



CAYO LEVANTADO
RESORT



PROAGENTS



CAYO LEVANTADO
RESORT

- 01.** What is ProAgentsCayo Levantado Resort

- 02.** How to Register for ProAgentsCayo Levantado Resort

- 03.** How to access the ProAgentsCayo Levantado program

- 04.** What can I do if I have forgotten the password

- 05.** How to make a reservation for your clients

- 06.** What payment methods are available?

- 07.** How to download the booking confirmation and invoice

- 08.** How to modify and cancel a client's reservation

- 09.** My Profile

- 10.** Budgets

- 11** Contact ProAgentsCayo Levantado Resort

01. What is ProAgents Cayo Levantado Resort?

ProAgents Cayo Levantado Resort is a platform for travel industry professionals. It is a space designed for sector experts where they can access a variety of resources, tools, and benefits that enhance their skills and efficiency in organizing travel for their clients.



- Access to up-to-date information about destinations and offers
- The ability to book accommodation more efficiently
- Earn commissions for sales
- Be the first to hear about the latest updates
- Exclusive promotions for being a member
- The ability to book multiple rooms at the same time

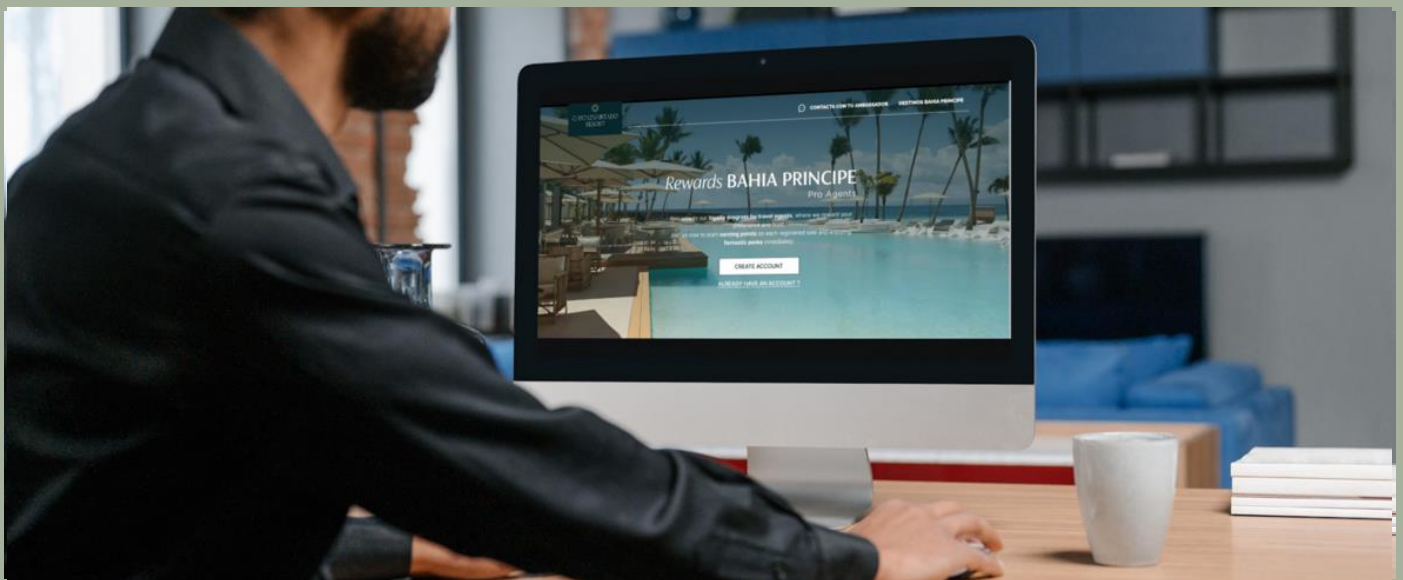
Being part of a program for professionals in the travel industry can be a significant advantage, as it provides them with access to valuable resources and helps them deliver high-quality service to their clients.



02. How to Register for ProAgents Cayo Levantado Resort

Access the new tool 'ProAgents Cayo Levantado Resort' to make your reservations.

