



REGISTRATION

To access the Fan Club advisors portal, you need to register via the following link:

[Fan Club Advisor Registration Request](#)

During the registration process, all required information must be completed. It is essential to include NUBA's IATA number: 86580336.

Once submitted, your application will be approved within 48 hours. If you do not receive a confirmation email within this timeframe, please contact Alejandra Najera at alejandra.n@alure.agency and Arantxa Lugo at arantxa.l@alure.agency

Note: Registration must be done using only the Travel Advisor user account. Each assistant must log in using the credentials of the Travel Advisor they are supporting.

ACCESS

Access to the portal can be obtained through the following link:

[Fan Club Advisors Portal](#)

For all bookings made via GDS, portal, or email, it is important to include the corresponding Fan Club ID. This identifier will grant access to the program's benefits and privileges.

PRIVILEGES FOR ADVISORS:

- **NEW: 15% commission on reservations for rooms, suites, villas and Club**
12% commission on reservations at Mandarin Oriental Exceptional Homes
10% commission on Spa reservations confirmed before guest arrival
- **NEW: 5% commission on limousine transfer bookings between hotel and airport confirmed before guest arrival**
(for participating properties only)
- **NEW: 15% commission protection on earned revenue, eligible no-shows, and paid cancellations**
- **NEW: 15% commission on any room category upgrades or paid extensions booked directly with the property**
- **NEW: Instant access to hotel teams via live chat support**
- **NEW: Unique ID for advisors to track individual earnings, receive rewards and recognition**
- Access to exclusive Fan Club promotions and offers
- Priority access to exclusive Mandarin Oriental FAM trips
- Preferential invitations to exclusive Mandarin Oriental events
- Preferential rates and exclusive offers for advisors and personal stays at Mandarin Oriental hotels, subject to availability
- Support from a dedicated Global Account Director
- Coming soon in 2026: gamification, rewards, and recognition for top-performing advisors

CUSTOMER PRIVILEGES:

- **NEW: \$100 USD Food & Beverage (F&B) credit and \$100 USD Spa credit for suite guests per hotel stay***
- \$100 USD Food & Beverage (F&B) or Spa credit for in-room guests per hotel stay*
- **NEW: \$500 USD / £500 / €500 concierge credit per stay at Mandarin Oriental Exceptional Home**
- **NEW: Complimentary daily full breakfast for two people in the restaurant or in your room or suite (room service charge may apply)**
- Complimentary upgrade to the next room category, subject to availability
- Complimentary early check-in and late check-out, subject to availability
- Priority on the waiting list for fully booked hotels
- Personalized welcome amenity
- Personalized welcome card in the advisor's name from the hotel management
- **NEW: Minimum 15% discount at Shop M.O**

*Mandarin Oriental, Jakarta and Mandarin Oriental, Kuala Lumpur offer alternative financing. Contact us for details.