

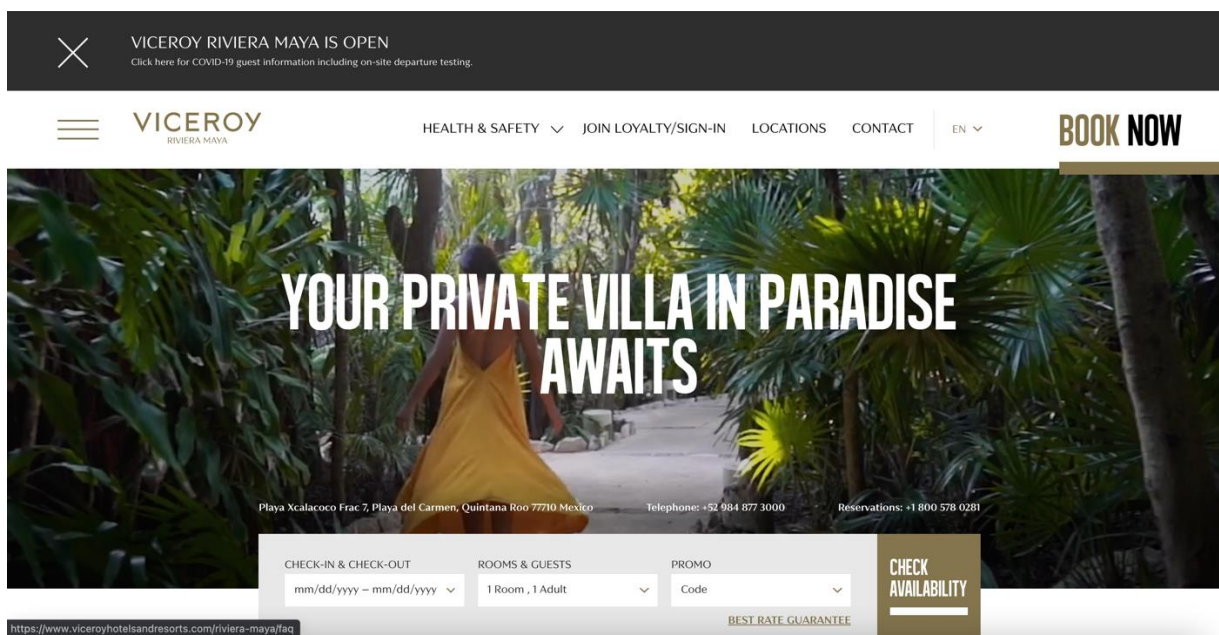
## 2022/23 Dynamic Contract Booking Process Guide

TOUR OPERATOR: NUBA

BOOKING CODE: NUBAVRM

### STEP 1:

- Visit the resort website – [www.viceroyhotelsandresorts.com/riviera-maya](http://www.viceroyhotelsandresorts.com/riviera-maya)
- Once on the website, click the “**BOOK NOW**” button located in the top right-hand corner of the page.

