

FREQUENTLY ASKED QUESTIONS

1. How can I make my reservations?

- a)** Have your membership number on hand, which is the contract number located on the first page of the contract, and which begins with the acronym ECPP, ECJD or ECSD.
- b)** It is important to make your reservations as far in advance as possible, as it is subject to availability, and we want to offer you the best accommodation. In cases of arrival on the same day, please contact our agents immediately via the telephone numbers indicated below.
- c)** Know the number of people (adults and children -age-) / room distribution / location / as well as special requirements: Example. Apartment Suite with 2 rooms / swim out / adult area etc. They are subject to hotel availability and payment by supplement or upgrade.
- d)** For reservations at Hodelpa Hotels, please contact:

Departament	Schedule	Phone number	Email
Reservations ECPP	Mon-Sun 9:00 am -5:00 pm	WhatsApp 829 745-3244 809-320-4529 + 1-407-605-3085 USA	reservations@myelitecollection.com reservations3@myelitecollection.com coordinadoravipepp2@hodelpa.com conciergevipepp@hodelpa.com
Reservations ECJD / ECSD	Mon-Sun 8:30 am -5:00 pm	WhatsApp 809-722-7036 WhatsApp 849-455-4278 1-407-605-3088 USA	reservations2@myelitecollection.com
Member services ECPP	Mon-Sun 9:00 am -8:00 pm	849-455-2621 809-723-8515 1-407-605-3085 USA	xiomara.delacruz@myelitecollection.com conciergevipepp@hodelpa.com
Member services ECJD / ECSD	Mon-Fri 9:00 am -6:00 pm	849-455-4278 849-455-4205 809-526-3334 1-407-605-3088 USA	memberservicesejd@myelitecollection.com

2. National and International Reservations or activation of the platforms via RCI /Club 365 and Special Guest:

You will get your username and password 30/45 days after purchasing your membership. In the same way the instructions for immediate use. For deposit and exchange of weeks with RCI, contact our reservation agents mentioned above.

Below are the contacts of these companies:

RCI 1-800-338-7777 -RD 1-317-805-9000 www.rci.com week exchange

CLUB 365 1-677-348-0590 /From Dom. Rep. 1-602-635-5626

SPECIAL GUEST 1-866-296-9003 / Rep. Sun 1-829-947-3042

3. What is the current rate for members at Emotions PP /JD Hotels?

The current rate is USD\$70.00 p/p/n children -6 to 11 years old- 50% of the rate (additional supplement applies for Christmas night and New Year's Eve), with VIP benefits for the contract holders, their parents and children, as well as the beneficiaries registered in the contract (a maximum of four rooms per membership). We have special rates if you exceed the number of rooms mentioned above.

In the case of having additional people to those that are contemplated in the reservation, it is necessary to inform your reservation agent prior arrival at the hotel for availability review, since it could be possible that there is not space for them.

We remind you that the VIP areas are for the exclusive use of the Member holding the contract, who will have priority over guests.

4. What is the check-in and check-out time at Emotions an Expression of Hodelpa Hotels?

- Check in (room delivery) is at 4:00 pm (local time)
- Check out (room delivery) at 1:00 pm (local time)

For late check-out until 3:00 pm, please contact our Member Services department beforehand to coordinate availability. Any change or modification of these schedules will be notified to the member in a timely manner.

Early check-in (from 9:00 a.m. to 1:00 p.m.) has an additional cost.

5. How can I make advance payments for reservations at Emotions An Expression of Hodelpa hotels?

Prepayments of at least 50% of your reservation are requested, which can be made via bank deposit to the hotel account or via credit card authorization. Prepayments are requested to guarantee the reservation and to expedite the check-in procedure and delivery of rooms at the hotel.

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6. What happens if I make a reservation and pay for it, but I can't attend and cancel before 48 hours?

The amount paid remains in credit for a period of 6 months to be used for reservations at the same hotel.

7. What happens if I make a reservation, but I don't show up on the day of check-in or 24 hours' notice?

One night will be deducted as a penalty on your next stay.

8. How can I activate a RCI cruise or gift week gift certificate -depending on the Membership purchased?

You will receive an email with all the information necessary for the activation of the cruise certificate. In the case of a RCI bonus week, upon receipt of your ID, it is automatically activated.

Also remember that when booking it will be necessary to pay taxes or services. The cruise certificate is valid for 6 months from activation, and the bonus week is 1 year. Please take into consideration as they are not renewable.

9. How can I make payments for my membership or update my information?

You can contact: **cobranzas.pp@myelitecollection.com Tel. (829)760-5321**

It is necessary to remember that in order to reserve and use your benefits, you need to be up to date with your monthly membership and Network Fee payments.

10. How can I refer my friends and family to become members of the Club?

By referring friends and acquiring the membership -initial completed-, you will obtain a gift that you can use as you wish. Just send your name and contact phone number to your Member Services Representative as follows:

MEMBERSHIP ECPP	☎ 849-455-2621 ☎ 809-723-8515 ☎ +1-407-605-3085 /USA	xiomara.delacruz@myelitecollection.com conciergevipepp@hodelpa.com
MEMBERSHIP ECJD-ECSD	☎ 849-455-4278 ☎ 849-455-4205 ☎ 809-526-3334 ☎ +1-407-605-3088 / USA	memberservicesejd@myelitecollection.com

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