



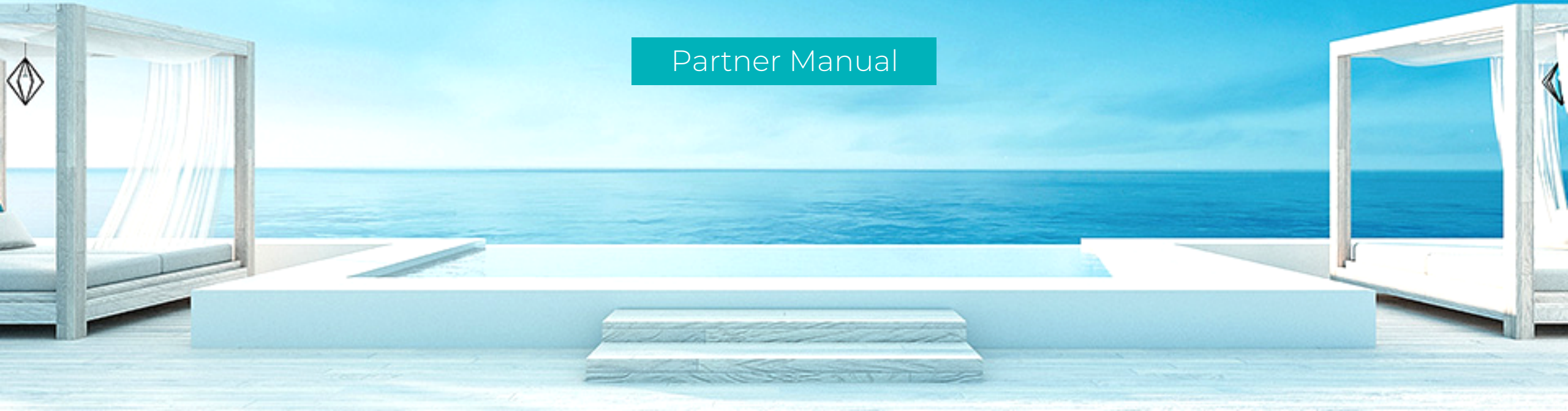
LUXURY ESCAPES

THE WORLD'S BEST HOLIDAYS

EXPERIENCES

EXPLORE YOUR DESTINATION

Partner Manual



THANK YOU FOR BECOMING A LUXURY ESCAPES PARTNER

This manual will guide through next steps, process details, and instructions on how to manage your partner portal. Should you or your team require any assistance or additional guidance, please do not hesitate to reach out.

Thank you and looking forward to a successful partnership!

TABLE OF CONTENTS

- ▶ Partner Portal Instructions
- ▶ Finance Process
- ▶ Customer Journey
- ▶ Partner Journey



PARTNER PORTAL INSTRUCTIONS

As a Luxury Escapes partner you have access to a customised Partner Portal. The Portal will allow you to:

- Immediately view purchase details & customer name/email *before* they book in their specific date/time via Rezdy
- Review daily sales stats

To access your Partner Portal

Using Google CHROME: Please click the following link: <https://vendor.luxuriescapes.com/> and use the log-in details sent to you via email.

Note: This username CANNOT be changed. It is *not* affiliated with the email address in any way, so if the email address is de-activated, this username will remain intact.

Note: if you need to reset your password, please use the 'Forgot your password?' function on the login page itself. You must be using the **Google Chrome** web browser.

To access ticket sales information

- Once logged in, please navigate to the PAID INCLUSIONS page to view:

ADDITIONAL NOTES

- Each individual experience booking will appear on a *separate* row with a unique booking ID.
ie. If Person A books 4 experiences for her and her family, these will appear on four different rows, all with Person A's email details.
- The 'Check-In Date' column refers to the dates the customer will be checking in to their hotel, giving you the general timeframe they will want to book in their experience. This is NOT the date of the experience.
- Once customers confirm the date/time of a booking via Rezdy, please click 'log.'



FINANCE PROCESS

Luxury Escapes will automatically pay partner at the end of each month for all experiences booked **in line with check-in date for the following month.**



Customer 1

On 20th May 2019,
customer purchases an
experience (quantity = 2)
with a check-in date of
12th Dec 2019



Customer 2

On 5th August 2019,
customer purchases an
experience (quantity = 4)
with check-in date of
1st Dec 2019



Customer 3

On 15th November 2019,
customer purchases an
experience (quantity = 2)
with a check-in date of
29th Dec 2019

At end of Nov 2019, Luxury Escapes auto-pays partner for all 8 experiences booked with check-in dates in the following month – December 2019

***Exception is if customer purchases an experience within 30 days of travel date, in which case Luxury Escapes will pay this with following month's payment.*

NO INVOICES NEEDED

No invoices are needed from partner, as Luxury Escapes will automatically pay ahead of actual experience being serviced (exception noted above).



Customer Journey

STEP 1: Customer selects their accommodation package

LUXURY ESCAPES 1300 427 126 My Account AUD

Hotels & Resorts Tours & Cruises Flights Magazine Gift Cards Refer a Friend Contact Us

Banyan Tree Ungasan
Uluwatu, Bali

Bali Clifftop Pool Villa in Uluwatu

Experience five-star Balinese luxury at its finest with five nights of Uluwatu clifftop indulgence at Banyan Tree Ungasan. Stay in a huge 400sqm private pool villa and enjoy return airport transfers, daily breakfasts, exotic dining experiences, nightly sunset cocktails, massages, guided temple and village tour and more.

