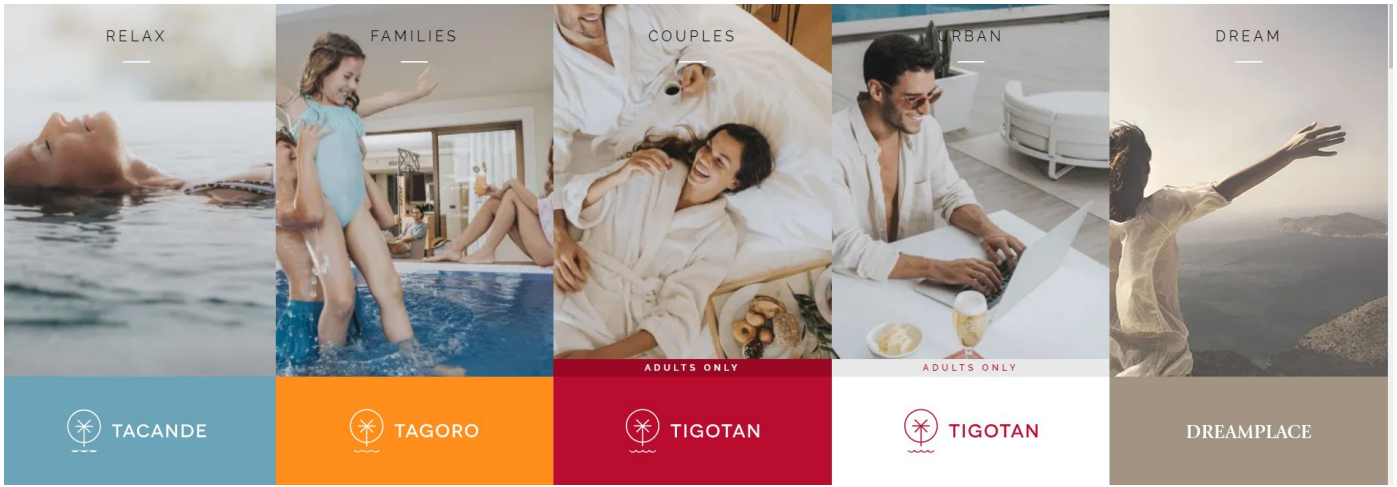
DREAMPLACE CLUB

AGENCIES

DREAMPLACE Club



INDEX

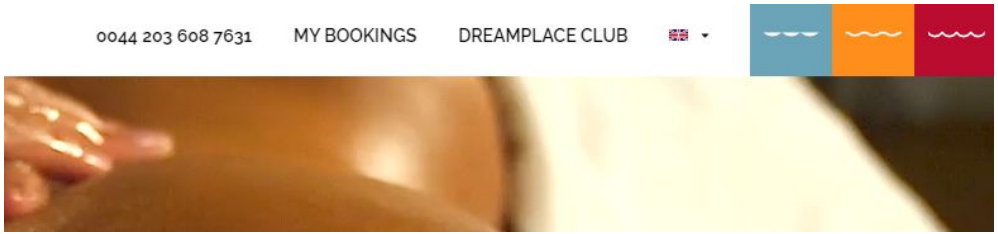
1. How do you register at Dreamplace Hotels & Resorts?

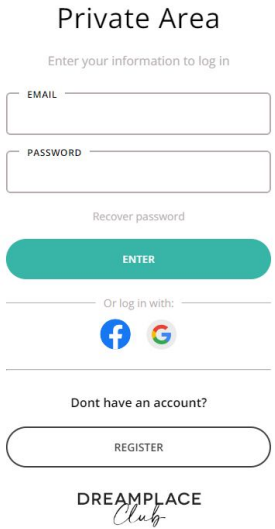
2. How to book on the Dreamplace Hotels & Resorts website?

