



2024 Travel Agent Rates

Dates	Rates (Per Room/Per Night)	Request
Jan 3 - Mar 31, 2024 *Blackout dates may apply	All Resorts - \$395	30 days prior to arrival
Feb 1 - Feb 28, 2024	Travel Agent Rates are NOT Applicable	NOT Applicable
Now- Dec 24, 2024	All Resorts - \$329	60 days prior to arrival

Program Policies

- Requests are NOT guaranteed
- Rates are subject to availability and at the discretion of Couples Resorts
- Rates are valid on entry level categories only
- Upgrade requests will incur additional charges, are based on availability, allowed at the discretion of Couples Resorts and are NOT guaranteed
- Minimum of 3 nights / maximum of 7 nights
- Limit one room per stay
- Multiple simultaneous stay requests from an individual agency will not be approved
- Rates can only be requested within the parameters listed above. Any requests made outside of these parameters will be denied and request will need to be resubmitted following guidelines.
- Rates are NOT applicable on Major US and Jamaican holidays
- Additional blackout dates may apply
- Request will be confirmed/denied back to agent by Couples sales team via email.
- Booking confirmation from Couples Resorts is recommended prior to the purchase of airline tickets.

Booking Instructions/Required Documents

- Travel Agents are required to send requests via email to salesteam@couples.com or fax to 954-665-2971
- Requests will NOT be accepted through couples.com or 1-800-COUPLES
- A written request is required to include Name, e-mail address, requested dates and requested resort.
- Copy of agent's IATAN or CLIA card is required
- Copy of Company's IATA list or CLIA certificate is required
- Letter verifying agent's employment on company letterhead with a manager's signature.



Payments/Cancellation Policy

- Payment in full is required at time of booking
- Travel Agent Rates are subject to the Jamaican government tax of \$4.00 per room/per night, due at the time of booking.
- Changes to a confirmed booking will incur a \$75 fee.
- Up to 46 days prior to arrival – payment is refundable
- 15-45 days prior to arrival – 50% penalty
- 14 days up to arrival – 100% penalty