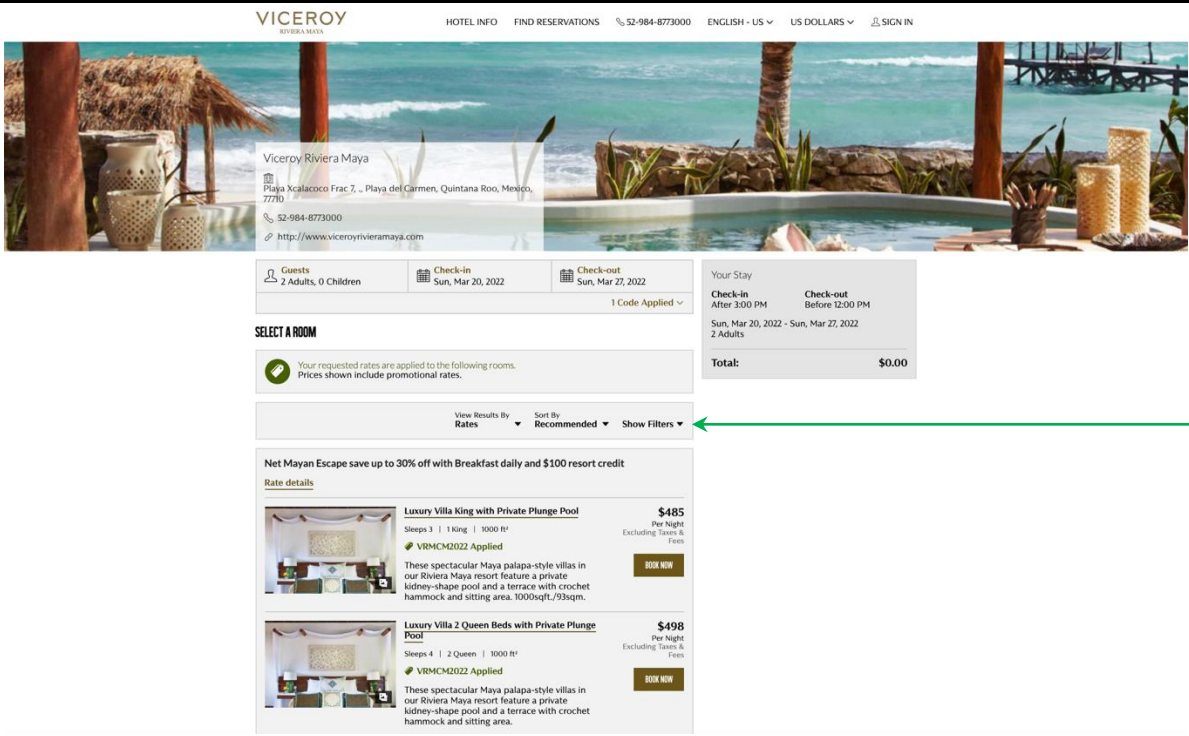
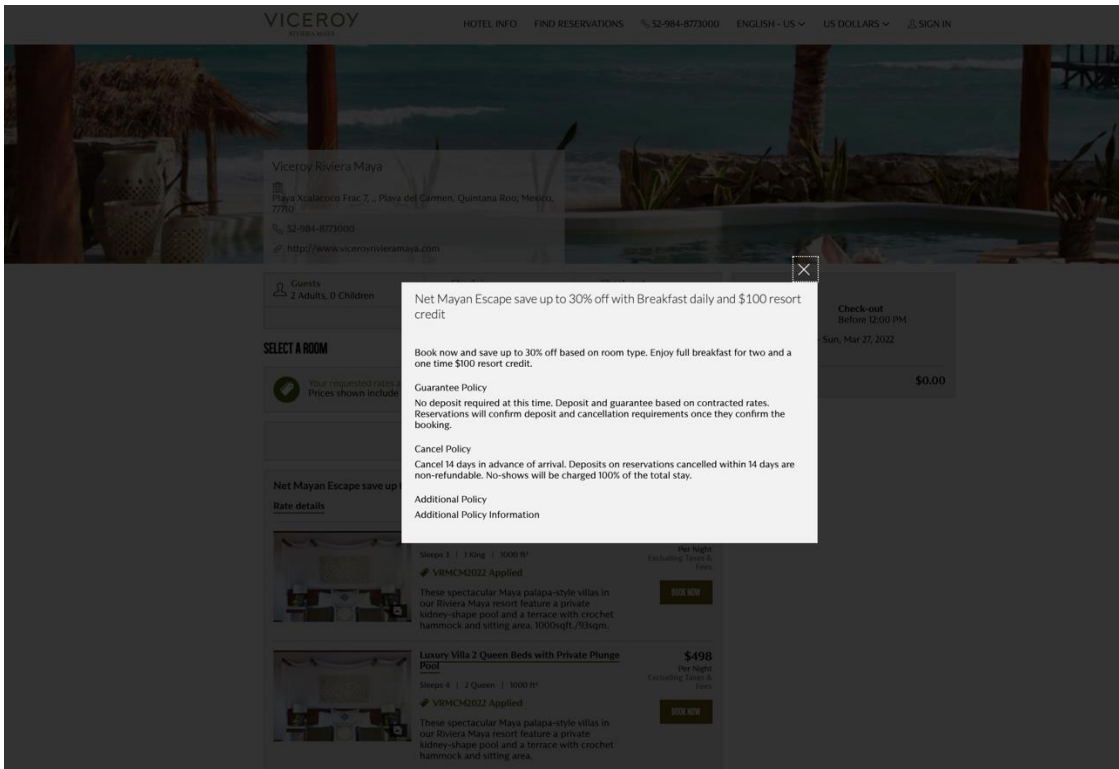


