



Melia Cash Incentives

www.meliacashincentives.com

GRAN MELIÁ
HOTELS & RESORTS

ME
BY MELIÁ


PARADISUS
BY MELIÁ

MELIÁ
HOTELS & RESORTS

INNSIDE
BY MELIÁ

TRYP
BY MELIÁ


Sol
hotels&resorts

CLUB MELIÁ

MELIÁ HOTELS
INTERNATIONAL



MELIA CASH INCENTIVES

This is a loyalty program created to encourage the travel agents who book our hotels through the contracted tour operators.

The objective is to attract, meet and engage travel agents who promote our hotels, to thereby obtain the following:

- ✓ Strengthen brand awareness of the hotels
- ✓ Retain the travel agent incentives sale
- ✓ Maintain direct contact with the travel agent
- ✓ This tool is to measure the market demand



MELIA CASH INCENTIVES

Travel Agents

Being part of
the program is
very easy

Any travel
agent can
register by
having an IATA ,
CLIA or TRUE
number

They can report
reservations
and order
checks from the
account online

Quick Cash
Profit

You can track
the entire
process in your
account online

Support Contact:

support@meliacashincentives.com and help@meliacashincentives.com



How do you register?

1

Login: www.meliacashincentives.com

2

Register your details and your agency

3

Review and accept the terms and conditions of the program

4

Once the application is approved, you will receive your temporary password to the registered email to access your account

5

Report and redeem your reservations



How do you register?

www.meliacashincentives.com

Welcome to meliacashincentives.com

How it works?

Book from 3 to 7 nights, at any of the participating Meliá Hotels & Resorts and earn up to US\$125.00 cash incentives. Plus an additional bonus when booking for 7 nights or longer in the ROYAL SERVICE \ FAMILY CONCIERGE \ THE LEVEL \ M EXPERIENCE \ REDLEVEL \ THE RESERVE category.

1. Complete the on-line registration form to become a member of the Meliá Cash Incentives Program
2. Once approved, you will receive a confirmation e-mail with your account activation information and password
3. Login to the Meliá Cash Incentives Program to change your password, report and edit your bookings, view approved bookings and redeem for CASH
4. Once your bookings are approved, you can redeem them and receive your checks within 4 -8 weeks

Log in here

E-mail
Password
IMPORTANT: Once you register you will be sent a password. Please allow 48 hours, to receive it.

[Forgot your password? \[?\]](#)

Become a new member. [Register here](#)

Please send us an email to: support@meliacashincentives.com with your questions



How do you register?

Be a Melia Cash Incentive registered agent

Please fill out the following information to register for this program. You will receive an e-mail confirming your subscription with a password to log in.

Full name (name & last name)		Agent's IATA#, CLIA #	
Checks will be printed to this name			
Company's e-mail		Retype company's e-mail	
Checks will be sent to the address below			
Address	City	State/Province	
Address 2 \ Agency name			
ZIP code	Country	Telephone	Fax
		Member# Mas Amigos	
Agency name		Agency's IATA#	
Address		City	
State/Province			
ZIP code	Country	Telephone	Fax
		Contact person	

Terms and conditions [\[Print\]](#)

Terms and Conditions of Melia Travel Agent Cash Incentive Program

The Melia Travel Agent Cash Incentive Program ("MCI Program") is offered to travel agents who book reservations at a retail travel agency, 1800-33-MELIA, melia.com, or Hotel Direct. Travel agents wishing to register must have a valid IATA or CLIA registration. Travel agents working at tour operators, tour operator subsidiaries and affiliates and/or any Melia affiliated company cannot participate in the MCI Program. Valid ONLY for U.S., Puerto Rico and Canada based travel agents. Valid ONLY for hotels shown

☐ I have read and accept the Terms and Conditions



How do you register?

www.meliacashincentives.com

[Welcome Carolina](#) | [Main menu](#) | [Change your password](#) | [Change your profile](#) | [Log out](#)

MAIN MENU

- [Report new bookings](#)
- [View/Change your reported bookings](#)
- [Redeem Incentives](#)
- [How it works](#)
- [Participating Hotels / Reward Chart](#)
- [FAQs](#)
- [Help](#)
 - [Support](#)
 - [Questions regarding incentives](#)

[How it works?](#) | [Terms and conditions](#) | [Privacy Policy](#) | [FAQs](#)



How do you register bookings?

