

MELIÃ<sup>pro</sup>  
AGENTS

# EXCLUSIVE DISCOUNTS AND INSTANT COMISSION PAYMENT

ONLY AT [MELIAPRO.COM](https://meliapro.com)

GRAN MELIÃ  
HOTELS & RESORTS

ME  
BY MELIÃ

PARADISUS  
BY MELIÃ

MELIÃ  
HOTELS & RESORTS

INNSIDE  
BY MELIÃ

TRYP

SOL  
BY MELIÃ

CIRCLE  
BY MELIÃ

MELIÃ  
REWARDS

MELIÃ  
<sup>pro</sup>

# WHAT IS MELIÁ PRO TRAVEL AGENT PLATFORM?



The new Meliá Pro platform for travel agents, is an exclusive tool created to make easier travel agents daily job, be more competitive, secure our clients fidelity and the knowledge of our hotels.

Meliapro platform offers the possibility to the agents of making bookings for their clients (public and negotiated rates, and promotions) and for themselves, through our Meliá Rewards fidelity program.

## OUR PILLARS

- 💰 Lowest price guaranteed.
- 💎 Meliá Rewards loyalty programme.
- ⊕ E-learning platform for professionals.
- 💖 Personalised service.

MELIÁ  
REWARDS  
BELONGING MEANS MORE

**EXCLUSIVE  
DISCOUNTS ON ALL  
RATES AND INSTANT  
COMMISSIONS.**

### THE CONFIDENCE OF PARTNERSHIP

More than 375 hotels, in 43 countries & 4 continents.

EUROPE | AMERICA | AFRICA | ASIA

### CONTACT US

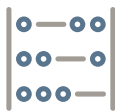
[www.meliapro.com](http://www.meliapro.com)

91 276 47 00

# COMMISSIONS AND PAYMENT METHODS

Get your commission immediately. Pay net prices directly and forget about any other procedures. If you book **direct payment** for your clients, you will get your commission quickly and easily through our centralised commission payment system: **hotelpaycom**.

Book excellent experiences for your clients with Meliá Pro and choose the payment method that best suits you.



## BOOK NET PRICES DIRECTLY

Book online 24/7 with immediate confirmation. Forget slow processes asking for availability, now with Meliá Pro you have real time availability.



## LOWEST PRICE GUARANTEED

We guarantee the best prices for our hotels. Make bookings for your clients with the assurance of offering them the best possible price and getting the best benefit for you and your client.



## CENTRALISED COMMISSION PAYMENT

Now you don't have to wait for your commissions. At Meliá Pro you can book all our rates at their net price, as your commission has been automatically discounted. So when you charge your client the price indicated, your commission goes directly into your pocket

# PERSONALISED ONLINE SERVICE



**Easy access** to our exclusive portal for travel agents



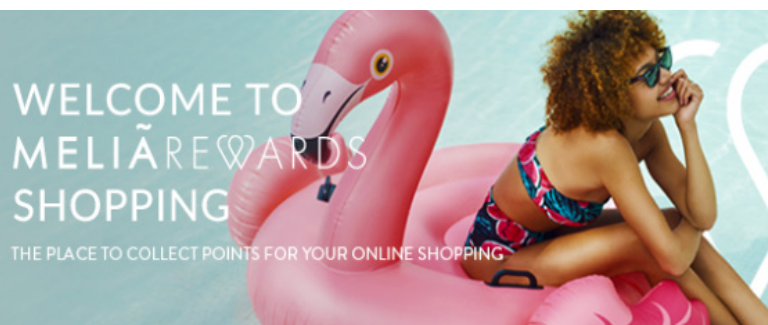
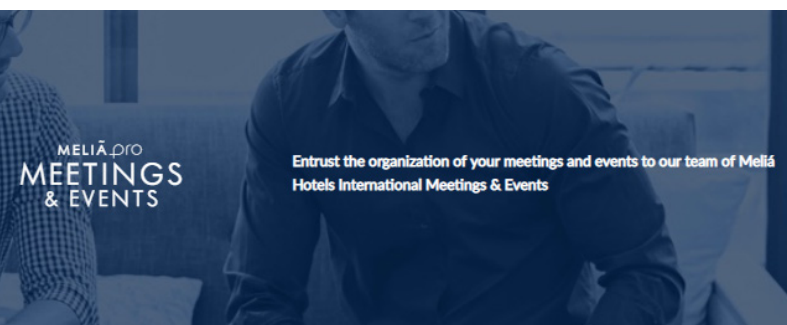
Simple booking process, **easy payment** method and get your benefits immediately.