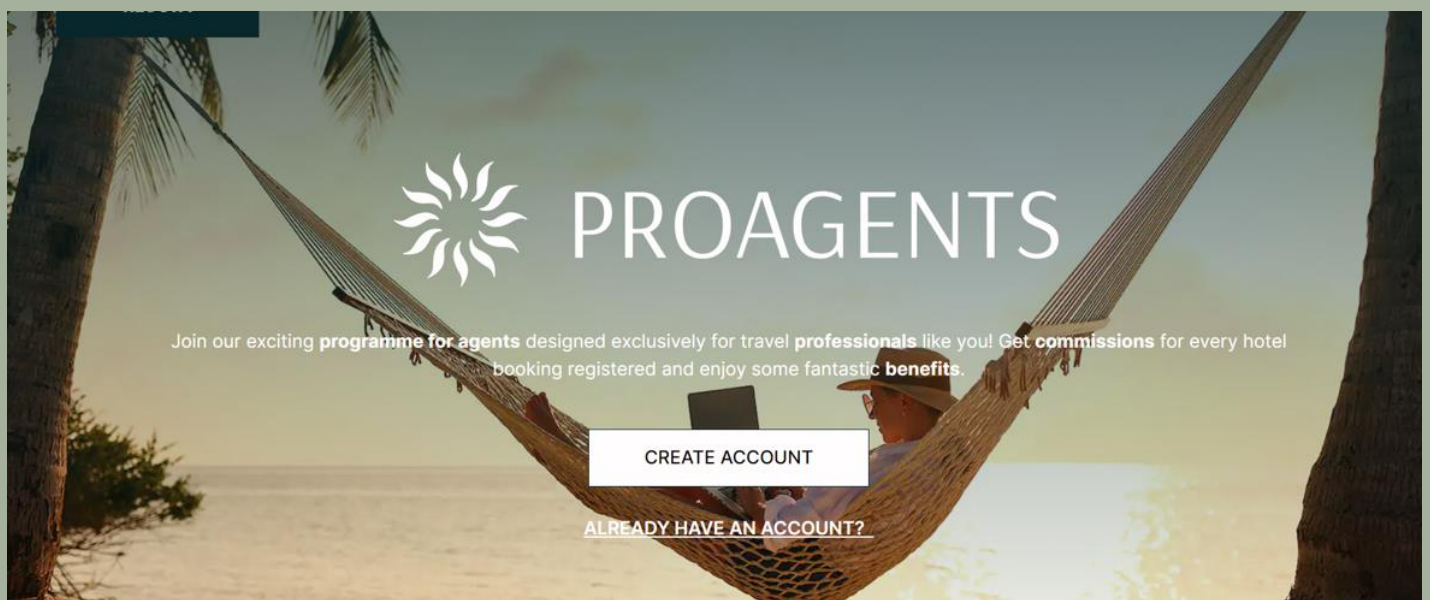
Accessing the new tool '**ProAgents Cayo Levantado Resort**' provides travel agents with an innovative platform to explore and book exceptional experiences in this exotic destination, streamlining their planning process and offering detailed information to provide their clients with an unforgettable experience.



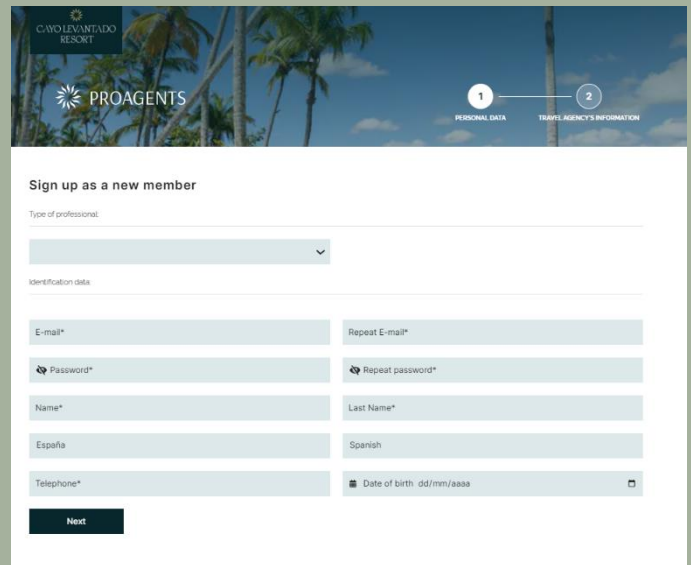
If you don't have an account with ProAgents Cayo Levantado Resort, it's very easy:

Access at:

<https://www.bahia-principe.com/bp18/process/proagents/Home> and click on '**CREATE ACCOUNT**'.

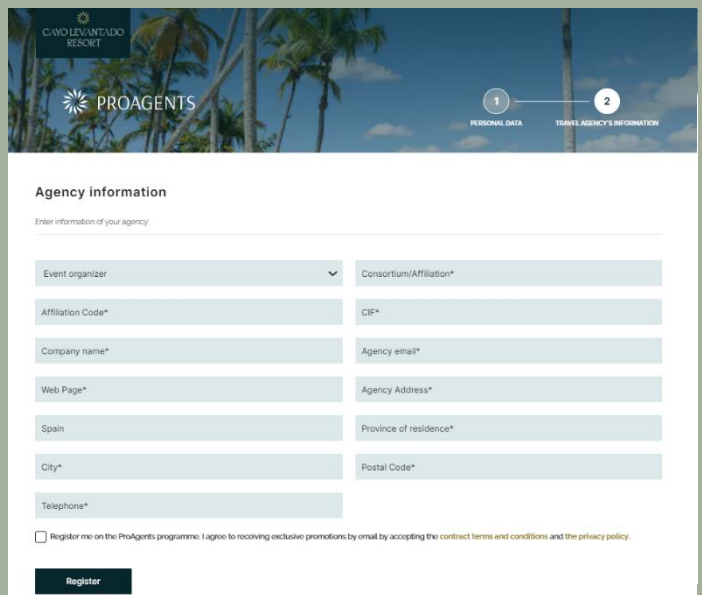


Once you click on **"CREATE ACCOUNT"**, you will arrive at the 'Sign up as a new member' page. When you have filled it out, you will need to press the **'Next'** button.