### STEP 2:

- Once you've clicked on the “**BOOK NOW**” button, you will be able to check live availability using your tour operator booking code (listed at the top of this document).
- Ensure that you have entered the requested dates and number of clients travelling.
- Under “CODE TYPE”, ensure that you select “PROMOTION” from the drop down and then enter your tour operator booking code in the “CODE” box.
- Then click on “CHECK AVAILABILITY”
- **\*Troubleshooting** - by having your TO code in PROMO you are still eligible for promotions. “Promos” can be found higher up the page, above BAR so ensure that you scroll down the webpage to see all available and valid promotions.
- **\*\*Troubleshooting** – if you see a pop-up which asks for AGENT ID/COUPON CODE, this can be minimised by clicking arrow next to “code applied”

**STEP 3:**

- You are now able to check live availability covering all available accommodation types for your client’s requested holiday dates.
- Special offers will automatically show on the screen resulting in the cost per night (EXCLUDING Taxes & Fees), and you are able to double check the special offers by clicking on “Rate details”.
- Once you’ve found the accommodation type you require, click on “BOOK NOW” to see the Taxes & Fees information.
- You can also select filters for your booking – click on “Show Filters” and the drop down will appear. See below screenshot for an example.



**SELECT A ROOM**

Your requested rates are applied to the following rooms. Prices shown include promotional rates.

View Results By: Rates | Sort By: Recommended | Hide Filters

Filters

Display:  View By Rooms |  View By Rates

Sort By:  Recommended |  Lowest Price |  Highest Price

View:  Other |  Beach view |  Forest view

Bed Type:  King |  Queen

Rate Type:  Net Best Available Rate |  Net Complimentary 3rd Night and More |  Net Mayan Escape save up to 30% off with Breakfast daily and \$100 resort credit

Room Category:  Specialty Villas |  Luxury Villa

Room Type:  Beachfront Villa with Plunge Pool |  Ocean View Two Level Villa |  Viceroy Villa with Private Plunge Pool and Deck |  Premium Villa with Private Plunge Pool |  Signature Villa with Private Plunge Pool

Price (avg./night): Price range from 484 - Price range to 1,564

21 matching rooms **APPLY**

Your Stay: Check-in After 3:00 PM | Check-out Before 12:00 PM | Sun, Mar 20, 2022 - Sun, Mar 27, 2022 | 2 Adults | Total: \$0.00

**STEP 4:**

- Once you've found the accommodation type that is suitable for your clients, click on the "BOOK NOW" button in the box of the requested accommodation type.
- You will then be taken through to the meal plan options. More details below!
- The system will show you a **complete costings breakdown on the right-hand side.**

Net Complimentary 3rd Night and More  
Every 3rd night free

Rate details

	<b>Signature Villa with Private Plunge Pool</b> Sleeps 3   1 King   1400 ft² VRMCM2022 Applied Tucked along the lush jungle landscape, this villa offers spacious accommodations & a private sundeck & plunge pool for leisurely days in the sun.	<b>\$565</b> Per Night Excluding Taxes & Fees	<b>BOOK NOW</b>
	<b>Premium Villa with Private Plunge Pool</b> Sleeps 3   1 King   1700 ft² VRMCM2022 Applied Nestled within the lush foliage, yet steps from the white sands of the sea, the Premium Villa features a king size bed and a private terrace with a plunge pool.	<b>\$622</b> Per Night Excluding Taxes & Fees	<b>BOOK NOW</b>
	<b>Viceroy Villa with Private Plunge Pool and Deck</b> Sleeps 3   1 King   1700 ft² VRMCM2022 Applied Steps away from the beach. Indulge the sun on your private large sundeck and plunge pool.	<b>\$829</b> Per Night Excluding Taxes & Fees	<b>BOOK NOW</b>
	<b>Ocean View Two Level Villa</b> Sleeps 3   1 King VRMCM2022 Applied 3013sqft./280sqm. of rich woods, natural rattan, and sumptuous materials, all designed in the resort's signature Maya-inspired style and nestled in lush vegetation for complete privacy.	<b>\$932</b> Per Night Excluding Taxes & Fees	<b>BOOK NOW</b>
	<b>Beachfront Villa with Plunge Pool</b> Sleeps 3   1 King   1700 ft² VRMCM2022 Applied Situated directly on the white sands of the Caribbean Sea, these oceanfront villas offer spacious indoor and outdoor living space with a plunge pool and sweeping views of the azure waters.	<b>\$1,046</b> Per Night Excluding Taxes & Fees	<b>BOOK NOW</b>

