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SuperVIP Requests

Field	Information
Objective	Facilitate the reservation process for SUPERVIPS, ensuring prompt and seamless service while prioritizing efficiency and immediate attention at all stages of their booking journey.
Scope	Direct channel reservations.
Version	1.0
Date of Implementation	TBD (To be determined)
Responsible	Contact Center Management

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Main Guidelines

- Only VV Owners or Advisors can request special rates and VIP status.
- Any request must come directly from VV Owners or Advisors.
- Beneficiaries of special rates do not have the right to request the same benefits for third parties.
- Operations must apply the "Resolve first, inquire later" criterion exclusively for requests coming from VV Own

Service Channels

- +52 998 271 6304 -> IVR hidden option (opt. 8 inside ATELIER or OLEO) [Direct line comming soon]
- Reservations team Whatsapp (Soon)
- Email: vip@adh.com

Service Queues

- PBX Queue with "ringall" strategy
- Whatsapp (Soon)
- Mail Queue with urgent priority

Assigned Agents

Reservations will be managed by the contact center agents, who will be responsible for following the procedure

described in this document.

Authorized Requesters

- Owners
 - [Lolita Ulloa \(VV\)*](#)
 - [Fernando García Ulloa \(VV\)*](#)
 - Iñaki García Ulloa
 - María García Ulloa
 - Luis García Ulloa
- Advisors
 - [Francisco García Zalvidea](#)
 - [Julián Balbuena](#)
 - [Laura Alonzo](#)
 - [Enrique de la Madrid](#)
 - [Santiago Castillo](#)
 - [Jesús Burciaga](#)
- VIP 1
 - Alfonso Sastre
 - Armando Rodal
 - Victor Roldan
 - Marcos Mari

**Only owners (VV)* and Advisors can request special rates and VIP statuses.*

Authorized Rates

- "PRESIDENCIA" (50% Off)
 - [For Owners and Advisors. They also have VIP1 status](#)
- "MAYOREO" (32% Off)
- "Family & Friends" (25% Off)
- FULL PASS
 - 9:00 am - 11:00 pm
 - Includes all services of a regular stay, except the access to a suite.
 - Subject to availability
 - \$100 USD for owners and advisors
 - \$140 USD for any other guests
 - \$210 USD regular price

Authorization Flow

- No Authorization is required

Payment Options

- Reservations must be paid for no later than at check-in.
- Only VV Owners and Advisors have the right to request charges to CxC
- It is the responsibility of VV Owners or Advisors to mention if their Beneficiary's stay is to be charged to CxC (the VV Owner or Advisor) or if the Beneficiary should pay for their reservation directly. **Failure to mention this will result in the reservation being automatically forwarded to CxC to the VV Owner or Advisor.**

Availability and Blackout Dates

Availability and Blackout Dates

- Reservations are subject to availability.
- Black-out dates apply from December 23rd to January 3rd.

Reservation Codes and Notes

- PRES + [VIP Level] (PRES1 / PRES2 / PRES3 / PRESX)

Request Flow



