FAQ
Elite Collection®
Elite like you!

1. How can I make my reservations?

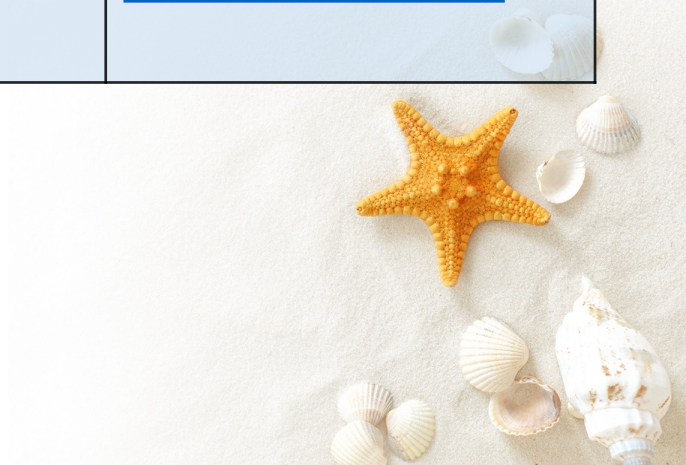
a) Have your membership number on hand, which is the contract number located on the first page of the contract that begins with the acronym ECPP, ECJD or ECSD.

b) It is important to make your reservations as far in advance as possible, as it is a subject to availability, and we would love to offer you the best accommodation. In case you arrive on the same day, please contact our agent via phone numbers indicated below.

c) To proceed with your reservation request, please provide the following information: number of people (adults and children – ages), room distribution, preferred location, and any special requirements (e.g. Apartment Suite with 2 rooms, swim-out, adults-only area, etc.). All requests are subject to hotel availability and may require an additional supplement or upgrade. Please note that a minimum 2-night stay applies to weekend reservations. The reservation confirmation document (voucher) will be required upon arrival for check-in.

For reservations at Hodelpa Hotels, please contact:

Departament	Schedule	Phone number	Email
Reservations ECPP	Mon-Sat 9:00 am -5:00 pm	WhatsApp 829 745-3244 + 1-407-605-3085 USA	shaira.munoz@myelitecollection.com
Reservations ECJD /ECSD	Mon-Sun 8:30 am -5:00 pm	WhatsApp 809-722-7036 1-407-605-3088 USA	reservations2@myelitecollection.com
Member services ECPP	Mon-Fri 9:00 am -8:00 pm	WhatsApp 809-723-8515 1-407-605-3085 USA	xiomara.delacruz@myelitecollection.com
Member services ECJD /ECSD	Mon-Fri 9:00 am -6:00 pm	WhatsApp 849-455- 4278 1-407-605-3088 USA	memberservicesejd@myelitecollection.com



2. National and International Reservations or activation of the platforms via RCI and Special Guest:

You will get your username and password 30/45 days after purchasing your membership.
In the same way the instructions for immediate use. For deposit and exchange of weeks with RCI, contact our reservation **Vacation Consultant**

Email:Vacationconsultant@myelitecollection.com Tel#M 1-849-455=6924 /O 1-809-526-3934

Below are the contacts of these companies:

RCI 1-800-338-7777 -RD 1-317-805-9000 www.rci.com week exchange

SPECIAL GUEST 1-866-296-9003 / Rep. Sun 1-829-947-3042

3. What is the current rate for members at Emotions PP /JD Hotels?

- The current rate is USD $85.00 per person, per night.
  Children aged 6 to 11 pay 50% of the rate (an additional supplement applies for Christmas night and New Year's Eve), with VIP benefits for the contract holders, their parents and children, as well as the beneficiaries registered under the contract (a maximum of four rooms per membership per stay). We have special rates if you exceed the number of rooms mentioned above. Please do not hesitate to contact your Reservations Agent for further information.
- In the event of having additional people to those contemplated in the reservation, it is necessary to inform the hotel prior to arrival for to check availability, as you will understand, since there may not be a room for them. The hotel reserves the right to allow them to enter the property or not, to the property. We count on your understanding and cooperation.
- We remind you that the VIP areas are for the exclusive use of Members or contract holders, who will have priority before their guests.
- We reiterate that reservations are subject to availability, so it is important to make them as soon as possible. On holidays the minimum stay is 4 nights, or less at the discretion of the Hotel.
- Weekends minimum stay is 2 nights or less at the discretion of the hotel.

4. What is the check-in and check-out time at Emotions an Expression of Hodelpa Hotels?

- Check in (room delivery) is at 4:00 pm (local time)
- Check out (room delivery) at 1:00 pm (local time).

For late check-out until 3:00 pm, please contact our Member Services department beforehand to coordinate availability. Any change or modification of these schedules will be notified to the member in a timely manner.

Early check-in (from 9:00 a.m. to 1:00 p.m.) has an additional cost actually of **US$15.00 p/p/n** at Emotions. **Please be aware that Reservation confirmation document –voucher will be required upon arrival –to check-in.**

5. How can I make advance payments for reservations at Emotions An Expression of Hodelpa hotels?

Prepayment of your reservation is required at the time of the request, which can be made via bank deposit or wire transfer to the hotel account or via credit card authorization. Prepayments are requested to guarantee the reservation and to expedite the check-in procedure and delivery of rooms at the hotel.

6. What happens if I make a reservation and prepay, but I can't attend and I send a avis of cancelling before 48 hours?

The amount paid remains in credit for a period of 6 months to be used for reservations at the same hotel.

7. What happens if I make a reservation, but I don't show up on the day of check-in or I did not send a 48 hours' notice prior arrival date?

As this room is not available to others, the total pre-payment made for this stay will be deducted.

8. How much does the daypass cost me as a Member?

We have a special Daypass rate (10:30 am to 5:30 pm) for Member(s) members current rate of US$50.00 p/p/n up to 5 pax (immediate family members). Please give at least 24 hours notice to 24 hours notice to Member Services or Concierge. The daypass is not part of the contract, nor use areas o VIP Benefits.

9. How can I activate a RCI cruise or gift week gift certificate - depending on the Membership purchased?

You will receive an email with all the information necessary for the activation of the cruise certificate. In the case of a RCI bonus week, upon receipt of your ID, it is automatically activated. In addition, remember when you book it, it will be necessary to pay taxes or/and services. The cruise certificate is valid for 6 months from activation, and the bonus week is 1 year. Please take into consideration as they are not renewable.

10. How can I make payments for my membership or update my information?

You can contact: cobranzas.pp@myelitecollection.com Tel. (829)760-5321 It is necessary to remember that in order to reserve and use all your benefits, you need to be up to date with your monthly membership and Network Fee payments.

11. How can I refer my friends and family to become members of the Club?

By referring friends and acquiring the membership -initial completed-, you will obtain a gift that you can use as you wish. Just send your name and contact phone number to your **Member Services Representative** as follows:

MEMBERSHIP ECPP	☎ 809-723-8515 ☎ +1-407-605-3085 /USA	xiomara.delacruz@myelitecollection.com
MEMBERSHIP ECJD-ECSD	☎ 849-455-4278 ☎ +1-407-605-3088 / USA	memberservicesejd@myelitecollection.com

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