

Certificates

Frequently asked question

➤ **What are my certificates for?**

As part of your Gourmet Inclusive® Vacation Consultant benefits, you'll receive a set of certificates to pamper your clients offering them an added value for booking through you. These certificates include a complimentary room upgrade, a relaxing spa treatment or a Romantic beachfront candlelight dinner for two.

➤ **What kind of certificates do I have?**

Complimentary room upgrades, a selection of organic spa treatments, and romantic beachfront candlelight dinners for two.

➤ **Do certificates expire?**

Yes, certificates expire at the end of each calendar year. However, if a certificate is applied for clients booked in advanced travelling the following year, the expiration date of the certificate is set to the booking's check out date once it is approved.

➤ **Do I get more certificates if they expire or if they run out?**

All active Gourmet Inclusive® Vacation Consultants receive a new set of certificates when renewing your membership at the end of the year.

➤ **Where can I find my certificates?**

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

➤ **How can I apply a certificate to a booking?**

To use your certificates please follow this simple procedure (view tutorial in [learning center](#)).

➤ **How many certificates can I use per booking?**

There is one certificate allowed per booking.

➤ **How many certificates can I use per group?**

You are able to apply one certificate per room for up to 5 rooms per group.

➤ **Can I combine the certificates with other added values and/or promos?**

Certificates are combinable with all of our on-going promotions however, they are not combinable with other certificates, or similar added value promotions. Example: Upgrade certificates are not combinable with other upgrade specials, Spa certificates are not combinable with other spa promotions, and Candlelight dinners are not combinable with any other Food & Beverage resort credits of specials.

➤ **How long in advanced should I apply a certificate?**

A certificate must be submitted at least 48 hours prior to arrival to give enough time to the reservations department to review the request. However, upgrade requests are not guaranteed and will be subject to availability so they need to be requested at least 21 days in advanced.

➤ **Why are my certificates showing as pending?**

Certificate requests remain as pending from the moment they are submitted until they are reviewed by the hotel's reservations department. Please allow a window of 48 hours for reservations to review your request. It may take longer to get an approval as the wholesaler has not reported the booking details into the hotels system yet. This happens mostly with group bookings that have a room block but have not defined the rooming list yet. In this case, please contact the reservations department at each hotel or your retail sales team.

➤ **When will my certificates be approved?**

Certificate requests are approved once the wholesaler has reported all booking details into the hotels system and the hotels reservations department has reviewed the certificate request.

➤ **Do I need to give the certificates to my clients?**

Yes, a hard copy of the certificate will be required at the hotel to redeem the added value.

➤ **How do I give the certificates to my clients?**

Once a certificate request gets approved, you will be able to print the certificate or save it as a PDF to email to your clients.

➤ **Why would a certificate be declined?**

A certificate request may be declined because there is no record of the booking in our system or it does not correspond to the details found in the hotels system. A problem may occur if the reservation was made under one of the non-combinable specials, or we do not have the availability to confirm the request (upgrades)

➤ **What happens to my certificate after it gets declined?**

When a certificate gets declined, it returns to the agent's inventory as "available" to apply it again to another booking. However, if the certificate was applied in the previous year, it will disappear from your account as soon as it gets declined as it would be expired if not linked to the booking.



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