3. What happens after I make the reservation?

1. HOW DO YOU REGISTER ON THE DREAMPLACE HOTELS & RESORTS WEBSITE?

1. Go to the website https://www.dreamplacehotels.com/en/
2. Go to the section DREAMPLACE CLUB at the top right of the page.
3. Go to the agencies option and click on "REGISTER"



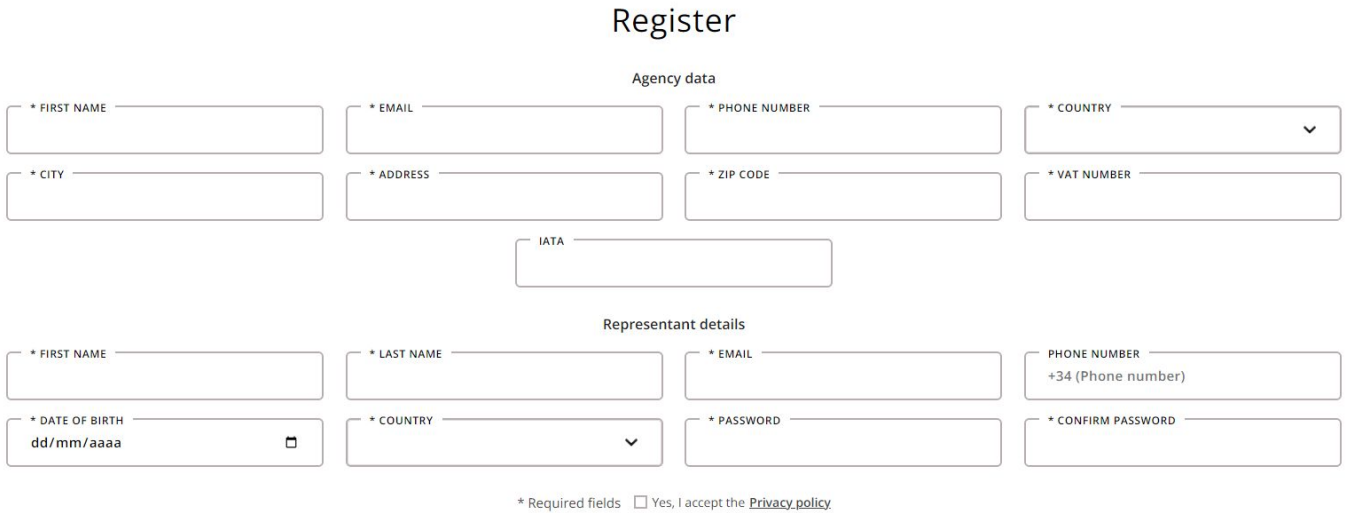


1. HOW DO YOU REGISTER ON THE DREAMPLACE HOTELS & RESORTS WEBSITE?

4. To complete your registration, please follow these steps:

- **Fill in the registration form** with all the required information.
- **Enter the details of the agency** first, including the name, address, and contact information.
- **Next, complete the details of the agency representative** who will be responsible for making bookings on your behalf.
- **Press the registration button** to submit your application. Make sure to read and accept the privacy terms before proceeding.

*In further steps we indicate how to add more representatives/users to your agency.



1. HOW DO YOU REGISTER ON THE DREAMPLACE HOTELS & RESORTS WEBSITE?

5. **Registration Confirmation**:

Once the registration is completed, a confirmation email will be sent to the representative's email address provided during the registration process.

6. **Agency Activation**:

After receiving your registration request, we will review the provided information within a maximum of 48 business hours. Once the review is completed, you will be notified via email whether your agency has been activated or not. If your agency is activated, you may start making bookings from our website immediately.

1. HOW DO YOU REGISTER ON THE DREAMPLACE HOTELS & RESORTS WEBSITE?

7 . Once we have validated your registration, you will receive a notification email to the representative's email address provided during the registration process. This email will inform you that your account has been activated and that you can now start making bookings from our website.

*If we have not activated your agency within 48 hours, you can call us on 0044 203 608 7631

1. HOW DO YOU REGISTER ON THE DREAMPLACE HOTELS & RESORTS WEBSITE?

8. Once your agency has been validated, if you would like to add new users, please send us an email to **ccmanager@dreamplacehotels.com** specifying the number of users you wish to add and their contact information (name, email address, and telephone number)

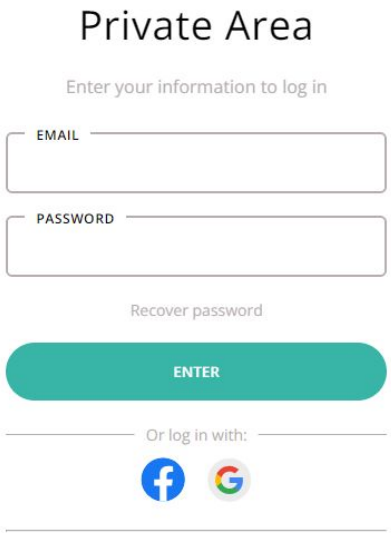
We will send you a link as soon as possible that you will need to use for this purpose. By clicking on the link, each user will access a registration page pre-assigned to their agency. On this page, they must fill in the required fields to complete their registration.

