

My Bookings

Frequently asked question

➤ **How do I report a booking?**

To report a booking enroll into Karisma Travel Agent Program and follow this simple procedure (view tutorial in [learning center](#))

➤ **How do I report group bookings?**

To report a group booking enroll into Karisma Travel Agent Program and follow this simple procedure (view tutorial in [learning center](#)). Remember to report each room separate as you'll receive points for each reported room night.

➤ **How do I add special requests from my clients to a booking?**

Report the booking in your Karisma Travel Agent account and include the special requests on the "notes" field when reporting the booking, or email the hotels sales department or with the booking details, for them to follow up and accommodate your client's special requests.

➤ **How can I highlight a honeymoon or anniversary booking?**

When reporting your booking, you'll find a box to check as a Gourmet Inclusive® Honeymoon and Anniversary booking. By checking this box, our reservations staff know to code the booking in the hotels reservations system and offer the Honeymoon and Anniversary amenities to your clients upon arrival. If you are not a Gourmet Inclusive® Honeymoon and Anniversary booking, specify if it's a honeymoon or anniversary on the "notes" field when reporting the booking.

➤ **Can I report past bookings?**

You may report past bookings as long as they have travelled within the current calendar year. For example: Current year 2017 - You may report bookings that you booked in 2016, 2015, or anytime, as long as they travelled any time after January 1st 2017.

➤ **Where can I find my reported bookings?**

You may find a summary of your booking history at the dashboard of your Karisma Travel Agent account and see all bookings and details at the "My bookings" section in your account.

➤ **Why are my bookings showing as tentative?**

Bookings remain tentative until the guests travel and our reservations department reviews the booking and approves it.

➤ **Why are my bookings declined?**

Once the booking has travelled, if the guests names, hotel, room category, tour operator, or travel dates do not match the reservation in the hotel's system or if the booking is not found in the hotel's system, the bookings get declined. At this point you will be able to review the booking and edit it to turn it tentative again so it may be approved.

➤ **When are my bookings being approved?**

Once the guests have travelled, our reservations department reviews the booking and approves it as long as it matches all the details in the hotel's system.



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