Your Stay: Check-in After 3:00 PM | Check-out Before 12:00 PM | Sun, Mar 20, 2022 - Sun, Mar 27, 2022 | 2 Adults | Total: \$0.00

## STEP 5:


- **ENHANCE YOUR STAY** - you can now select the meal plan required for your clients. You have the option of selecting Lunch Dinner Meal Plan and the All-Inclusive package.
- You must click on “ADD DETAILS” and it will allow you to select how many guests for each option. **All guests MUST be on the same meal plan and for all dates of their stay.**
- **\*Troubleshooting** - the system will allow you to select less so it's imperative that you select the same meal plan for all guests in the room.

VICEROY  
RIVIERA MAYA


HOTEL INFO FIND RESERVATIONS 52-984-8773000 ENGLISH - US US DOLLARS SIGN IN

← ENHANCE YOUR STAY

Dining Plans



Lunch Dinner Meal Plan  
Lunch and Dinner Meal plan no beverages included  
Average Per Guest / Day Including Taxes and Fees  
**\$155**  
ADD DETAILS




All Inclusive Package  
Truly indulge in a culinary getaway with the All Inclusive Meal Plan, offering you three meals daily and unlimited beverages\* and mini bar cocktails.  
Package includes:

- A la carte breakfast daily
- A la carte lunch daily
- A la carte dinner daily
- Unlimited non-alcoholic beverages
- Domestic beers, wine by the glass and domestic cocktails

Additional surcharge may apply for upgraded items.  
View Less ^  
ADD DETAILS

Airport Transportation



Airport Transportation  
Upgrade your arrival and departure experience in a Private Suburban from and to the Cancún International Airport. Round Trip...  
View More v  
Policies  
Cancellation must occur more than 24 hours prior in order to receive full refund. Cancellation within 24 hours of arrival will forfeit full deposit  
Full deposit required at the time of booking.  
ADD TO MY STAY

Your Stay

Check-in After 3:00 PM Check-out Before 12:00 PM

Sun, Mar 20, 2022 - Sun, Mar 27, 2022  
2 Adults

Viceroy Villa with Private Plunge Pool and Deck  
Net Complimentary 3rd Night and More  
VRMCM2022 Applied  
7 Nights v

Taxes and Fees **\$1,972.00**  
Details ^  
Service Charge 15% \$870.00  
Room Tax 19% \$1,102.00


Edit | Remove  
Add coupon

+ Add a Room

**Total: \$7,772.00**  
(USD tax included)


CONTINUE TO BOOK

Romance



Romantic Turndown  
Surprise the one you love on a special occasion, or simply just because, with a romantic rose petal turndown. Your private villa and...  
View More v  
Policies  
Cancellation must occur more than 24 hours prior in order to receive full refund. Cancellation within 24 hours of arrival will forfeit full deposit  
Full deposit required at the time of booking.  
ADD DETAILS

Special Occasion Celebration



Special Occasion Celebration  
Celebrate a special occasion with a surprise decadent chocolate birthday cake, inscribed with thoughtful birthday wishes and a bottle...  
View More v  
Policies  
Cancellation must occur more than 24 hours prior in order to receive full refund. Cancellation within 24 hours of arrival will forfeit full deposit  
Full deposit required at the time of booking.  
ADD DETAILS

Your Stay

Check-in After 3:00 PM Check-out Before 12:00 PM

Sun, Mar 20, 2022 - Sun, Mar 27, 2022  
2 Adults

Viceroy Villa with Private Plunge Pool and Deck  
Net Complimentary 3rd Night and More  
VRMCM2022 Applied  
7 Nights v