Best Price Guarantee
Found a better price? We'll match it... and more.

Earn & use Qantas Points on this holiday

STEP 2: Customer is presented with relevant experiences for purchase

LUXURY ESCAPES

Customise your Escape with these Experiences
All are available for your travel dates 14 May - 18 May 2019

Book Ahead of Time
Purchase your experience and book in your date/time when you're ready.

Best Price Guarantee
Travel with confidence, knowing we provide the best rate in market.

Earn Qantas Points
Continue to earn Qantas points on eligible experiences.

Find your Experience

Activities & Tours Airport Lounges Dining Spa & Wellness Transport & Parking Giving Back

EXCLUSIVE TO

Mutiple Locations
Luxury Escapes Escorted Tour: GWK Park & Uluwatu Temple (HD)

Adult	\$39	Add
Child	\$25	Add

8 more options Show All

Bali - Exclusive to Banyan Tree Ungasan
Banyan Tree Ungasan: 90 min Massage Session

30min - Hot Stone Massage	\$65	Add
30min - Deep Tissue Massage	\$65	Add

Bali - Exclusive to Banyan Tree Ungasan
Banyan Tree Ungasan: The White Dove Dining Destination for Two

Private Dinner For Two \$430 Add

View All Details



Customer Journey

STEP 3: Customer books in their date/time when they are ready
(this is often closer to their departure date).

The screenshot displays a booking interface with a modal window titled "Book Your Experience". The modal is for a "Luxury Escapes Escorted Tour: Sunrise Trekking on Batur Volcano" for 2 adults. It features a date selection calendar where Thursday, Nov 7, is selected as the check-in date and Monday, Nov 11, as the check-out date. Below the calendar, there is a "Select a Time" dropdown menu set to "8:00pm". The "Review Your Booking" section shows the tour name, 2 adults, the date (Thu, 6 Nov 2019), and the time (8:00pm). A warning message states: "Please ensure that all details are correct before booking. Only one change is permitting after confirmation." At the bottom of the modal are "Cancel" and "Confirm Booking" buttons. The background shows a booking page for "Clifftop Pool Villa" with sections for "Accommodation" and "Experiences".

Clifftop Pool Villa
14 Nov 2018 - 19 Nov 2019

Accommodation

Booking ID: ABC123
Nusa Dua, Bali

Mulia Villas
Ocean View Pool Up
One-Bedroom Ocean-Vi
Hydrotherapy Swimming
[View Offer Details](#)

Experiences

Half Day Luxury Escap
[View All Details](#)

Adult
Purchase ID: ABC123

Adult
Purchase ID: ABC123

Book Your Experience

Luxury Escapes Escorted Tour: Sunrise Trekking on Batur Volcano
Booking for 2 Adults

Select a Day

CHECK IN: WED 5 Nov 2019, THU 6 Nov 2019, FRI 7 Nov 2019, SAT 9 Nov 2019, SUN 10 Nov 2019, CHECK OUT: MON 11 Nov 2019

Select a Time
8:00pm

Review Your Booking

Half Day Luxury Escapes Escorted Tour: GWK Park & Uluwatu Temple
2 Adults
Date: Thu, 6 Nov 2019
Time: 8:00pm

Please ensure that all details are correct before booking. Only one change is permitting after confirmation.

[Cancel](#) [Confirm Booking](#)

[Print Itinerary](#)
[Re-send Confirmation Email](#)

[Remember to book a date & time before 20 Nov 2019](#) [Book Together](#)



PARTNER JOURNEY

STEP 1

Partner receives in real-time each customer purchase that comes through via:

*Automated email
&
Luxury Escapes Partner Portal*

STEP 2

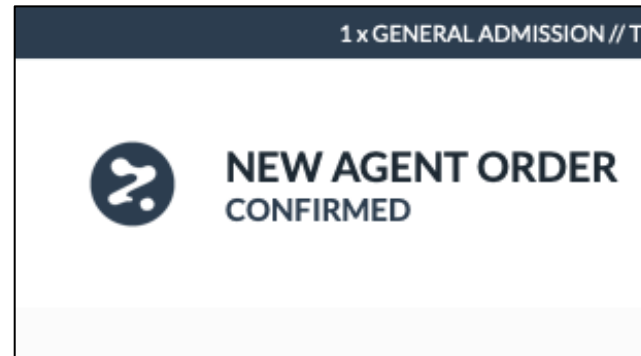
Partner receives in real-time each booking (specific date/time) that comes through via Rezdy.

***This will often be at a different time to purchase, when the customer is ready to select their date.*

STEP 3

Partner logs in to **partner portal** and **clicks “log”** next to each confirmed booking in order to keep track of purchases vs bookings.

LUXURY ESCAPES	
Hi No1 Lounges Limited	
You have received a new confirmed booking from Luxury Escapes. Please enter the following booking into your reservation system.	
New confirmed booking	
Paid Inclusions	Airport Lounge Access - 'The House' at Melbourne International Airport (ADULT) Airport Lounge Access - 'The House' at Melbourne International Airport (ADULT)
Booking ID	CGS2JU00-N DA4SSKOE-3
Name	PIETER ROOS
Check-in	Fri 20 Sep 2019



Purchased with	Check-in Date	Status
	Thu, 15 Aug 2019	Log
	Thu, 15 Aug 2019	Log
	Wed, 13 Nov 2019	Log



 **LUXURYSCAPES.COM**
THE WORLD'S BEST HOLIDAYS



EXPERIENCES

EXPLORE YOUR DESTINATION



experiences@luxuryescapes.com