The screenshot shows the 'Sign up as a new member' page. At the top, there is a header with the Cayo Levantado Resort logo and 'PROAGENTS'. A progress indicator shows two steps: '1 PERSONAL DATA' (active) and '2 TRAVEL AGENCY'S INFORMATION'. The form is titled 'Sign up as a new member' and includes the following fields: 'Type of professional:' (dropdown), 'Identification data' (dropdown), 'E-mail*' and 'Repeat E-mail*', 'Password*' and 'Repeat password*', 'Name*' and 'Last Name*', 'España' and 'Spanish', 'Telephone*', and 'Date of birth dd/mm/aaaa'. A 'Next' button is at the bottom.

Step number 2 will be to fill out your travel agency information under **'Agency Information.'** Once you have everything filled in:



The screenshot shows the 'Agency information' page. At the top, there is a header with the Cayo Levantado Resort logo and 'PROAGENTS'. A progress indicator shows two steps: '1 PERSONAL DATA' and '2 TRAVEL AGENCY'S INFORMATION' (active). The form is titled 'Agency information' and includes the following fields: 'Event organizer' (dropdown), 'Consortium/Affiliation*', 'Affiliation Code*', 'CIF*', 'Company name*', 'Agency email*', 'Web Page*', 'Agency Address*', 'Spain', 'Province of residence*', 'City*', 'Postal Code*', and 'Telephone*'. There is a checkbox for 'Register me on the ProAgents programme. I agree to receiving exclusive promotions by email by accepting the contract terms and conditions and the privacy policy.' and a 'Register' button at the bottom.

You will need to select the options that interest you the most. In the end, all that will be left is to click on **'Register,'** and your data will be submitted.

Register me on the ProAgents programme. I agree to receiving exclusive promotions by email by accepting the [contract terms and conditions](#) and the [privacy policy](#).

Register

03. How to access the ProAgents Cayo Levantado Resort

When you register and have filled out all the pages, you will receive an email message like this:



If you have already successfully registered, you will also be able to access your account through the link:

<https://www.bahia-principe.com/bp18/process/proagents/Home>

By entering your email and password, and then clicking '**Log In**':

LOG IN

Your email address
Enter email address

Your password
Enter password

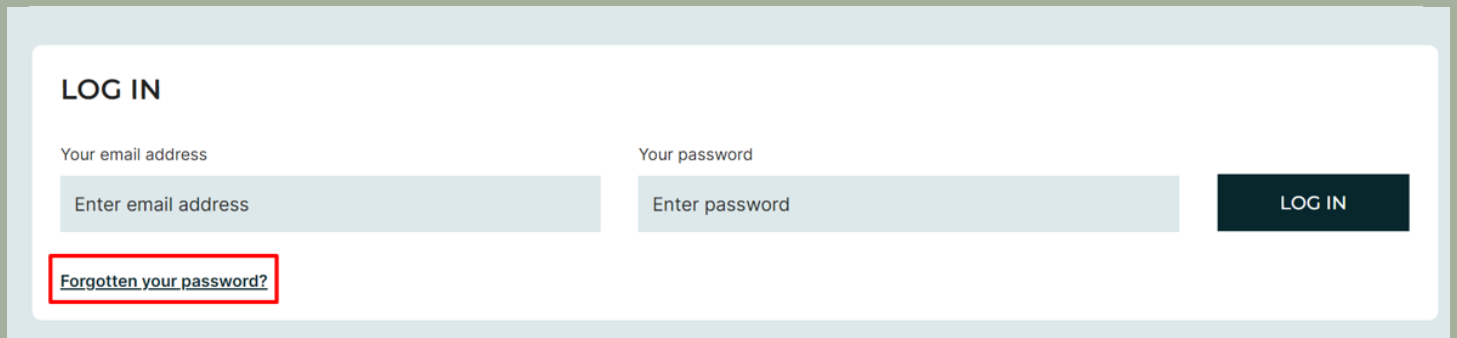
[Forgotten your password?](#)

LOG IN

You will then be inside the platform.