Book directly at any time of the day, anywhere, and access **special promotions**.



**24/7 Helpdesk.**



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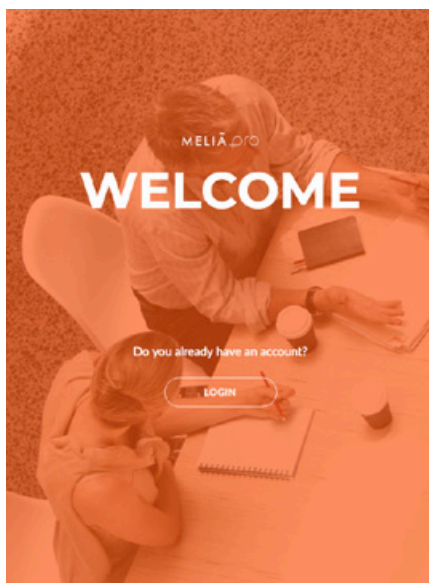
[www.meliapro.com](http://www.meliapro.com)

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# REGISTRATION PROCESS

## + NEW

Any employee of the agency could register it at [www.meliapro.com](http://www.meliapro.com). It is not necessary to be a director or responsible in order to register the agency.



**SIGN UP TO MELIA PRO**

First name:

Last name:

Second surname (optional):

Email:

Country:

What type of user are you?

☒ Meeting planner

☐ Travel agent

☐ Company

☐ Tour operator

By clicking "continue" you accept the terms and conditions and the privacy policy.

First step to register the agency is to introduce the following basic data:

Name, surname, email:



Automatically, you will receive an email to verify your email address and will be able to finish the registration of the agency by clicking on link.

+ If you have any issue during the registration, do not hesitate to contact us through [meliapro@melia.com](mailto:meliapro@melia.com)



Thank you for signing up to  
**MELIÃ pro**

Complete your registration by filling in the form using the following link

If this button does not work, copy and paste the following link to your browser: <https://www2.melia.com/meliapro/registro/registro.htm?idLead=111zsEraUX8=>



# REGISTRATION PROCESS

If you have Meliá account with us already, active it with your agency code or IATA. If your agency is a branch, you will need to introduce your central agency Meliá code.

If it is your first registration with us, you should choose the third option, identifying your agency with your IATA, although it is not necessary to have IATA number in order to register the agency.

**Meliá PRO registration**

**BASIC DETAILS**

Commercial name:

Fiscal name:

VAT/Tax number:

Type of organisation:

**ADDRESS**

Address:

Country:

Post code:

Town / city:

Province:

**CONTACT DATA**

Email:

Telephone number:

**AGENCY CODE**

The agency codes are optional. You can introduce all the codes you have so the appropriate discounts are applied.

IATA:

SOLRES:

ARC:

CLIA:

TIDS:

TRUE:

Consortium/Association:

**1 Identify agency** **2 - Agency**

**Meliá PRO registration**

**IDENTIFY YOUR AGENCY:**

What would you like to do?

☒ Activate my agency with Meliá PRO (through an identification code)

☐ Register a new agency branch (you must have the central agency code)

☐ Register a new central agency (I don't have a code)

Identify your agency: (write the code you have to be able to identify your agency)

☒ IATA

☐ MELIÁ CODE

The person registering the agency, need to complete all basic data that will be required.

