Since we have had many inquiries lately about the new structure in our rewards program [www.meliapro.com](http://www.meliapro.comc) & [www.meliacashincentives.com](http://www.meliacashincentives.com) (since last August 2018),

A detailed update and reminder seems like a good idea, in order for you to benefit best from both programs :

PLEASE READ CAREFULLY… ALL YOUR QUESTIONS WILL BE ANSWERED !

**IMPORTANT**

* I represent Melia Hotels International, all destinations **except Melia Cuba division**
* ***We (Brenda, Gina and myself) do not have access to the websites***, **no access to Melia Pro profiles and no access to the Melia Cash Incentives;**
* **Melia CUBA** is managed by Brenda Bradley for English Canada ([brenda@meliacuba.ca](mailto:brenda@meliacuba.ca)) and **Gina Mallamo** for Québec ([gina@meliacuba.ca](mailto:gina@meliacuba.ca))

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

* Cash rewards up to 150 US$ per room (tax free since the office is in the US )
* Valid for hotels in **Mexico, Dominican Republic, Nassau, Puerto Rico, Jamaica & Orlando (see list on the website)**
* Individual profile for each travel agent (corporate email only - hotmail ect is not accepted)
* Register your reservations maximum 40 days after the clients departure date
* After your clients check out you’ll receive a confirmation email from the system in order to claim your cheque (approx delay : 8 weeks)

(sometimes the confirmation email may end up in your junk mail )

* **Valid for the bookings made either via the T.O. and Melia Pro**
* Leisure groups are accepted with a maximum of 10 rooms per registration (ex; if your group has 20 rooms, you’ll need to enter it twice – 2 x 10 rooms)
* Mice groups do not participate to the program
* Support team in Miami **:** [**support@meliacashincentives.com**](mailto:support@meliacashincentives.com)

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

* Reservation portal for travel agents (the agency has to have a valid Melia Pro account to then register their agents)
* Agent rates (-25%) on all 400 hotels worldwide (online or via our agent rewards line in Miami : 1-855-808-8264)
* Earn Melia Pro exclusively on your direct bookings made on your Melia Pro portal
* **Melia CUBA hotels no longer participate to this program**
* Points expire after 12 months on inactivity in the account (see expiry date on your profile)
* Direct booking generate 12-16% commission + Melia Pro points
* Bookings made on your Melia Pro agent portal are also eligible for the cash Incentives – for participating hotels (DOUBLE DIPPING !)
* Support team contact : [meliapro@melia.com](mailto:meliapro@melia.com)
* Call centre for agents in Miami (reservations) : 1-855-269-5374
* Loyalty progam/points/free nights (Miami) : 1-855-808-8264
* « Melia Specialist » training program that gives you exclusive benefits and 10% more points per booking
* Fact sheets, maps, pictures ect on all 400 hotels worldwide
* Exchange your points in many ways :
* Gift cards or Visa prepaid cards (cad or us)
* New « shopping » catalog; careful… custom charges apply ($)
* FREE NIGHTS IN ALL 400 MELIA HOTELS INTERNATIONAL HOTELS WORLDWIDE

There you go ! We hope that this update will have informed you well

Have a great day and happy sales with Melia Hotels International!

PS : should you wish to unsubscribe from my database, please advise me;

       Si vous préférez recevoir ces courriels en français ou vous désabonner de ma liste d’envois, svp m’en aviser

Nathalie 

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