

1. What is Barceló Agents?

Barceló Agents is the Barceló Hotels & Resorts' website for travel agencies with an attractive visual design based on panoramic images, an amazing browsing experience (regardless you access from your computer or your tablet), available in 10 languages, the possibility to check-in on line and a team of professionals at your full disposal during the booking process.

2. How can I register my agency in the Barceló Agents program? And a new agent?

To register your agency in the Barceló Agents program, you should go to barceloagents.com, click the "register" button and fill the "new agency" form located in the left, with your agency and administrator information. Only the administrator can register the travel agency.

To register a new travel agent (additional users), remember that the agency must have been previously registered. Access barceloagents.com, click the "new agent" tab and fill the form, giving us your IATA/Client code as a company identification.

Remember the client code identifies your agency in our system, in case that you don't have an IATA code. You will need it for some arrangements, such as managing the creation of new agents (users) belonging to your network. This code will be provided at the moment when your registration is confirmed.

3. What is a client code?

The client code identifies your agency in our system, in case that you don't have an IATA code. You will need it for some arrangements, such as managing the creation of new agents (users) belonging to your network. This code will be provided at the moment when your registration is confirmed.

4. I have forgotten my password. How can I retrieve it?

In the section of www.barceloagents.com where you are requested to complete your credentials, click on "Have you forgotten your password?" beneath the button "Enter". You must fill in the email address with which you registered and we will send you an email to the same account with your password.

5. How can I contact Barceló's commercial network?

Below we provide the contact email, considering the continent your agency is located:

- Europe & Russia: barceloagents-europe@barcelo.com
- South America: barceloagents-southamerica@barcelo.com
- USA: barceloagents-USA@barcelo.com
- Canada: barceloagents-canada@barcelo.com
- Central America and Rest of the World: barceloagents@barcelo.com

6. What type of payments does Barceló Agents offer?

Currently you may manage your Barceló Agents reservations through three different payment methods:

- Direct payment of the customer in the hotel, with subsequent payment of commission by WPS.
- Prepayment by credit card, in which case the net amount of the reservation will be charged on a card of the agency
- Prepayment by bank transfer at least 7 days prior to entry, in which case the agency must pay the net amount of the stay to the bank account included in the reservation quote you will receive.

7. How I can change the payment method for bookings of my agency?

To change the payment method for all your reservations, please contact our sales department in your area.

To change the payment method for a particular reservation, please contact barceloagents@barcelo.com providing your reservation information, the desired form of payment and a contact telephone number and email to contact you.

BPARTNER, Barceló's Loyalty Program for Travel Agents

1. What is the BPartner Club?

The BPartner Club is Barceló Hotels & Resorts' loyalty program exclusive for travel agents that rewards their efforts to recommend our hotels to their customers.

Just by registering their booking in our hotels, they will accumulate points that can be redeemed for free stays throughout our portfolio or items from our gift catalog.

Also they will be provided with offers and exclusive promotions for participating in the program: www.barcelopartnerclub.com

2. Are my reservations made through Barceló Agents scored in BPartner?

Yes, every reservation made through Barceló Agents is scored. If you already have an account, you may register reservations automatically through Barceló Agents. You will only need to enter your BPartner user in step 3 of the booking process, this way the reservation will be automatically loaded in your BPartner account.

3. Is an automatic registration in BPartner done when I get a registration for Barceló Agents?

During the Barceló Agents registration process, you may select the option "I want to associate myself to Barceló Partner Club" thus we will send information BPartner your email address where the simple steps listed to enroll in our loyalty program.

4. Can I have the benefit of gifts and stays BPartner offers only by being registered in Barceló Agents?

You may only enjoy the benefits of BPartner if registered in the program. Remember that the enrollment in Barceló Agents doesn't imply automatic enrollment in BPartner.