

Points Frequently asked questions

○ **How do I earn points?**

By reporting all of your bookings at Karisma Hotels & Resorts in your Karisma Travel Agent account.

○ **How many points do I get per booking?**

The amount of points earned per room night, varies depending on the room category booked. See the points grid for an example:

[Points Grid USA](#)

[Points Grid Canada](#)

[Points Grid Europe](#)

○ **Where can I see how many points I have available?**

You can see a summary of your points balance at your dashboard, or all your points details at the points tab in your Karisma Travel Agent account.

○ **Do my points expire?**

Yes, points do expire after 18 months of the bookings travel dates. Points expire at the beginning of each month.

○ **Why are my points showing as tentative?**

Your points will show as approved once the booking they belong to has travelled and has been approved.

○ **Can I use tentative points?**

Only approved points are applicable. To use your tentative points, you'll need to wait for them to be approved.

○ **Can I transfer my points to another colleague?**

Points are linked to the booking they were created from so you cannot transfer them from one account to another.

○ **What can I use my points for?**



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You can use your points to pay for complimentary stays for yourself or another bona fide travel agent. Gourmet Inclusive® Vacation Consultants may use points to pay for the membership renewal fee, purchase items from our online store for clients or for personal use while staying with us, and for Co-Op for marketing initiatives. Each point is worth \$5 USD for online store items or marketing initiatives. Gourmet Inclusive® Vacation Consultants, who have reached a diamond level, may apply points when booking a client's stay exclusively under the Cash In Your Points Program. See Cash In Your Points program details [here](#).

- **How many points do I need to book a stay?**

The amount of points needed per room night vary depending on the room category booked. See the points grid for an example.

[Points Grid USA](#)

[Points Grid Canada](#)

[Points Grid Europe](#)

- **How can I know how much is an item from the online store worth in points?**

Each point is worth \$5 USD for online store items

- **How many points do I need for a Co-Op?**

Co-Op agreements are done with a 50/50 split where you'll be required to cover half of the marketing initiatives in cash or with the use of points and Karisma Hotels and Resorts will refund the rest in cash. Each point is worth \$5 for marketing initiatives therefore, if you are paying a \$900 Ad, you will need \$450 in points = 90 points to be able to co-op.

- **Can I pay for an upgrade with points?**

You can upgrade the room category you are staying at when booking a stay for yourself through points but you may not pay for an upgrade when booking through travel agent rates or for client bookings. To upgrade your clients for free, join the Gourmet Inclusive® Vacation Consultant program and enjoy the upgrade certificates among other benefits.

- **Can I use my points to pay for a client's stay?**



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Points are applicable to book a stay exclusively for bona fide travel agents rooms. Gourmet Inclusive® Vacation Consultants, who have reached a diamond level, may apply points when booking a client's stay exclusively under the Cash In Your Points Program. See Cash In Your Points program details [here](#).

○ **Can I use my points to pay for a friend's or family room?**

Points are applicable to book a stay exclusively for bona fide travel agents room. Check out our Friends and Family Travel agent rates for additional rooms when travelling in groups.

[Travel Agent Rates](#)

○ **Can I use points to pay for wedding items?**

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