Bank account data is not mandatory to be completed, but this data will be necessary for Commission Payments for bookings with the client credit card.



+ If you have any issue during the registration, do not hesitate to contact us through **meliapro@melia.com**



# WHO CAN COMPLETE AGENCY DATA?

Registration of a new agency can be done by:



Director  
Administrator  
Travel Agent

**CONTACT DATA**

Treatment: ☒ MR. ☐ MRS.

Position:

Nationality:

First name:

Last name:

Date of birth:

Email:

Confirm email:

☐ I have read and accept the processing of my data in accordance with the privacy [privacy policy](#).

☐ I wish to be part of the MeliáRewards loyalty program in accordance with the provisions of the [terms and conditions](#).

# HOW TO ADD AGENTS?

The director/ responsible of the agency can update agencies data and add other agents. The director/responsible of the agency have two options to add agents: using agents email or if the agent already has Meliá account add him/her introducing the surname and Melia Pro Rewards number.

## + NEW

In order to personalize agency's profile, agency's logo can be included, so it will appear in booking confirmations and vouchers.

Start Reservations HotelPaycom Groups **Organisation** Offers Meliá PRO Certificates

**My company**

COMPANY DETAILS AGENTS

BASIC DETAILS [change](#)

Company name: ORTEGO VIAJES 2

Company code: 1340234

Type of company: Agency

Start Reservations HotelPaycom Groups **Organisation** Offers Meliá PRO Certificates [Close Session](#)

**My company**

COMPANY DETAILS AGENTS

[ADD AGENT VIA EMAIL](#)

Agent	Contact	Actions
AGENTE DE PRUEBA ES TEST	agenteprobeamelapro@yopmail.com	<a href="#">X remove</a>

THE CONFIDENCE OF PARTNERSHIP

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EUROPE | AMERICA | AFRICA | ASIA

CONTACT US

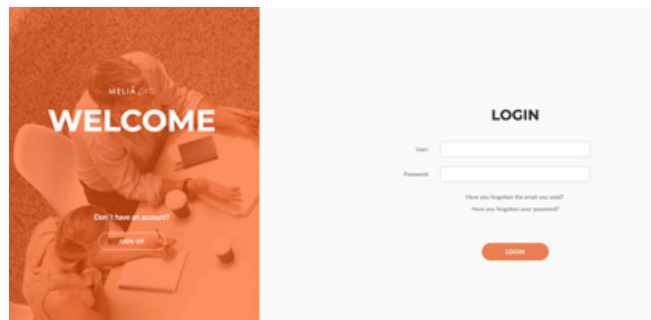
[www.meliapro.com](http://www.meliapro.com)

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# BOOKING PROCESS

Once we access to the travel agent section within MeliaPro, the system requires us an identification with our user and password. Within the travel agent profile, on the Start section, they will find the search engine to make reservations.

Besides, there is the possibility to book negotiated rates or discount programs using the web code of their company customer.



### My Reservations

Searching for a city or destination, all hotels are displayed for a quick and visual selection by the travel agents. After selecting the view rates option, it would be displayed Melia Rewards price and the Standard price.

Once they have chosen one of the rates displayed, the travel agents will see the meal plan availables and rates for each rate. In turn, they could see the rate conditions and cancellation policies linked to each rate.

**MELIAREWARDS OFFERS**  
FROM 277.70 € / NIGHT

**STANDARD RATES**  
NOT AVAILABLE

MELIÀ.pro YOU ARE BOOKING OUR BEST OFFER AT THE BEST PRICE AVAILABLE ANYWHERE ONLINE. GUARANTEED.

**PREMIUM THE LEVEL**  
Stay in a wonderful room very near central Serrano Street with views over Diego de León or Claudio Coello Streets or the quiet inner courtyards. The 26-28 m<sup>2</sup> room comprises a bedroom with double bed or two single beds, an area with table and armchairs and a bathroom.