2. HOW TO BOOK ON THE DREAMPLACE HOTELS & RESORTS WEBSITE?

8 . Go to the website https://www.dreamplacehotels.com/en/

9. Access the DREAMPLACE CLUB section

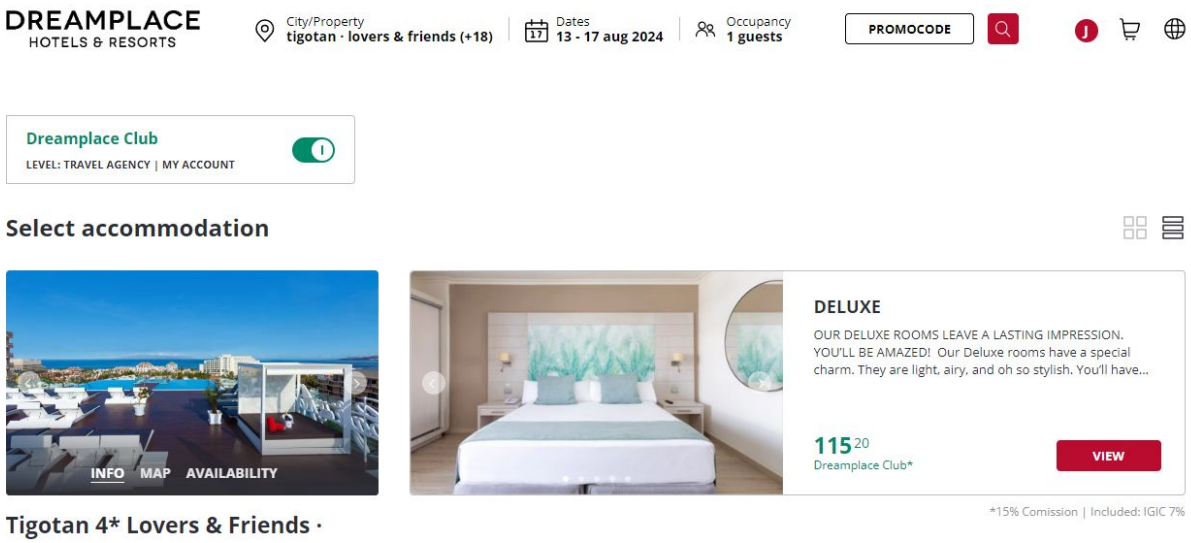
10. Within the agency option, proceed to LOGIN by entering the email and password set during your registration.



2. HOW TO BOOK ON THE DREAMPLACE HOTELS & RESORTS WEBSITE?

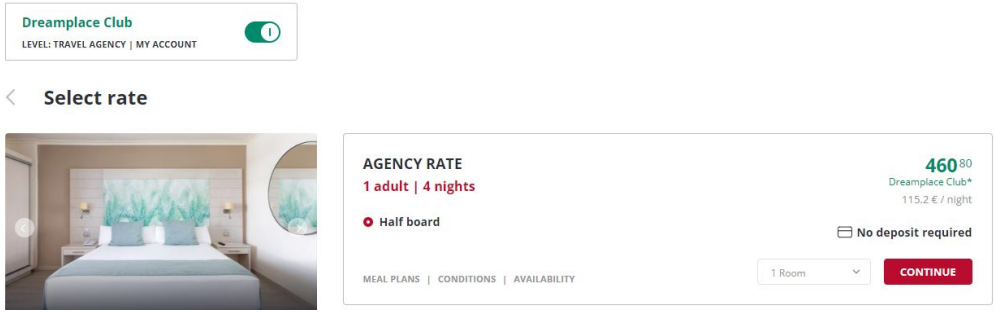
11. Once you login you will go directly to our booking engine, where you can choose the hotel and the criteria of the reservation you want to make.