1

Go to “Report new bookings”. Complete the requested data

2

After check out, you will receive an approval or denial email regarding the booking

3

Check the status of the pending bookings payment on your account online



Report your bookings

REPORT NEW BOOKINGS

Hotel

Guest names (each name per room)

Last name

First name

Check in date

Check out date

Nights

1

Pax
(per room)

Rooms

1

1

☐ Royal Service / Family Concierge /
The Level / M Experience / REDLEVEL /
The Reserve

Incentives (USD)

Booked through:

☒ Tour Operator >> Name

☐ melia.com

PLEASE ADD YOUR CONFIRMATION NUMBER

<< back to menu

submit >>



Report your bookings

Dear Debbie,
 Melia Caribe Tropical supervisor has **APPROVED** one of your bookings.
 When you wish to receive your check, please go to <https://www.meliacashincentives.com/> and redeem your accumulated incentives.

- Hotel: [Melia Caribe Tropical](#)
- Check in date: [12/30/2015](#)
- Check out date: [1/6/2016](#)
- Guest name: [deBie,Kaden](#)
- Notes: [21526152](#)

REDEEM INCENTIVES

APPROVED BOOKINGS					PENDING APPROVAL				
Date	Check in	Check out	Guest name	Amount	Date	Check in	Check out	Guest name	Amount
Total approved				\$0.00	12/7/2015	1/17/2016	1/24/2016	Long,Valerie	\$ 40.00
					11/9/2012	12/2/2012	12/9/2012	THIBAUT,ANDRE	\$ 100.00
					Total pending approval				\$140.00



Modify reported bookings

MELIÁ HOTELS INTERNATIONAL

www.meliacashincentives.com



print

Welcome Carolina | [Main menu](#) | [Change your password](#) | [Change your profile](#) | [Log out](#)

CHANGE REPORTED BOOKINGS

Reported bookings filter

Hotel

Guest name

Booking date

From



Check in date

Check out date

Status

to



All

<< back to menu

new booking

list bookings >>

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Redeem your check!!!

1

Go to “Redeem Incentives”. Select the approved bookings

2

Select “Order a check”

3

Checks will be processed and sent by accounting according to the agent data registered in the system

4

Delivery of the check: it takes between 4 and 8 weeks after the application



Redeem your Check!!!

REDEEM INCENTIVES

APPROVED BOOKINGS					PENDING APPROVAL				
Date	Check in	Check out	Guest name	Amount	Date	Check in	Check out	Guest name	Amount
Total approved				\$0.00	12/7/2015	1/17/2016	1/24/2016	Long, Valerie	\$ 40.00
					11/9/2012	12/2/2012	12/9/2012	THIBAUT, ANDRE	\$ 100.00
					Total pending approval				\$140.00

Good Evening,

Dear Debi,
You have requested a check for our Sol Melia Cash Incentives program. Please find below the details:

BOOKINGS REPORTED AND APPROVED:

APPROVED BOOKINGS				
Date	Check-in	Check-out	Guest Name	Amount
11/25/2015	12/18/2015	12/22/2015	Repinski, David	\$70.00
Total Approved				\$70.00

Cash Incentives Automated System



Important

- ☐ Checks will be issued and sent according to registration information. Please make sure the correct information is registered
- ☐ If the agent does not have an IATA, CLIA or TRUE number, they cannot participate in the program
- ☐ The following emails are not allowed: @hotmail, @yahoo, @outlook, @aol. Only corporate emails
- ☐ It doesn't apply for group reservations (MICE). Only applicable for Leisure Groups
- ☐ Duplicate bookings: both will be denied.
- ☐ If the Booking was reported through a tour operator but the actual guest stay was booked through another channel, it will be denied
- ☐ Travel agents have 40 days after the check in date to report bookings. The reservations can be reported before, during, or after the stay as long as to not to exceed 40 days after the check in date
- ☐ IT IS THE PARTICIPANT'S SOLE RESPONSIBILITY TO MAKE SURE THE BOOKINGS MATCH THE CRITERIA OF THE PROGRAM
- ☐ Reported bookings that have been approved for incentive payment, and are not claimed for redemption will expire after 1 year and cannot be submitted again for redemption. After one year without activity, participant's account will be deactivated.



Participating hotels:

- Meliá Cozumel
- Meliá Orlando Suite Hotel
- Meliá Puerto Vallarta
- Meliá Caribe Tropical
- Meliá Nassau Beach
- Meliá Braco Village
- ME Cancún
- ME Cabo
- Paradisus Punta Cana
- Paradisus Palma Real
- Paradisus Playa del Carmen – La Esmeralda
- Paradisus Playa del Carmen – La Perla
- Paradisus Cancún
- Gran Meliá Puerto Rico