See more

Only 3 guestrooms left

FROM  
**277.70 €**  
Average price per night, taxes  
Taxes included

Total price  
**5,554 €**

**MELIAREWARDS OFFERS**  
FROM 277.70 € / NIGHT

**STANDARD RATES**  
NOT AVAILABLE

MELIÀ.pro YOU ARE BOOKING OUR BEST OFFER AT THE BEST PRICE AVAILABLE ANYWHERE ONLINE. GUARANTEED.

**BED AND BREAKFAST**

☒ Non-refundable if cancelled

☒ Free cancellation

Total price  
**5,554 €**

Total price  
**6,252 €**

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# TRAVEL AGENTS OFFERS

In the **“Offers”** section, agents will have access to current discount campaigns, for individual and group bookings. You will see all the advantages that we offer (additional discounts in rates, increase of commission in certain hotels, raffles, etc.) and you can enjoy them instantly. Travel agents will be able to see the current offers in their Region or country as well as the global ones and by clicking on each one of them, the details and periods of each one of them.

## SPECIAL OFFERS

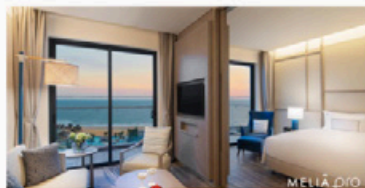
Discover our biggest discounts and enjoy all the benefits of being part of MeliáPRO

### OFFERS FOR INDIVIDUAL TRAVELLERS



#### SPECIAL COMMISSION FOR THE SOUL OF CUBA

Cuba with up to 25% off plus 18% commission

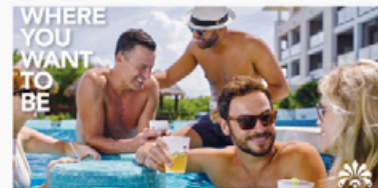


#### NEW OPENING: MELIA HO TRAM BEACH RESORT

For a LIMITED TIME ONLY, book now to receive 30% off on MeliáRewards rates and extra 16% commission for Travel Agencies.

**BOOK NOW!**

### OFFERS FOR GROUPS

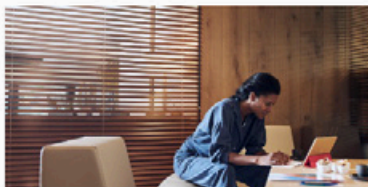


#### TRIPLE PLAY PROMOTION

Book Your Wedding Or Leisure Group At Paradisus by Melia in Mexico & Dominican Republic, and Receive a Complimentary Stay For You!

**BOOK NOW!**

### OFFERS FOR INDIVIDUAL TRAVELLERS



#### GO FOR AMAZING EVENTS. GO FOR MORE

Discover the benefits of working together with MeliáPRO.

Organise incredible events in the easiest possible way!

**MORE INFO!**

### OFFERS FOR GROUPS

# BOOKING STATUS

## + NEW

A filter has been added to this section, so agents can search their bookings easily and quickly, filtering by: reservation check-in date, hotel, agent and payment method.

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ORTEGO VIAJES 2 EN Do you need help?

Start Reservations HotelPaycom Groups Organisation Offers Meliá PRO Certificates Close Session

Reservation management

SEARCH FOR A RESERVATION

Introduce reservation number SEARCH

RESERVATIONS PENDING PAYMENT SEE ALL MY RESERVATIONS FILTER

Reservation	Check-in	Hotel	First name	Agent	Status	Amount	Points	Actions
1901294977	12/06/2019	TRYP SALAMANCA MONTALVO	PRUEBA/PRUEBA	GLORIA ANATOLIEVA ASENOVA	Cancelled	46.64€	-	Q
1900983211	12/06/2019	HOTEL PUERTOLLANO	prueba/prueba	PRUEBA PRUEBA PRO GARCIA	Cancelled	53.68€	-	Q
1901219869	11/04/2019	HOTEL MADRID CHAMARTÍN MANAGED BY MELIÀ	HERNANDEZ/JUAN	GLORIA ANATOLIEVA ASENOVA	Cancelled	90.00€	-	Q

- Travel agents can check the status of reservations for their clients.
- They can check all their bookings, or only those pending of payment.
- Once agents localized the booking, they can check all details.