Taxes and Fees **\$1,972.00**  
Details ^  
Service Charge 15% \$870.00  
Room Tax 19% \$1,102.00

Edit | Remove  
Add coupon

+ Add a Room

**Total: \$7,772.00**  
(USD tax included)

CONTINUE TO BOOK

CONTINUE TO BOOK

## STEP 6:

- **FOR CLIENT DETAILS – GUEST 1** Contact Info First Name and Last Name - **enter clients name here ONLY**. Enter your operator email and telephone number in the contact info. There is a drop down that says “ADD GUEST (OPTIONAL)” for 2<sup>nd</sup> guest if needed (first green arrow).
- You also have the option of “adding a room” at this point.
- **FOR AGENT DETAILS** – please enter your details into the Contact info address and email fields so that we know that it was you that has made the booking. **Do NOT** enter your client’s email address or postal address details!
- **\*Troubleshooting** - please **IGNORE** the black box that advises “SIGN IN FOR A FASTER BOOKING” as well as “I would like to create an account”. Please **IGNORE** the tick box.
- Policy information is also shown at the bottom of this page for reference.
- Once all details have been entered, click on “CONTINUE” at the bottom of the page.

VICEROY  
RIVIERA MAYA

HOTEL INFO FIND RESERVATIONS 52-984-8773000 ENGLISH - US ▾ US DOLLARS ▾ SIGN IN

### ← GUEST DETAILS

SIGN IN FOR A FASTER BOOKING

Contact Info \* Required

First Name * Andrea	Last Name * Hind
Phone * 02030961607	Email Address * andrea@clear-marketing.com

This is the email we will send your confirmation to.

Address

Country * United Kingdom	Address 1 * The Annexe, Meadow Court, Faygate Lane	
City * Horsham	State / Provinc... Surrey	Zip / Postal Code RH12 4SJ

Book Faster (Optional)

I would like to create an account.

ADD GUEST (OPTIONAL) ←

Guest 1

First Name Joe	Last Name Bloggs	Remove
-------------------	---------------------	--------

Your Stay

Check-in After 3:00 PM	Check-out Before 12:00 PM
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Sun, Mar 20, 2022 - Sun, Mar 27, 2022  
2 Adults

Viceroy Villa with Private Plunge Pool and Deck **\$5,800.00**  
Net Complimentary 3rd Night and More  
VRMCM2022 Applied

7 Nights ^

Mar 20, 2022	\$1,152.00
Mar 21, 2022	\$1,096.00
Mar 22, 2022	\$0.00
Mar 23, 2022	\$1,080.00
Mar 24, 2022	\$1,232.00
Mar 25, 2022	\$0.00
Mar 26, 2022	\$1,240.00

Taxes and Fees **\$1,972.00**

Details ^

Service Charge 15%	\$870.00
Room Tax 19%	\$1,102.00

All Inclusive Package **\$5,628.00**  
Mar 20, Mar 21, Mar 22, Mar 23, Mar 24, Mar 25, Mar 26 / Quantity: 2  
Remove

Taxes and Fees **\$0.00**

Details v

Edit | Remove

+ Add a Room

**Total: \$13,400.00**  
(USD tax included)

Book Faster (Optional)  
 I would like to create an account.

---

ADD GUEST (OPTIONAL) ^

Guest 1

First Name Joe	Last Name Bloggs	Remove
-------------------	---------------------	--------

---

Additional Details and Preferences

Please note your requests or special needs  
 Anne Bloggs (second guest)

---

Add coupon

---

Policies:

<b>Check-in</b> After 3:00 PM	<b>Check-out</b> Before 12:00 PM
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ROOM 1 VICEROY VILLA WITH PRIVATE PLUNGE POOL AND DECK

**Guarantee Policy**  
 No deposit required at this time. Deposit and guarantee based on contracted rates. Reservations will confirm deposit and cancellation requirements once they confirm the booking.