Benefits chart

Meliá Cozumel	3 - 4	\$20.00	
	5 - 6	\$30.00	
	7 or more	\$40.00	
Meliá Orlando Suite Hotel	3 - 4	\$20.00	
	5 - 6	\$30.00	
	7 or more	\$40.00	
Meliá Puerto Vallarta	3 - 4	\$20.00	
	5 - 6	\$30.00	
	7 or more	\$40.00	
Meliá Caribe Tropical	3 - 4	\$20.00	Earn an additional \$ 10 per booking. Book THE LEVEL
	5 - 6	\$30.00	
	7 or more	\$40.00	
Meliá Nassau Beach	3 - 4	\$20.00	Earn an additional \$ 10 per booking. Book THE LEVEL
	5 - 6	\$30.00	
	7 or more	\$40.00	
Meliá Braco Village	3 - 4	\$20.00	Earn an additional \$ 10 per booking. Book THE LEVEL
	5 - 6	\$30.00	
	7 or more	\$40.00	
ME Cancun	3 - 4	\$35.00	Earn an additional \$ 25 per booking. Book ME PLUS
	5 - 6	\$55.00	
	7 or more	\$75.00	
ME Cabo	3 - 4	\$35.00	Earn an additional \$ 25 per booking. Book ME PLUS
	5 - 6	\$55.00	
	7 or more	\$75.00	



Benefits chart

Paradisus Punta Cana	3 - 4	\$35.00	Earn an additional \$ 25 per booking. Book ROYAL SERVICE
	5 - 6	\$55.00	
	7 or more	\$75.00	
THE RESERVE @ Paradisus Punta Cana	3 - 4	\$60.00	Earn an additional \$ 25 per booking. Book FAMILY CONCIERGE
	5 - 6	\$80.00	
	7 or more	\$100.00	
Paradisus Palma Real	3 - 4	\$50.00	Earn an additional \$ 25 per booking. Book ROYAL SERVICE
	5 - 6	\$75.00	
	7 or more	\$100.00	
THE RESERVE @ Paradisus Palma Real	3 - 4	\$75.00	Earn an additional \$ 25 per booking. Book FAMILY CONCIERGE
	5 - 6	\$100.00	
	7 or more	\$125.00	
Paradisus Playa del Carmen La Esmeralda	3 - 4	\$50.00	Earn an additional \$ 25 per booking. Book FAMILY CONCIERGE
	5 - 6	\$75.00	
	7 or more	\$100.00	
Paradisus Playa del Carmen La Perla	3 - 4	\$50.00	Earn an additional \$ 25 per booking. Book ROYAL SERVICE
	5 - 6	\$75.00	
	7 or more	\$100.00	
Paradisus Cancun	3 - 4	\$35.00	Earn an additional \$ 25 per booking. Book FAMILY CONCIERGE or ROYAL SERVICE
	5 - 6	\$55.00	
	7 or more	\$75.00	
Gran Meliá Puerto Rico	3 - 4	\$20.00	Earn an additional \$ 10 per booking. Book RED LEVEL
	5 - 6	\$30.00	
	7 or more	\$40.00	



Terms and conditions

The Melia Cash Incentive Program is offered to travel agents who book reservations at a retail travel agency through tour operators. **Travel agents wishing to register must have a valid IATA, CLIA registration or TRUE number.** Travel agents working at tour operators, tour operator subsidiaries and affiliates and/or any Melia affiliated company cannot participate in the MCI Program. Valid ONLY for U.S., Puerto Rico and Canada based travel agents. Valid ONLY for hotels shown on the page.

The following are the general terms and conditions of the MCI Program, and constitute the contents of the Contract that is undertaken between The Sol Group Corp (TSGC), owner of the MCI Program, and each travel agent participant ("Participant") once the latter has agreed to participate in the MCI Program and has completed the MCI Program registration form. By using this website and submitting a registration form. Participant's agree to be bound by these terms and conditions.

TSGC reserves the right to totally or partially cancel or change MCI Program, with or without prior notice. TSGC reserves the right to approve, deny or revoke participation in the MCI Program to any individual for any reason whatsoever. If the MCI Program is discontinued, all incentives accumulated by a Participant will be redeemable within 30 days of cancellation notice or date of cancellation. TSGC will use reasonable efforts to ensure that sufficient prior warning is given should the MCI Program be cancelled, by posting such changes on this website, but will not be responsible for any losses or damages caused by its cancellation or modification.

TSGC reserves the right to monitor all Participant's account activity. TSGC reserves the right to terminate a Participant's enrollment in the MCI Program, without notice, due to misrepresentation, noncompliance with the Program rules or any other aspect of the Program or any conduct detrimental to the interests of TSGC. Without limiting the generality of the foregoing, if at any time TSGC reasonably determines that a Participant has engaged in any fraud or abuse concerning MCI redemptions, the Participant account will be terminated, including forfeiture of all accumulated incentives and the immediate cancellation of membership, and, thereafter, the Participant will be banned from entering any other Melia incentive program, and legal action may be undertaken by TSGC. A Participant that has been awarded cash incentives in error or believes its account has been the subject of fraud shall contact the MCI Program service center immediately via email at help@meliacashincentives.com or support@meliacashincentives.com

MCI Program credits and/or redemptions may not be sold, bartered, given away or purchased. Any incentives obtained in any such manner by any person or entity will be considered fraudulently obtained and will be voided. Incentives can ONLY be claimed by the registered agent. Any other person using other agent's registration will be considered a breach of these terms and all incentives will be forfeited. Any personal tax liability and bank fees, in connection with the receipt and/or use of MCI Program incentives are the responsibility of the Participant.