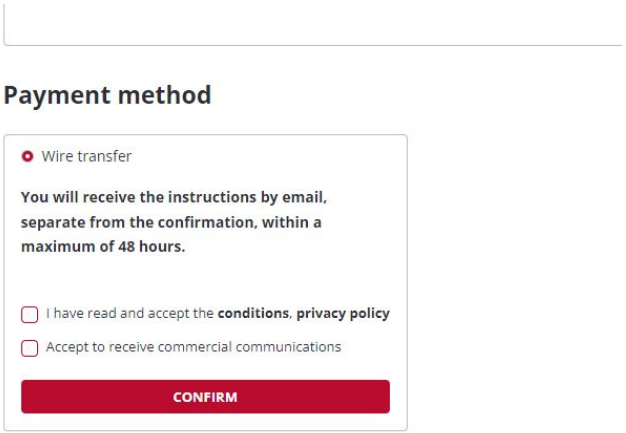
12. Upon logging in as an agency, you'll see prices with your negotiated commission already applied, so there's no need for additional calculations. You can check the specific terms that apply to your agency rate, including restrictions, cancellation policies, and any other relevant information.



2. HOW TO BOOK ON THE DREAMPLACE HOTELS & RESORTS WEBSITE?

13. Next, follow the steps of the booking process until completion.
14. The payment method for making your booking will be via bank transfer.