04. What can I do if I have forgotten the password

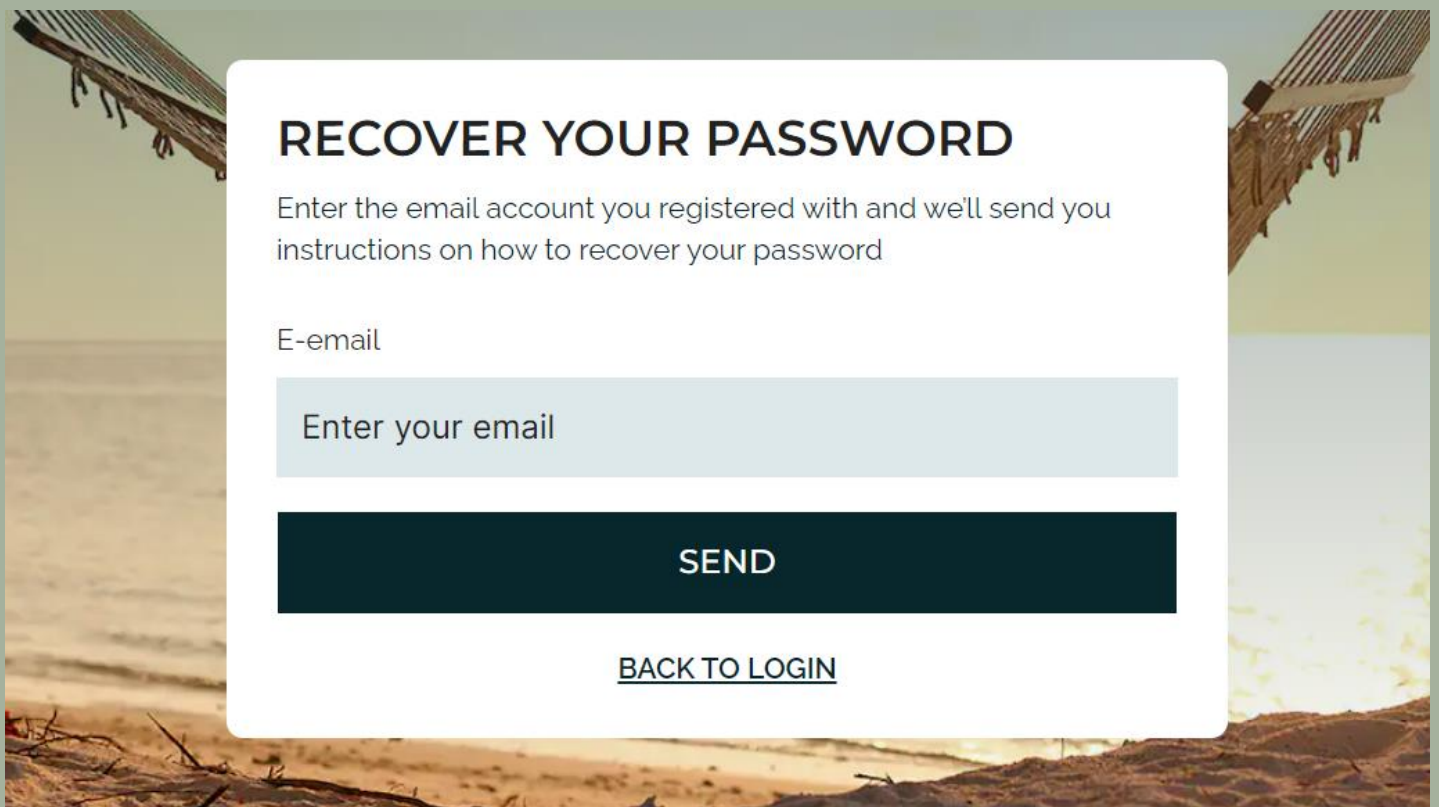
Do not worry if you do not remember the password you registered with. You can click on the section '**Forgotten your password?**'



The screenshot shows a login form with the following elements:

- LOG IN** (Section Header)
- Your email address** (Label) with an input field containing "Enter email address"
- Your password** (Label) with an input field containing "Enter password"
- LOG IN** (Button)
- Forgotten your password?** (Link, highlighted with a red box)

A screen will open for you to enter your email and reset the password. Enter your email and click send.



The screenshot shows a password recovery form with the following elements:

- RECOVER YOUR PASSWORD** (Section Header)
- Enter the email account you registered with and we'll send you instructions on how to recover your password (Text)
- E-email** (Label) with an input field containing "Enter your email"
- SEND** (Button)
- [BACK TO LOGIN](#) (Link)

Upon clicking '**Send,**' your data for password restoration will be automatically submitted.

You will quickly receive an email in your inbox or in your email's spam folder to reset the password.

