

Travel Agent Fan Club Rewards Program



HOW DOES THE FAN CLUB WORK?

Every travel agent will be set with a UNIQUE AND PERSONAL FAN CLUB I.D. number to accumulate points in exchange for their bookings. Make sure you save this information and keep it close as you will need it for all your transactions.

In order to enroll and get their UNIQUE virtual Fan Club I.D. number, all agents need to log on the following link and complete their registration: <https://account.clutch.com/valentinimperial>.

***If you experience any issue while or after registering, please contact: asksupport@clutch.com

***Existing members can also register online with their actual card number if they wish to modify personal information and use this link to check their balance. But balances can still be checked at: <https://checkbalance.rewardforloyalty.com/> as before.

Once registered, if these documents were not already provided to you, please send an e-mail to the Fan Club at fanclub@valentinmaya.com with your member number and request the **Fan Club Brochure** and the **Excel Sheet** made especially to report your bookings. These documents are provided through e-mail. It is very important to read the Fan Club Enrolling steps, where you will find all the information you need about the program.

Book our mutual guests through your favorite Tour Operator

After your clients have checked out and completed their stay, e-mail the following details at: fanclub@valentinmaya.com

- Your Fan Club I.D. number
- Name of your clients as they appeared on the reservation (first and last names of all guests)
- Arrival Date (dd/mm/yy)
- Departure Date (dd/mm/yy)
- Room category booked
- Tour Operator
- Booking number

Points will be added to your fan club account within seven business days of reception of your booking report if reported with all the above listed information. Misreporting a booking can incur further delays.

When ready to redeem points, please email at fanclub@valentinmaya.com with your request and points will be deducted and confirmation sent after all necessary verifications.



Earn Per Room *(Valid per Travel Agent duly registered in the program)*

	3 NIGHTS	4 NIGHTS	5 NIGHTS	6 NIGHTS	7 NIGHTS	8 NIGHTS	9 NIGHTS	10 NIGHTS	11 NIGHTS	12 NIGHTS	13 NIGHTS	14 NIGHTS
Deluxe	10	15	20	25	30	35	40	45	50	55	60	65
Silver	12	17	22	27	32	37	42	47	52	57	62	67
Golden	15	20	25	30	35	40	45	50	55	60	65	70
Golden Superior	18	23	28	33	38	43	48	53	58	63	68	73
Golden Swim Up	21	26	31	36	41	46	51	56	61	66	71	76
Emerald	24	29	34	39	44	49	54	59	64	69	74	79
Diamond	30	35	40	45	50	55	60	65	70	75	80	85
Imperial	40	45	50	55	60	65	70	75	80	85	90	95

Points have a validity of two years from the guests travel period, regardless of when reservation was made. Points may not be sold or bartered, are not transferable to other travel agents, family members or any other third party. Points have no cash value. Valid travel agent ID (IATAN/CLIA/TRUE CARDS) are required at check-in. Complimentary stays and day passes have limited allotment, so please book early to avoid disappointment. Points to redeem for rooms apply for the cardholder and one companion if desired, and is valid for one room at a time. Once points are deducted, they cannot be replaced. Fan club rules may be changed or program cancelled with 60 day advance notice.

Redeem Per Room *(Valid for 1 room per travel agent registered and 1 companion at a time)*

	3 NIGHTS	4 NIGHTS	5 NIGHTS	6 NIGHTS	7 NIGHTS	8 NIGHTS	9 NIGHTS	10 NIGHTS	11 NIGHTS	12 NIGHTS	13 NIGHTS	14 NIGHTS
Deluxe	300	400	500	600	700	800	900	1000	1100	1200	1300	1400
Silver	320	420	520	620	720	820	920	1020	1120	1220	1320	1420
Golden	340	440	540	640	740	840	940	1040	1140	1240	1340	1440
Golden Superior	360	460	560	660	760	860	960	1060	1160	1260	1360	1460
Golden Swim Up	380	480	580	680	780	880	980	1080	1180	1280	1380	1480
Emerald	400	500	600	700	800	900	1000	1100	1200	1300	1400	1500
Diamond	500	600	700	800	900	1000	1100	1200	1300	1400	1500	1600
Imperial	600	700	800	900	1000	1100	1200	1300	1400	1500	1600	1700

Diamond and Imperial Suites: Privilege Package is not included with the suites (room only)

Redeem Per Room *(Valid for cardholder redeemed rooms or your customers reservations)*

Other rewards available for yourself or your customers.

- Spa Money 1 point = \$1.00 **massages, facials and corporal treatments only.*
- Concierge Corner Money 1 point = \$1.00 **restrictions may apply*
- Guaranteed One Category Upgrade** 25 points *per person per night*

Thank you for being a Valentin Fan!

** Based on availability. Points deducted must cover the entire stay for all guests. The above points cannot be sold: they must be a gift to your client.