

Gourmet Inclusive® Vacation Consultant **Frequently Asked Questions**

➤ **How can I pay for my Gourmet Inclusive® Vacation Consultant annual membership?**

Gourmet Inclusive® Vacation Consultant annual membership fees of \$250 per agent will need to be paid via check or online with credit card through pay pal. Membership renewals may be paid with points at \$5 per point.

➤ **Who can I contact with questions?**

All questions regarding our Travel Agent Programs can be emailed to us at info@karismatravelagents.com. Or feel free to contact our Gourmet Inclusive® Vacation Consultant help line at 1-800-899-3191

➤ **Do I need a password to access my account?**

To ensure your privacy, a password is required to access every Karisma Travel Agent account. This password is determined by you and set up at the time of registration.

➤ **How do I request availability and redeem my certificate for my complimentary hotel stay?**

To redeem your certificate and book your complimentary hotel stay, contact our Gourmet Inclusive® Vacation Consultant department by email at fams@karismahotels.com with your requested dates. You must be an active Gourmet Inclusive® Vacation Consultant member at the time of booking and travelling. Site inspections of each El Dorado Spa Resorts, Azul Beach Resorts and Generations Resorts are mandatory during your trip. Gourmet Inclusive® Vacation Consultant complimentary stay certificate is applicable exclusively to our resorts in the Riviera Maya, Mexico.

➤ **Can I still use my complimentary certificate if I have more than 2 people in the room?**

Complimentary hotel certificates are based on double occupancy, 2 adults or 1 adult and 1 child. Additional guests can be added and will be charged according to the travel agent discounted rate. Maximum occupancy in each room category will still apply. Please note that certain resorts are for adults only and minimum age requirements will apply.

➤ **Is there a cancellation penalty if I need to cancel my complimentary room?**

Cancellations can happen for various reasons and we will allow one courtesy cancellation per reservation. After that, a \$50 cancellation processing fee will apply.

➤ **Will there be penalties for making changes to my complimentary room reservation?**

Changes can be made to your complimentary room reservations with no penalty charge.

➤ **Can I visit the other El Dorado Spa Resorts, Azul Beach Resorts and Generations Resorts while on vacation using my complimentary certificate?**

If you would like to spend leisure time at any of the other Resorts, please notify the sales department of your host hotel during your stay so they can make the necessary arrangements. Please note that transfers between the resorts are not included.

➤ **Will transfers be provided to me if I visit the other hotels?**

Transfers will be provided to you complimentary on the day of your mandatory site inspections only. This will be arranged by our Gourmet Inclusive® Vacation Consultant help desk at the time your reservation is confirmed.

➤ **Will I have to pay for collateral materials?**

As part of our Karisma Travel Agent programs, we offer a wide variety of marketing material that is free to our members. Some of the material can even be customized for Gourmet inclusive® Vacation Consultants with your agency information free of charge. Please check with our Gourmet Inclusive® Vacation Help Desk for more specifications.

➤ **Who would I book my clients reservations through?**

Our Gourmet Inclusive® Vacation Consultant program is part of our ongoing support to our partners in travel. You can continue booking through your favorite Tour Operator, book online through the “Book Now” button on your dashboard, or call our reservations center at 1-866-527-47-62.

➤ **How do Friends and Family book their reservations as part of the Friends & Family program?**

Reservations for friends and family travel as part of the Gourmet Inclusive® Vacation Consultant program can be made by calling our reservations center at 1-866-527-47-62. Rates are non-commissionable.



Mexico • Jamaica • Colombia • Dominican Republic • Croatia

➤ **Will all of my reservations for this calendar year apply towards my Gourmet Inclusive® Vacation Consultant minimum production requirements?**

All reservations that have traveled in this calendar year regardless of when they were booked, will apply towards your production minimum requirement.



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