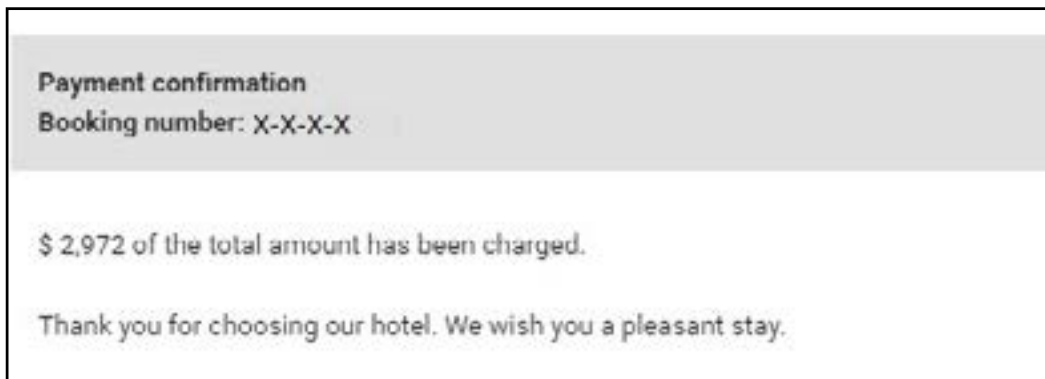


13. RESERVATION PAYMENT (30 DAYS PRIOR)

As mentioned in section 11, the reservation will be charged in full to the credit card provided during the booking process thirty (30) days prior to the arrival date.

It is important that your client informs their bank that this transaction will take place.

When the payment has been processed, you will receive the following confirmation e-mail



13.1. PAYMENT DECLINED

1st Charge Attempt.

If your clients bank blocks the transaction, the e-mail address entered into the client's information section will have receive an e-mail as seen below with a link to reconfirm the reservation for the charge to be made:

Your credit card was rejected at the payment. Please access the following link to provide a new payment method or contact your bank to approve the payment in the next 24 hrs. to avoid cancelation.

Sincerely,

The Excellence Collection

2nd Charge Attempt.

The charge will be made the following day, and the card will be charged once. If the card declines once more the following e-mail will be sent:

This reservation will be canceled by tomorrow, please provide a new payment method or contact your bank to approve the payment to avoid cancellation.

Sincerely,

The Excellence Collection

3rd Charge Attempt - (if a new card or existing card has not been approved)

You will receive an email confirmation with your reservation being canceled

Your reservation was canceled due to lack of payment

4th Charge Attempt - (If card details have been updated)

If a new card has been inserted or an existing card has been updated and the reservations payment is still declined the following e-mail will be sent:

We have tried to charge your credit card more than 05 times. We are no longer able to charge it again because the bank might block your credit card for future charges. Please get in contact with your bank before entering the card again.

Please note that the reservation might be canceled today.

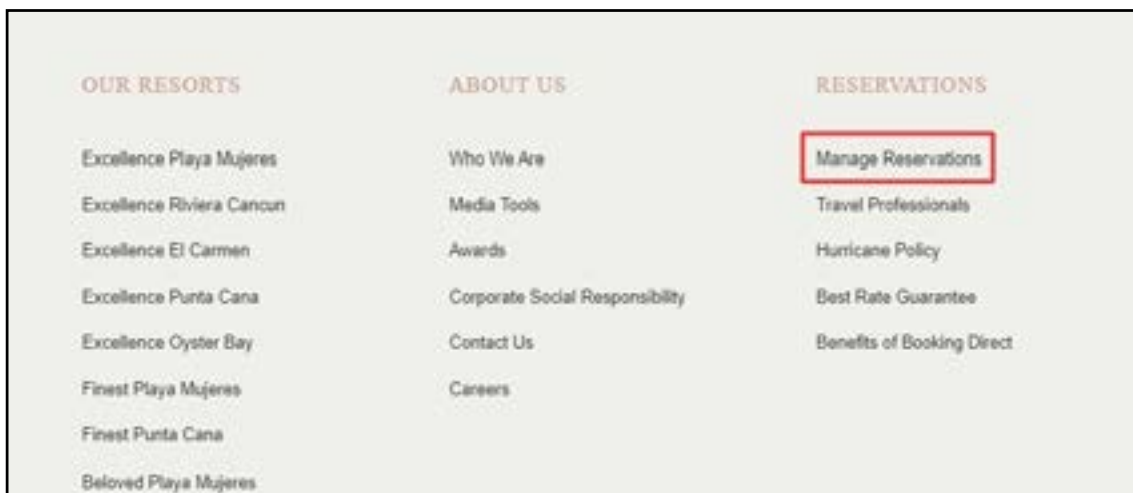
Sincerely,

The Excellence Collection

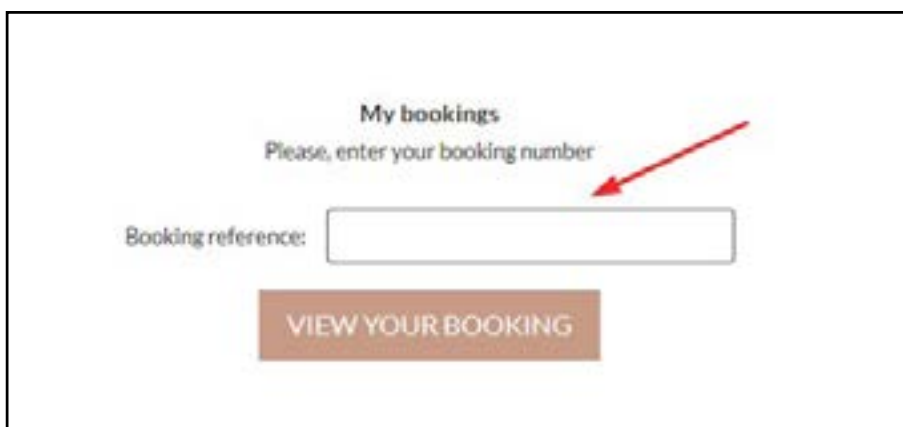
If you insert a new credit card after receive the **1st** or **2nd**, email and the payment doesn't go through, you will also receive the same emails as above.

14. CANCEL A RESERVATION

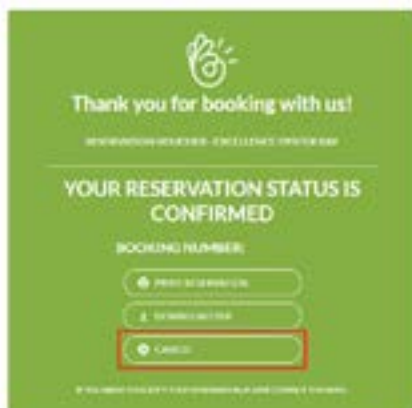
You can cancel your reservation via www.theexcellencecollection.com
If you scroll to the footer and click on **“Manage Reservations”**.



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



You will then be able to view your booking documents, print the information for your booking or ‘cancel’ the reservation.



15. 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



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THANK YOU FOR BOOKING WITH THE EXCELLENCE COLLECTION!