## DESCRIPTION BOOKING

BOOKING REFERENCE	TOTAL PRICE	RESERVATION HOLDER	BEEN
1901294977	53 € Taxes included	PRUEBA PRUEBA	CANCELLED

### HOTEL BOOKED



### TRYP Salamanca Montalvo Hotel

Hoces del Duratón, 1, Salamanca

Map

Phone: (34)923194040

E-Mail: tryp.montalvo@melia.com



ENTRANCE DATE	DEPARTURE DATE	LENGTH OF STAY
WEDNESDAY, 12 JUNE 2019 Check-in starting from 14:00	THURSDAY, 13 JUNE 2019 Check-out until 12:00	1 NIGHT

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## PAYMENT METHODS



### PAYMENT WITH AGENCY CREDIT CARD

Agency pays the NET amount, commission will be deducted automatically



### PAYMENT WITH THE CUSTOMER'S CREDIT CARD

Direct payment at the hotel. Commission will be paid after the check-out, via hotel paycom.



### PAYMENT BY BANK TRANSFER

Hotel will send a proforma invoice in order to proceed with the payment.

## HOTEL PAYCOM

Hotel Paycom is the centralized commission payment tool for direct payment bookings which provide to the agents management and control of commissions, generated for bookings in the hotels included in this tool.

# HOTELPAYCOM

### + NOVEDAD

Agents will have the possibility of checking the commission status, identify all received payments, check which commissions are pending to be paid and, at the same time, choose the minimum amount they want to receive commission payments.

HotelPaycom

minimum amount for payment of commissions:
100 EUR
Modify amount

COMMISSIONS
METHOD OF PAYMENT OF COMMISSIONS
FILTER

Check out Date (range of dates) :

dd/mm/aaaa

 - 

dd/mm/aaaa

Status:

All

Reservation in the name of (Last names):

Hotel:

Hotel

Agent:

APPLY

CLEAN

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# MELIA REWARDS PROGRAM FOR TRAVEL AGENTS:


**MeliáRewards** is the **Meliá Hotels** International's loyalty programme that will let the travel agents enjoy exclusive benefits, upgrades and discounts for their personal stays at more than 380 hotels of all the Meliá group brands: Gran Meliá, ME, Paradisus, Meliá Hotels & Resorts, Innesside, Tryp and Sol.

**MeliáRewards** is, since July 2018, Meliá's only loyalty programme, where professionals can enjoy even better benefits than other members of the programme.




**MORE VALUE**

Points, surprises, discounts... with **MeliáRewards** you enjoy exclusive benefits to help make your stay even more special.



**MORE POSSIBILITIES**

Flexibility in using your points: both in stays and services at our hotels and with our partner companies.



**MORE TIME**

You are always our priority: online check-in, priority access on arrival at the hotel, late check-out... with **MeliáRewards** you have more time for the things that really matter.

The best thing about **MeliáRewards** is not just knowing that you always have the best price guaranteed, it is feeling that you are our priority, that all your expectations will be met, that you are special. Belonging to **MeliáRewards** means knowing every time is better. Every time you make a booking or contract services at group hotels, at our spas or with our partner companies, you earn points. The more points you have, the more benefits you will enjoy. As easy as that.

**Belonging to MeliáRewards means entering a world of benefits. These are the main benefits that travel agents can enjoy as a professional:**

**ACCESS TO THE PLATFORM  
MELIÁ PRO CERTIFICATES**



Which lets you become an expert on Meliá and earn up to 12,000 **MeliáRewards** points.