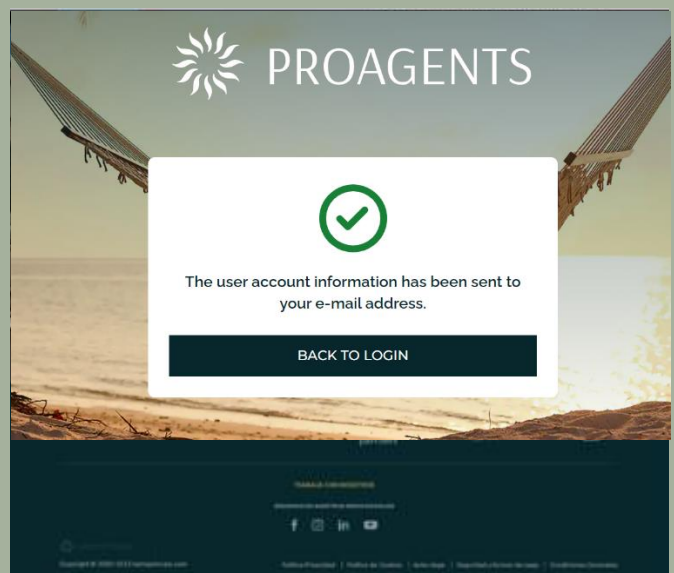


In the email, you will need to click on '**Recover Password.**' This will open a window to enter a new password. Once you have set the new password, simply press '**Send**'.

CREA TU NUEVA CONTRASEÑA

SÓLO MAYÚSCULAS, MINÚSCULAS Y NÚMEROS ESTÁN PERMITIDOS

Your data will be sent so that your new password becomes operational. You will receive an email, and from there, your password will have been successfully reset.



05. How to make a reservation for your clients

On the home screen, you will find a tab labeled 'Hotel,' where you will need to fill in the fields for check-in date, check-out date, and the number of people staying at the hotel. Once you have filled in all the information, click the **'Bookings'** button.



Clicking **'Bookings'** will redirect you to a page with all the available rooms for the selected period.



You can scroll and view all the rooms available at the resort. Once you choose the rate you want, click **'Continue'**.

From this section, you can also book more than one room for your clients.

06. What payment methods are available?

In our platform, we offer our customers flexible payment methods to ensure a hassle-free experience.

Option 1 - Full Reservation Payment

The total amount will be charged in a single payment, with the following options:

PVP Rate – Commissionable

Total reservation cost: XXXXXX EUR

EUR Total commission: XXXXXX EUR (% commission)

- You will receive two confirmations, one with the price for the agency and another without the price for the customer.
- The selected amount must be paid when confirming the reservation or within 48 hours after the reservation confirmation. Otherwise, the reservation may be canceled.
- To make the payment, go to the 'Reservations' section in the ProAgents menu.
- Once the check-out for this reservation is completed, the commission will be credited.

Non-Commissionable (Net)

Rate Net Price: (Total Price - Commission)

Agency Commission Discount: (% commission)

Option 2 - 20% Deposit

PVP Rate - Commissionable

Total reservation cost: XXXXXXXXX EUR

Total commission: XXXXXXXXX EUR (% commission)

- You will receive two confirmations, one with the price for the agency and another without the price for the customer.
- The selected amount must be paid when confirming the reservation or within 48 hours after the reservation confirmation. Otherwise, the reservation may be canceled.
- When you make the reservation, you will receive a confirmation email with two payment dates: one for the 20% payment and another for the 80% payment
- To make the payment, go to the 'Reservations' section in the ProAgents menu.
- Once the check-out for this reservation is completed, the commission will be credited."

Net Price: (Total Price - Commission)

Agency Commission Discount: (% commission)

- You will receive two confirmations, one with the price for the agency and another without the price for the customer.
- The selected amount must be paid within 48 hours after the reservation confirmation. Otherwise, the reservation may be canceled.
- To make the payment, go to the 'Reservations' section in the ProAgents menu.

These payment methods have been designed to accommodate the needs of our agents, providing flexibility and convenience at every step of the booking process.

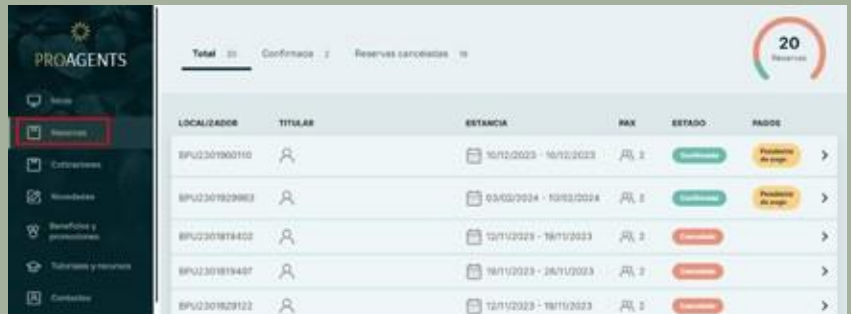
From the '**Reservations**' section, you can access the reservation for which you wish to make a payment. Once you select the reservation, you will need to click on "**Make Payment.**"