Terms and conditions

The MCI Program is open to retail travel agents only. Travel agents working at tour operators, tour operator affiliates and subsidiaries and/or any Melia affiliated company cannot participate in the MCI Program.

Upon the completion of the MCI Program registration form, the applying Participant accepts and authorizes TSGC to use the information contained in the registration form for the promotional purposes of TSGC, subject to section 9 dealing with personally identifiable information.

The MCI Program is subject to the laws of Florida. Any action brought or held on the basis of the Program shall be brought and held in the appropriate court in Miami-Dade County, Florida. The Program is void where prohibited by federal, state, or local law.

Participants shall register for the MCI Program by completing the registration form found in this website.

Once a participant has registered link to a specific travel agency, he/she will be able to modify personal information only, and will not be able to change the agency information. If the agent has changed jobs to another agency, then A) should notify us at help@meliacashincentives.com and B) Re-register under the new travel agency.

MCI Program incentives must be accrued on an individual basis, and only the MCI Participant may accumulate incentives in his or her account. Participants of the program can register, claim and receive cash incentives for their own bookings. Participants are not allowed to claim bookings on behalf of other travel agent or travel agency as a group. Membership will be registered under the Participant's full name. Participants must use corporate email as email account. Personally identifiable information regarding an account is considered confidential to the Participant and shall be released only with the consent of the Participant.

A Participant can change his/her profile information upon written request and approval by TSGC; however, the IATA number provided shall always be valid and matching with the new information.

MCI Program incentives are awarded on the basis of rooms/night booked. A room/night is defined as a confirmed and completed overnight stay at a participating Melia Hotel during valid Program dates. Incentives are earned based on the incentive rate schedule of each participating hotel. Bookings must match the criteria and terms of the MCI Program in order to qualify for incentives.



Terms and conditions

IT IS THE PARTICIPANT'S SOLE RESPONSIBILITY TO MAKE SURE THE BOOKINGS MATCH THE CRITERIA OF THE PROGRAM. TSGC is not responsible in case information provide by the participant is incorrect, lost, late or misdirect. Not valid on travel agent special rate bookings, contracted or negotiated rates. Cannot claim cash incentives for the agent's own travel. This offer does not apply for incentive groups (MICE), only for Leisure groups. Cash incentives when reported through a tour operator will not apply if paid rate is lower than contracted rate or official TTOO sale rate.

Bookings must be submitted no later than 40 days of guest's arrival, after this time bookings expire and do not qualify. All MCI incentives are subject to approval by each hotel. After guest departure from the hotel, any requests for modifications of already registered bookings in the system and that by any reason whatsoever have been mistakenly reported, will not be consider.

Delivery of payment for incentives earned will be by U.S. bank check, in United States Dollars and sent via U.S. regular mail to the address provided by Participant at time of registration. TSGC is not responsible for checks fraudulently cashed or stolen. Checks are valid for 6 months. P.O. boxes are not allowed as Participant addresses. Only U.S., Canada and Puerto Rico valid addresses are allowed. In case checks are not cashed and expire, a fee of \$ 25.00 will apply to reissue a new check. Allow 4- 8 weeks for delivery of checks once a request for redemption has been made. If after 10 weeks, Participant has not received the check corresponding to a redemption request, Participant should notify this via email to the Service Center in order to cancel the check and reissue.

Reported bookings that have been approved for incentive payment, and are not claimed for redemption will expire after 1 year and can not be submitted again for redemption. After one year without activity, Participant's account will be deactivated.

Active Participants can access an individualized online statement on a regular basis. The statement will summarize current approved incentives, pending incentives and denied incentives. Participants are responsible for keeping reservation codes and booking records to compare with the information contained in the MCI Program statements. If any claim is submitted, Participant should include in the request reservation codes and booking records (including all passenger's names, arrival and departure dates and hotel name) as a proof of booking. invoices will not be accepted as a proof of booking.

Participant agrees to indemnify and hold harm less TSGC, its affiliates, officers, directors, employees and agents, from any and all claims, losses, damages, liabilities, judgments or settlements, including reasonable attorney fees and costs, incurred by such indemnified parties on account of any act, omission, or breach of this Agreement by Participant. Other restrictions apply.

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