**UP TO  
20%  
OFF**



**ON  
MELIÁREWARDS RATES**

If a regular customer books a 100 € room with a 20% discount, that customer saves 20 €. However, you save 36 €.

**POINTS**

**BOTH ON YOUR  
PROFESSIONAL AND  
INDIVIDUAL ACTIVITY**

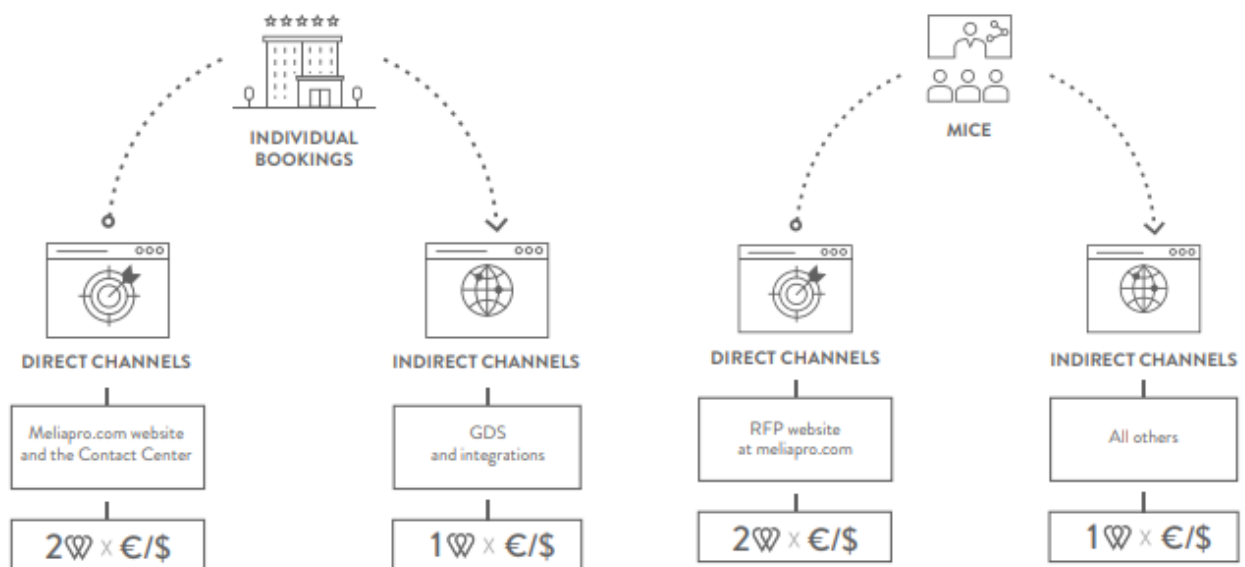


<p><b>THE CONFIDENCE OF PARTNERSHIP</b></p> <p>More than 375 hotels, in 43 countries &amp; 4 continents.</p> <p>EUROPE   AMERICA   AFRICA   ASIA</p>	<p><b>CONTACT US</b></p> <p><a href="http://www.meliapro.com">www.meliapro.com</a></p> <p>91 276 47 00</p>
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## TRAVEL AGENT

As a travel agent, you can earn points on both individual and MICE bookings.

In both cases, you can obtain points through direct or indirect channels. Using direct channels, you will get 2 MeliáRewards points per € or \$, while with indirect channels you will get 1 point per € or \$.



You can earn up to 100,000 MeliáRewards points per event. Events that do not include room bookings can also give points.

Direct channels: website meliapro.com and the Contact Center

## MELIAPRO CERTIFICATES:

As a professional member of the programme, you have access to the exclusive e-learning platform Meliá PRO Certificates. It comprises 12 videos, each lasting 5 minutes. For each video you view, you will receive 1,000 MeliáRewards points, which means a maximum of 12,000 points.