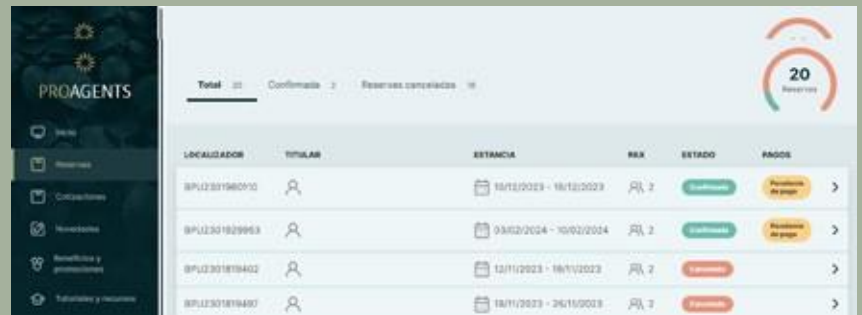
You will immediately receive an email with a link to make the payment online.

07. How to download the booking confirmation and invoice

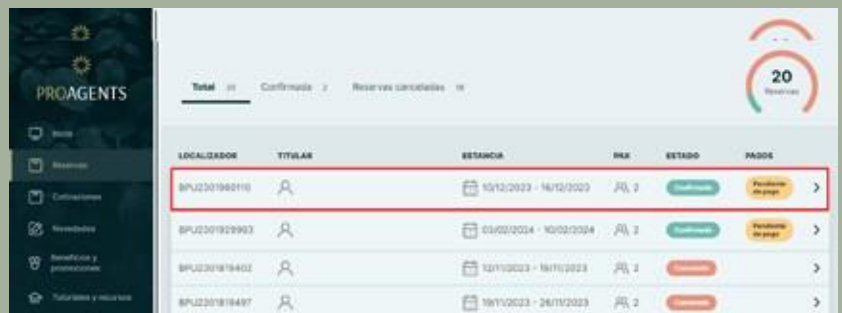
When you enter the page to download the reservation or the invoice, you will need to click on the left section that says " **Bookings** ".



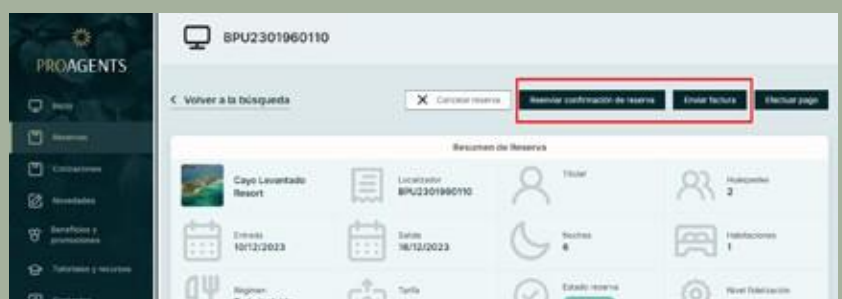
Once inside, you will be able to see the complete list of reservations you have made:



You will click on the reservation for which you want to download the confirmation or the invoice:



Once inside the reservation, you will find two buttons at the top right, which are " **Resend Booking Confirmation** " and " **Send Invoice.** "





CAYO LEVANTADO RESORT

If you click "**Resend Booking Confirmation**" you will receive an email in your inbox with the booking confirmation:



Estimado/a,

Nos entusiasma confirmar tu reserva en [Cayo Levantado Resort](#).


Para cualquier gestión, el código de reserva es:

XXXXXXXXXXXXXX

Tu reserva

 Titular de la reserva

Check-in 22/10/2023 A partir de las 15h	Check-out 28/10/2023 Hasta las 12h
--	---


 **6 Noches**


 **1 Habitación**

 **Régimen
Todo Incluido**

Habitación 1
Junior Suite
2 Adultos



 Embarcadero Simi Baez < >  Isla Cayo Levantado

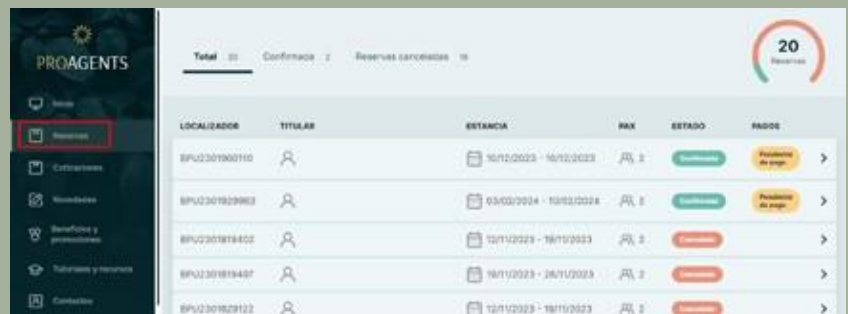
Copyright © 2000 2022 [bahiaprincipe.com](#)

