

Dear Travel Partner,

First of all, we thank you for your support in promoting **Valentin Imperial Maya**; your business is very much appreciated.

As a way to reward your preference for our resort, **Valentin Imperial Maya** has a **LOYALTY TRAVEL AGENT PROGRAM** called **FAN CLUB**, which is exclusively for Travel Agents.

#### **How does the Fan Club work?**

Travel Agents need to send their complete mailing address at [fanclub@valentinmaya.com](mailto:fanclub@valentinmaya.com). Hotel will then send a brochure with an attached Fan Club card.

Please take note that the Fan Club flyer you will receive along with your card mentions that points apply for travel as of 12/23/11 which is no longer valid. **The correct valid period of travel date is as of Jul/1/2016.** *(Fan club rules may be changed or program cancelled with a 60 days advance notice). It applies for individual reservations and a maximum of 5 rooms only for groups.*

**Once Fan Club card is received, Travel Agent can join by sending an e-mail to : [fanclub@valentinmaya.com](mailto:fanclub@valentinmaya.com) with the following information:**

Card Number (is printed on the card you will receive)  
Last Name/First Name as they appear on your passport  
Mailing Address  
Phone Number  
E-mail Address  
Birthday (mm/dd/yyyy)

**Book your clients through your favorite Tour Operator or directly with us at [www.valentinmaya.com](http://www.valentinmaya.com).**

#### **After your client's return:**

- ☞ List of bookings must be sent on attached excel form named *Valentin Fan Club Bookings Submission* at: [fanclub@valentinmaya.com](mailto:fanclub@valentinmaya.com) with the following information: Guest names as they appeared on the reservation. In case of a group reservations please make sure to send all the names or rooming list. Arrival Date, Departure Date, Junior Suite category booked, Tour Operator Name & Booking Number.
- ☞ Points will be added to your Fan Club Account within seven days of bookings submission form receipt or you can send an e-mail as well.
- ☞ Points are not transferable and cannot be validated or added to your Fan Club account before the clients' arrival.
- ☞ Points balance can be verified at <http://checkbalance.rewardforloyalty.com>

**When ready to use your points:**

- ⌘ e-mail your request to [fanclub@valentinmaya.com](mailto:fanclub@valentinmaya.com), a confirmation will be sent and points will be deducted from your account accordingly.
- ⌘ All accumulated points must be used on a time frame no longer than two years; in the event you have points due to expired.
- ⌘ For complementary stays, please make sure to consult the Hotel to get your date request confirmed *before purchasing flights*.
- ⌘ Fan Club rooms are always subject to availability and black outs.

Please do not hesitate to contact us through our Fan Club at any time.

We thank you for your support and look forward to successful sales to our mutual benefit.

Kind Regards,