**Cancel Policy**  
 Cancel 14 days in advance of arrival. Deposits on reservations cancelled within 14 days are non-refundable. No-shows will be charged 100% of the total stay, \$3,886.00

[View Full Policy](#)

Your Stay

<b>Check-in</b> After 3:00 PM	<b>Check-out</b> Before 12:00 PM
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Sun, Mar 20, 2022 - Sun, Mar 27, 2022  
 2 Adults

**Viceroy Villa with Private Plunge Pool and Deck** **\$5,800.00**  
 Net Complimentary 3rd Night and More  
✔ VRMCM2022 Applied

7 Nights ^

Mar 20, 2022	\$1,152.00
Mar 21, 2022	\$1,096.00
Mar 22, 2022	\$0.00
Mar 23, 2022	\$1,080.00
Mar 24, 2022	\$1,232.00
Mar 25, 2022	\$0.00
Mar 26, 2022	\$1,240.00

**Taxes and Fees** **\$1,972.00**

Details ^

Service Charge 15%	\$870.00
Room Tax 19%	\$1,102.00

**All Inclusive Package** **\$5,628.00**  
 Mar 20, Mar 21, Mar 22, Mar 23, Mar 24, Mar 25, Mar 26 / Quantity: 2  
 Remove

**Taxes and Fees** **\$0.00**

Details v

Edit | Remove

+ Add a Room

---

**Total:** **\$13,400.00**  
(USD tax included)

CONTINUE
←

**STEP 7:**

- You are almost done! This page is a review of the booking that is about to be confirmed, including a breakdown of all costings, taxes and fees.
- Ensure that you scroll down to the bottom of this page to the "ACKNOWLEDGEMENT" box and tick that you agree with the "Privacy terms".
- Click on "COMPLETE BOOKING", or you do have the option to "START OVER" if you need to.

**VICEROY**  
RIVIERA MAYA

[HOTEL INFO](#) [FIND RESERVATIONS](#) [52-984-8773000](#) [ENGLISH - US](#) [US DOLLARS](#)

**ALMOST DONE! REVIEW YOUR STAY**

Room Details

**Viceroy Riviera Maya**  
 Playa Xcalacoco Frac 7, ..  
 Playa del Carmen, Quintana Roo 77710  
 52-984-8773000  
 vrm.reservations@viceroyhotelsandresorts.com  
<http://www.viceroyrivieramaya.com>

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**Viceroy Villa with Private Plunge Pool and Deck** **\$5,800.00**  
 Net Complimentary 3rd Night and More 7 Nights v  
✔ VRMCM2022 Applied

Change

**All Inclusive Package** **\$5,628.00**  
 Mar 24, Mar 22, Mar 26, Mar 25, Mar 23, Mar 20, Mar 21/ Quantity: 2  
 Remove

<b>Dates</b>	<b>Guests</b>
Sun, Mar 20, 2022	2 Adults
Sun, Mar 27, 2022 (7 Nights)	

**Guest Information**  
 Andrea Hind  
 andrea@clear-marketing.com  
 02030961607

Joe Bloggs

**Additional Details and Preferences**  
 Anne Bloggs (second guest)  
 Change

---

**Taxes and Fees: \$1,972.00** ^

Service Charge 15% \$870.00  
 Room Tax 19% \$1,102.00

**Total: \$13,400.00**

Policies

<b>Check-in</b> After 3:00 PM	<b>Check-out</b> Before 12:00 PM
----------------------------------	-------------------------------------

ROOM 1 VICEROY VILLA WITH PRIVATE PLUNGE POOL AND DECK

**Guarantee Policy**  
No deposit required at this time. Deposit and guarantee based on contracted rates. Reservations will confirm deposit and cancellation requirements once they confirm the booking.

**Cancel Policy**  
Cancel 14 days in advance of arrival. Deposits on reservations cancelled within 14 days are non-refundable. No-shows will be charged 100% of the total stay. \$3,886.00

[View Full Policy](#)

Acknowledgement

\* I agree with the Privacy Terms. ←

By completing this booking, I agree with the Booking Conditions.

[< START BOOKING OVER](#)   [COMPLETE BOOKING](#) ←



**STEP 8:**

- Once you've clicked on "COMPLETE BOOKING", you will come to a confirmation page detailing the reservation reference, a breakdown of the booking costs, and the opportunity to change the reservation if you need to.
- Once you have confirmed a booking you can use the link on the confirmation email that will be sent to you to **View/Modify the reservation**, to cancel or to amend the dates at any time.