If you need to view or download the invoice associated with a reservation, you will need to click the **"Send Invoice"** button, which will open a new window with the document for your download:

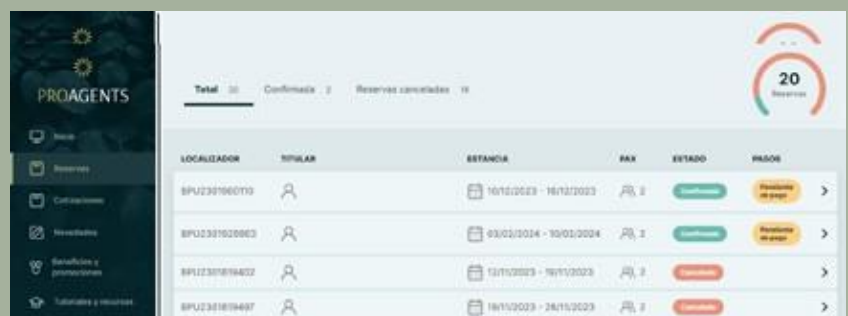


08. How to modify and cancel a client's reservation

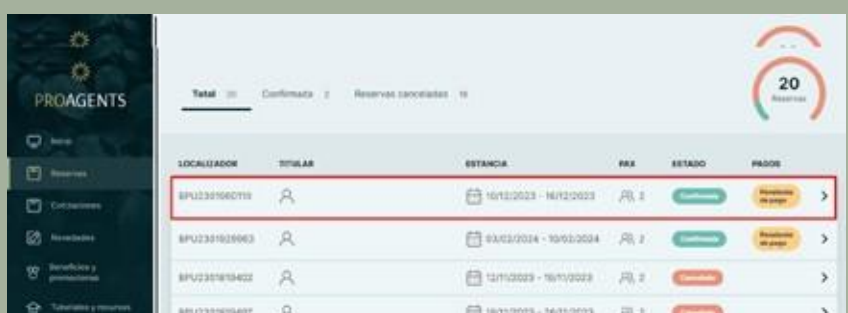
When you enter the page to cancel a reservation, you will need to click on the left section that says **"Bookings"**



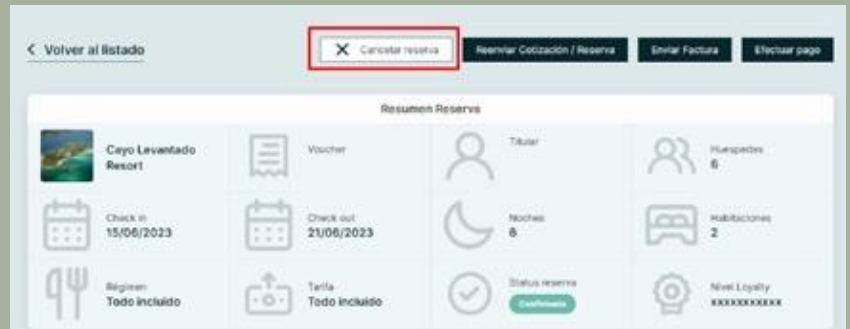
Once inside, you will be able to see the complete list of reservations you have made:



You will click on the reservation you wish to cancel:



Once inside the reservation, you will find a button at the top right that says, "**Cancel Booking**".



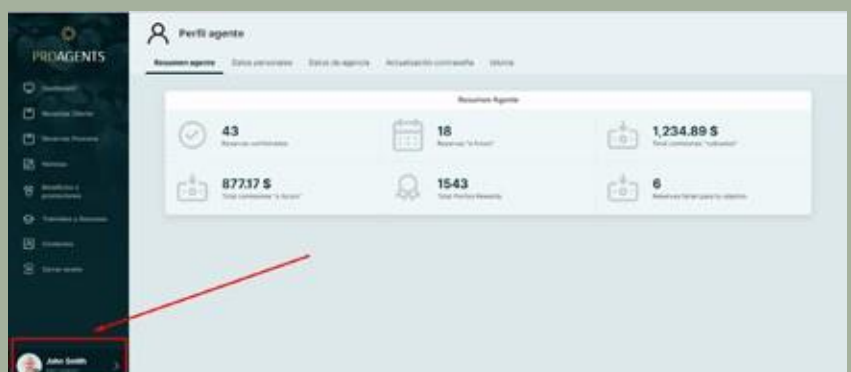
Once you have clicked it, a window will appear with the following options:



* **We recommend:** We understand that circumstances can change, and we are here to help you make changes to your reservation. To modify an existing reservation, we offer two options: 1- Create a new reservation with the desired changes and then cancel the original reservation. 2- Contact our Contact Center, where our specialized agents will be happy to assist you in making the necessary changes. You can find the contact information in the '**Contacts**' section of our platform.

09. My Profile

From your profile, you will have access to various pieces of information, such as a summary of the reservations you've made, your points, or the total commissions you've earned so far. You can also update personal information like your name or phone number. If you wish to change the agency's data, or if you want to change your password, you can do so from your profile under the "**Update Password**" section. Additionally, you can select the language in which you prefer to work.