Travel agents can see certificates by Destination ( North America, Asia, Europe and Mea), by brand (Gran Melia, Inside by Melia, Me by Melia, Melia, Paradisus by Melia and Sol by Melia) and by specialization (weddings and events).

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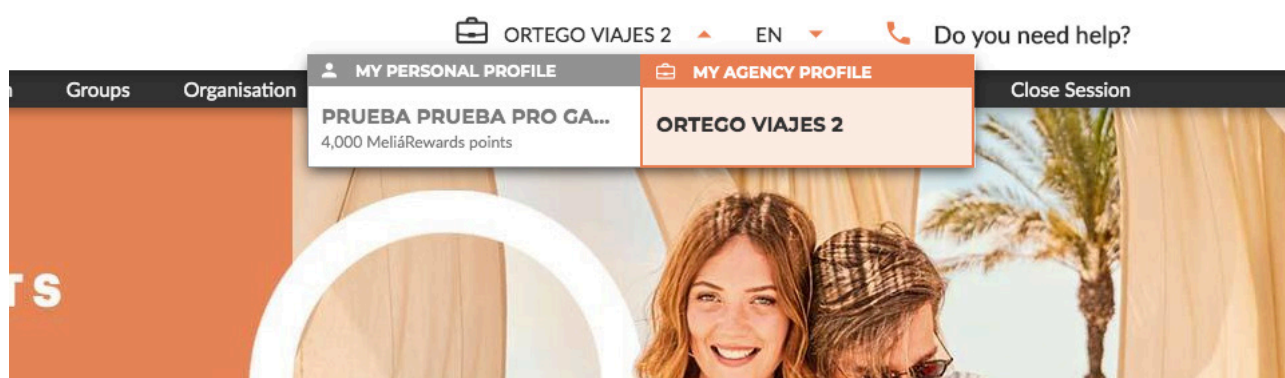
91 276 47 00

## MY PERSONAL PROFILE

At **"My Profile"** section, agents can make any changes in their own profiles (change password, email, etc.) for everything related to the fidelity program MeliáPro Rewards.

Also, they can manage their own bookings and will have access to rates with agent discounts.

**"My Points"** and **"My Benefits"** sections, offer the possibility of checking available points and how to redeem them.



## GROUPS

Easy and quick access to request a quotation for meetings and events.

Agents will also have access to the RFPs they have already managed, in order to check their status. A filter section has been added to speed up the RFPs search process.

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ORTEGO VIAJES 2 EN Do you need help?

Start Reservations HotelPaycom **Groups** Organisation Offers Meliá PRO Certificates Close Session

Groups

SEARCH FOR A RFP

Insert RFP locator SEARCH

CREATE NEW RFP FILTER

Reservation number	Event name	Start date	End date	Creation date	Contact person	Points	Status	Actions
31361448	ORTEGO VIAJS 30ABR SVW 50	30/04/2019	01/05/2019	11/04/2019	PRUEBA PRUEBA PRO	-	Quoted	
31290062	EVEN TO PRUEBA/ NO COTIZAR	30/05/2018	31/05/2018	21/05/2018	GLORIA ANATOLIEVA	-	Lost	
31293906	Pruba nueva	11/06/2018	13/06/2018	11/06/2018	PRUEBA PRUEBA PRO	-	Lost	

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MELIÃ<sup>pro</sup>  
MEETINGS  
& EVENTS

# CHOOSE INCREDIBLE EVENTS



**MORE  
EXTRAS**

A single  
booking process



**MORE  
VALUE**

Excellent sales  
conditions



**MORE  
EXPERIENCES**

Unique  
events



**MORE  
ADVANTAGES**

Better benefits  
with each event

**A WORLD OF SENSATIONS AND TAYLOR MADE  
CREATIONS TO SURPRISE IN YOUR EVENTS**



Book now at [meliapro.com](https://meliapro.com) or call 901 244 444