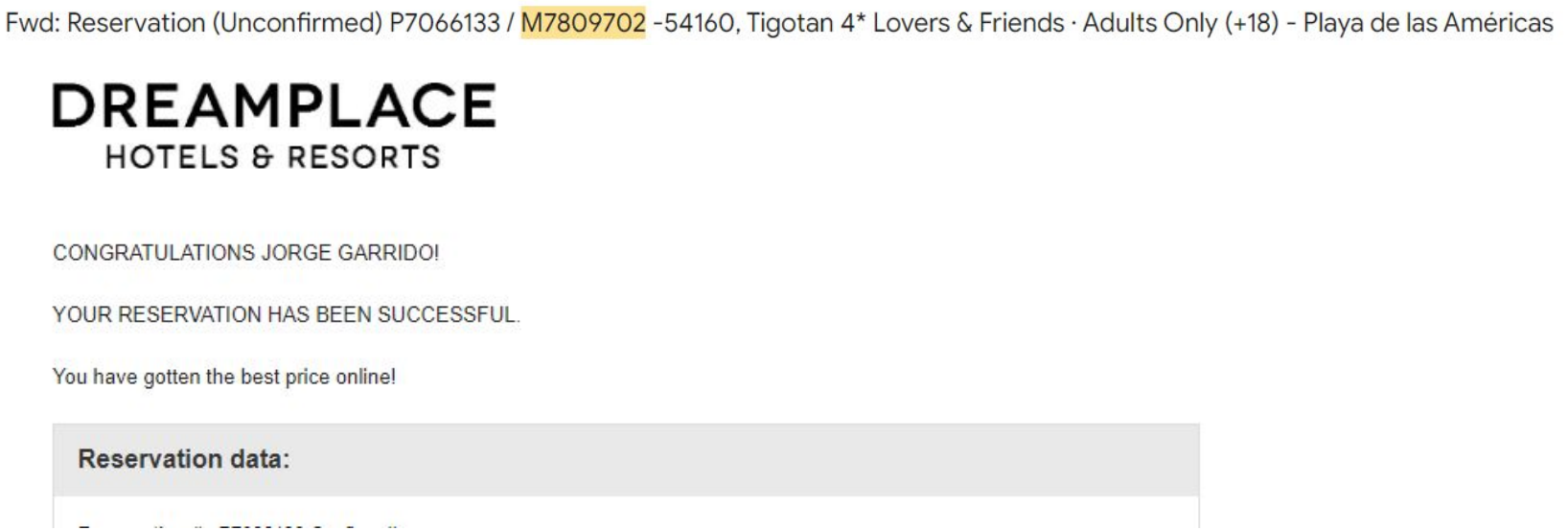




2. HOW TO BOOK ON THE DREAMPLACE HOTELS & RESORTS WEBSITE?

15. Once your booking is made, you will receive a record of it in your email.

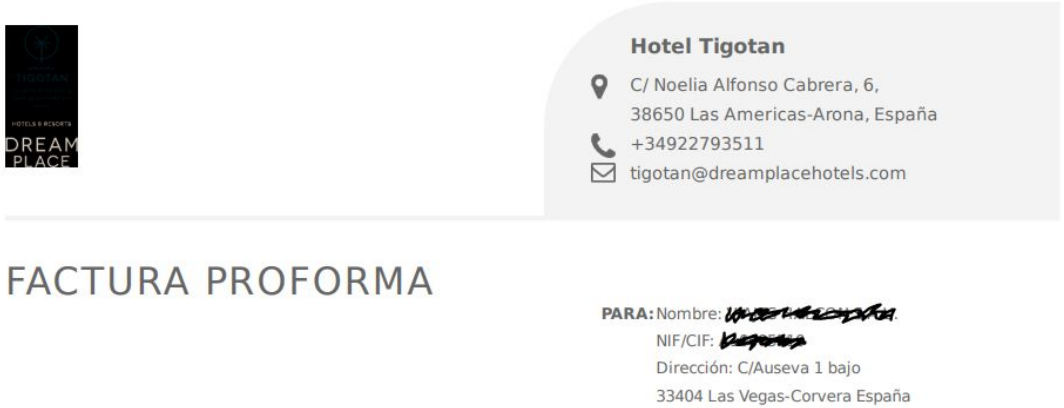
Upon making the booking, the status will be 'unconfirmed'. As soon as we send the proforma to your email, we will manually confirm the booking.



2. HOW TO BOOK ON THE DREAMPLACE HOTELS & RESORTS WEBSITE?

16. You will receive a proforma invoice with the payment details via email within a maximum of 48 business hours.

* Agencies that have credit negotiated with us will not have to carry out the transfer for the specific booking.



Hotel Tigotan
C/ Noelia Alfonso Cabrera, 6,
38650 Las Americas-Arona, España
+34922793511
tigotan@dreamplacehotels.com

FACTURA PROFORMA

PARA: Nombre: [redacted]
NIF/CIF: [redacted]
Dirección: C/Auseva 1 bajo
33404 Las Vegas-Corvera España

3. WHAT HAPPENS AFTER I MAKE THE RESERVATION?

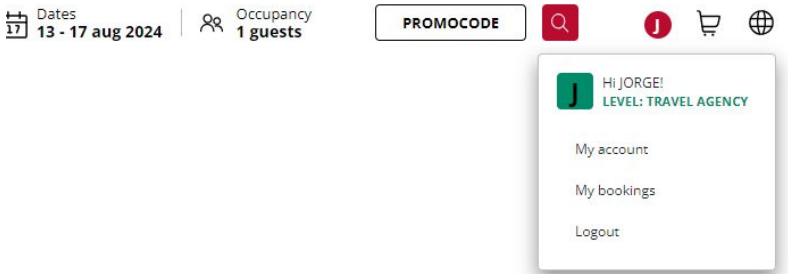
17. Your private agency area:

Booking inquiry and management: Access a complete history of all your bookings. You can review the details of each reservation, as well as make changes if you wish.

User data editing: Amend your user's basic details, such as name, address, and telephone number. Your email address cannot be modified from the profile. Should you need to change it, please contact us directly.

Agency information modification: Your agency's details cannot be edited from the profile. If you need to modify them, please contact us directly.

Changes to bookings: Flexibility for making changes: Make modifications to your existing bookings, if you wish.



3. WHAT HAPPENS AFTER I MAKE THE RESERVATION?

19. Payment Policies for Reservations:

Payment Deadline:

7 days prior to check-in: You have up to 7 days before the guest's arrival at the hotel to pay for the reservation via bank transfer.

Payment Method:

Bank transfer: Payment must be made exclusively by bank transfer.

Invoice Submission:

After payment and check-in: Once the booking has been paid and on the date the customer checks in at the hotel, we will send you an invoice to your email address.

Booking cancellation:

Failure to pay within the deadline: If we do not receive the payment within the established deadline (7 days before check-in), we will proceed to cancel your reservation as indicated in the cancellation policy of the reservation.

Recommendations:

Make the payment in advance: We recommend that you make the payment as early as possible to avoid cancellations and to ensure the availability of your booking.

Check the cancellation policies: For more information about booking cancellation policies, please refer to our terms and conditions.

THANK YOU!