



# VALENTIN

## HIGH FIDELTY

TERMS AND CONDITIONS



VALENTIN IMPERIAL  
RIVIERA MAYA



# VALENTIN HIGH FIDELITY

## TERMS AND CONDITIONS

Book stays of 3 nights or more at any Valentin Hotel in Spain and Mexico and earn cash rewards of up to 100.00 USD per room. This maximum will be bonified by 50% if you redeem Valentin Dollars (Max 150.00 USD).

## SUMMARY OF THE PROGRAM

1. You are a registered travel agent with Valentin High Fidelity.
2. You must report your reservation through your personal Valentin High Fidelity account.
3. A minimum 3-night stay per room is required for the reservation to be eligible for rewards.
4. You can report your bookings from the moment they are confirmed and for up to 3 months after the guests' check-out date.
5. Bookings reported more than three months after your client's check-out date are no longer eligible. No exceptions.
6. Bookings accepted can be made at:  
Directly with the resort through the Travel Agent portal, the resort's website and call center, or the tour operators appearing in the dropdown menu when registering the booking.  
Bookings not accepted:  
Complimentary stays (including Fam Trips), reservations made at a travel agent rate and Friends and Family rate, special travel agent promotion/discounted rates, Fan Club stays, airline discount reservations, Online Travel Agencies' reservations (for example, Expedia, Priceline, etc.), canceled reservations, and "no show" reservations.
7. Groups of 8 rooms and over are not eligible with Valentin High Fidelity. However, for medium and large groups of 8 rooms and over, the groups department offers a benefit to Travel Advisors who booked the group. For more information, contact: [groupsandweddings@valentinmaya.com](mailto:groupsandweddings@valentinmaya.com). Important: There is a maximum of 3 months after the group's check-out date to follow up and claim this benefit which can no longer be granted after this period.
8. After your booking has been validated, the pending rewards will appear on the top right corner of your screen under "Pending Check-Out".
9. Earnings are available to collect once your clients have checked out.



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10. "Earned credit" corresponds to the rewards pending the guests' check-out from the resort. "Available credit" corresponds to the rewards available to be redeemed.
11. If your guests have already checked out when you register your reservation, the money will be available as soon as the system has validated the booking.
12. The system validates the reservations that you register in an average of 7 business days (it can be a bit less or more). This process could take up to 30 business days in extreme situations out of our control.
13. You have three options to redeem your rewards: Valentin Dollars, Amazon Gift Cards, and Cash-back (sent to your bank account). Please note that you need a minimum of USD 50.00 to redeem an Amazon card; a minimum of USD 100.00 for cashback; a minimum of USD 35.00 for Valentin Dollars.
14. Valentin Dollars option gives you 50% more dollars than the other options.
15. Cashback Redemption Policy and Beneficiary Responsibility/account holder:
  - 15.1 Taxes and Associated Expenses: When redeeming for cash-back redemption, it is important to consider that all local, state, and federal taxes, as well as all transaction-related bank fees, are the sole responsibility of the beneficiary. This means that any tax obligations or additional charges arising from the transaction will be assumed by the beneficiary.
  - 15.2 No Refunds Allowed: Once a cash-back redemption has been processed, it is established irrevocably that refunds will not be permitted under any circumstances. We strongly advise you to carefully consider your redemption decisions before proceeding, as there will be no exceptions in this regard.
  - 15.3 International Transfers and Accurate Information: All redemption transactions involve international transfers. It is essential to provide accurate and complete information to ensure the success of the transaction. If incorrect data is provided and the transaction needs to be reversed for this reason, any expenses incurred in the transaction reversal will be the sole responsibility of the beneficiary.
16. You can redeem an Amazon gift card by pressing the "Redeem" button and filling in the amount and other requested fields.