10. Budgets

To review all your quotes, you will need to go to the third tab labeled **"Prices."**



In this section, you will find all the quotes you have created:

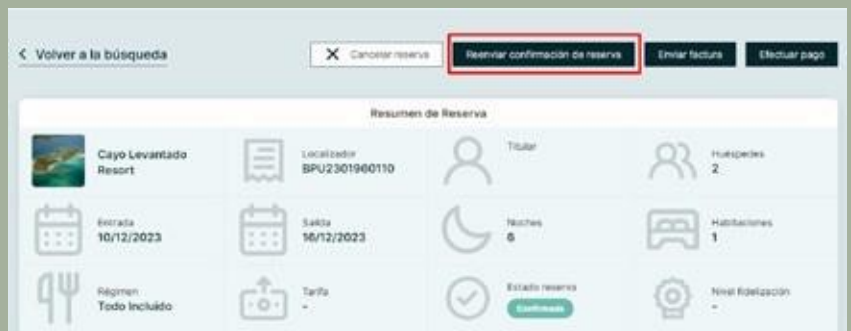


LOCALIZADOR	TITULAR	ESTANCIA	FAX	ESTADO	PAGOS
BPUI2301629690	[User Icon]	03/12/2023 - 09/12/2023	[Phone Icon] 0	Cotización	Pagos
BPUI2301629800	[User Icon]	13/12/2023 - 19/12/2023	[Phone Icon] 0	Cotización	Pagos
BPUI2301641450	[User Icon]	24/10/2023 - 27/10/2023	[Phone Icon] 0	Cotización	Pagos
BPUI2301609944	[User Icon]	12/12/2023 - 18/12/2023	[Phone Icon] 0	Cotización	Pagos
BPUI2301631438	[User Icon]	16/12/2023 - 17/12/2023	[Phone Icon] 0	Cotización	Pagos
BPUI2301625066	[User Icon]	12/12/2023 - 18/12/2023	[Phone Icon] 0	Cotización	Pagos

By clicking on the quote, you want to review, you can check the price and make a reservation.



At the top right, you will find the option **"Resend Booking Confirmation."** In this section, you can also have a summary of the inquiry you have made. All the information will be available.



You will also be able to receive an email with all the information about the requested reservation



Cayo Levantado Resort da la bienvenida a todos a experimentar un nivel de sofisticación que eleva una auténtica experiencia dominicana a una escapada isleña expertamente curada... en un lugar como ningún otro, con... un ritmo propio.

Para su estancia del **22-12-2023** hasta el **27-12-2023** el equipo de Cayo Levantado Resort se complace en ofrecerle:

Detalles de las habitaciones seleccionadas

Habitación 1



Junior Suite

Regimen: **Todo Incluido**

Nº Huespedes: **2**

Precio habitación: **US\$4.132,50**

Precio total habitaciones: **US\$4.132,50**

Tarifa: **TARIFA 100% FLEXIBLE**

Todos los precios incluyen impuestos y tasas. Al precio mostrado ya se le ha descontado la comisión.

Presupuesto sujeto a disponibilidad y precios hasta el momento de realizar la reserva en firme.

CONDICIONES DE CANCELACIÓN

15 días o más antes de la llegada - Reembolso total.
14 antes de la llegada 100% gastos de penalización
No presentación - 100% gastos de penalización.



Embarcadero
Simi Baez



Isla Cayo
Levantado

Te estaremos esperando en el embarcadero de Simi Báez, donde un barco te llevará hasta la isla de Cayo Levantado. Identifícate al llegar y déjate llevar por un nuevo ritmo...

Descubre el ritmo escondido



11. Contact ProAgentsCayo Levantado Resort

On the left-hand side, you can find the section labeled **"Contacts."**



By clicking on this section, you can find a contact email: proagents@cayolevantadorresort.com, as well as various destinations where you can get in touch via telephone:

Envíe el correo de ProAgents a Cayo Levantado Resort para obtener más información. Para cualquier duda que le ayude, puede ponerse en contacto con nosotros en: proagents@cayolevantadorresort.com

America		Europe	
USA 1 855 629 1209	REST OF AMERICA 1 786 772 7778	SPAIN 900 922 797	REST OF EUROPE 34 971 22 96 06
CHILE 800 00 4540	MEXICO 800 401 0626	FRANCE 0 801 841 438	ITALY 800 580 232
ANTIOQUIA 0 800 345 1719	CANADA 1 866 370 2604	PORTUGAL 351 800 505 113	UK 0 800 066 8000
REP. DOMINICANA 1 849 200 1215	BRAZIL 0 800 891 3857	GERMANY 49 800 339 5 113	



CAYO LEVANTADO
RESORT

Ritmo escondido

República Dominicana