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17. To redeem a stay with your Valentin Dollars:

- a) Contact [valentinhighfidelity@valentinmaya.com](mailto:valentinhighfidelity@valentinmaya.com) with the details of the requested stay
  - Travel dates
  - Total number of nights
  - All names to put on the reservation as they appear on the passports (SGL/DBL/TPL)
  - Room category
  - Type of bedding
  - Requests/celebrations/special needs
  - Number of previous visits

IMPORTANT: The High Fidelity account holder must be the lead guests in the room requested. No exceptions.

b) The Valentin High Fidelity team will confirm your rate.

c) Once your rate is confirmed, redeem the desired amount in Valentin Dollars and send a copy of the voucher as a mean of payment for the Valentin High Fidelity team to complete your reservation at [valentinhighfidelity@valentinmaya.com](mailto:valentinhighfidelity@valentinmaya.com).

d) The resort's reservations department will then issue the voucher for your stay and send it to your e-mail address.

- You can use Valentin Dollars to pay for a part of your stay and pay the remaining balance at check-in.
- Valentin dollars will be accepted to pay for your stay up until 72 hours before the arrival.
- Valentin Dollars vouchers are combinable, i.e., for example, you can use two coupons of 500.00 Valentin dollars to apply to a 1000.00 Valentin Dollars payment.
- Not combinable with any special offer/promotion. Transportation is not included. 300\$ Romantic Credit not included.

e) Allotments at the lowest rate available are limited, book early to avoid disappointment.

f) Usual blackouts apply (February, Holidays, November 1st to 15th, December 1st to 12th)

g) Fraudulent attempts may result in the termination of your account

## CANCELLATION POLICIES

Reservations paid with Valentin Dollars are not refundable. You can request a date change through the Valentin High Fidelity team at [valentinhighfidelity@valentinmaya.com](mailto:valentinhighfidelity@valentinmaya.com) to get confirmation of the revised rate for these new dates.

- You have up to 48 hours before the arrival to request a date change.
- Reservations can be modified up to 48 hours before the arrival AT THE LATEST.
- You can modify your travel dates a maximum of 3 times.

Once you have redeemed Valentin Dollars, you have a maximum of 12 months to use these rewards. Expiration dates cannot be extended.

Amazon Gift Cards are valid for the time indicated on the Amazon Gift Card.

Valentin dollars, Amazon gift cards, and cashback deposits are non-refundable, non-returnable, and non-exchangeable. Once the reward has been redeemed, it cannot be returned to your account or exchanged for another of the available original options.



# VALENTIN HIGH FIDELITY

## AMENITIES

You can use your Valentin Dollars to treat yourself or your VIP guests to amenities. Please refer to the grid below to see the available options:

Valentin Imperial Riviera Maya Amenities	Price in Valentin Dollars
Special Welcome Amenity (may vary)	\$35.00
Tuxedo Strawberries plate	\$40.00
1 bottle of sparkling wine	\$40.00
1 bottle of sparkling wine with fresh strawberries	\$70.00
1 bottle of house wine (red or white)	\$40.00
1 bottle of red house wine with cheese plate	\$75.00
1 bottle of Tequila with 2 Valentin shot glasses	\$100.00
Fruit plate	\$40.00
Melon balls with Port	\$50.00
Valentin Beach Bag	\$100.00
30 minutes Back Massage	\$100.00
50\$ USD Spa certificate	\$75.00
75\$ USD Spa certificate	\$100.00
100\$ USD Spa certificate	\$150.00
150\$ USD Spa certificate	\$200.00

- Send your amenities request to [valentinhighfidelity@valentinmaya.com](mailto:valentinhighfidelity@valentinmaya.com) at the latest five business days before your guests' arrival, including:
- Your Valentin Dollars coupon for the exact amount of the amenity you wish to redeem.
- The amenity you wish to redeem.
- The guests booking details: check-in and check-out date, all names on the reservation, room category, tour operator/direct booking, and booking number.
- Preferred delivery date
- Note to accompany the amenity.
- Valentin Dollar vouchers can be used together for spa certificates of equal value. For instance, a 400.00 Valentin Dollar voucher can cover two USD 150 spa certificates (see page 5 for details).
- Spa certificates apply to massages only.

## IMPORTANT

**Requests received less than five business days before the guests' arrival may not be processed.**

**If the booking for which you have redeemed an amenity is canceled before the guests' arrival, the amenity can be transferred to another upcoming booking but cannot be refunded.**