

Dorchester *Collection* Diamond Club





Welcome to the club

Dorchester Collection Diamond Club is the richest hotel loyalty recognition programme for top producing retail travel agencies worldwide.

We pride ourselves on consistently delivering exceptional experiences for your clients.

This exclusive invitation-only network, is designed to strengthen our relationship with you, and you with your clients; increase loyalty, cross exposure and revenues.

Prepare to be dazzled!



Getting started



Login to the Dorchester Collection Diamond Club website:

Welcome to Diamond Club

.....

Username

Password

LOGIN

REQUEST AGENT LOGIN

dcdiamondclub.com

your email address

agency name

For login assistance please contact:

bruno.gaudeoso@dorchestercollection.com

For all the latest information please visit our website **dcdiamondclub.com**

and save it as a browser *favorite* for easy access

Guest benefits

Guest rooms (excludes 45 Park Lane and classic rooms at Hotel Principe di Savoia):

Guaranteed **ONE CATEGORY UPGRADE** at time of booking

Credit of **100 UNITS** of local currency once per stay (applied to final bill)

Daily **FULL BREAKFAST** (breakfast menu only), available in any outlet including in-room dining, for up to two people per bedroom (excludes alcohol and caviar)*

Daily **UNLIMITED INTERNET ACCESS** for unlimited number of devices (no download limit)

Junior suites (excludes 45 Park Lane):

UPGRADE subject to availability at the time of arrival

Credit of **100 UNITS** of local currency once per stay (applied to final bill)

Daily **FULL BREAKFAST** (breakfast menu only), available in any outlet including in-room dining, for up to two people per bedroom (excludes alcohol and caviar)*

Daily **UNLIMITED INTERNET ACCESS** for unlimited number of devices (no download limit)

All suites (excluding junior suites) **at all hotels and all accommodation at 45 Park Lane:**

DAILY credit of **100 UNITS** of local currency per suite (applied to final bill). *Should a multiple bedroom suite reservation be made the Diamond Club suite package benefits will apply to each bedroom*

Daily **FULL BREAKFAST** (breakfast menu only), available in any outlet including in-room dining, for up to two people per bedroom (excludes alcohol and caviar)*

Daily **UNLIMITED INTERNET ACCESS** for unlimited number of devices (no download limit)

*Includes gratuity, taxes and service charges

Agent benefits

Every Dorchester Collection hotel has a **24/7 DIAMOND CLUB AMBASSADOR TEAM** who will look after your client and be available throughout their stay if you or your client needs assistance. They will also ensure your client receives VIP treatment and is personally escorted to their room on arrival.

COMMISSION

10% commission on BAR rates booked
(will not be affected by 100 unit credit)
Commission will be paid twice monthly
Commission inquiry tab available on website

BESPOKE WEBSITE

List of hotel contacts
Photo gallery and fact sheets
Create an itinerary
Live feed of what's new or hot in each hotel destination

FAM RATE

Ask for "Dorchester Collection FAM rate". All daily rates include full breakfast for up to two people per bedroom (excludes alcohol and caviar), excludes tax and is subject to availability.

The Dorchester, 45 Park Lane, Coworth Park: £150

The Beverly Hills Hotel, Hotel Bel-Air: \$225

Hôtel Plaza Athénée, Le Meurice, Hotel Principe di Savoia, Hotel Eden: €150

Le Richemond: CHF 225

Our promise, GDS bookings and terms

Our promise is that...

...when a Diamond Club booking is made via the GDS, an **email confirming the guaranteed** upgrade will be sent to the agent **within 2 hours** (*reservation office hours only*). Confirmation of the upgrade for 'out of hours' reservations will be sent the following morning.

...once the check-in process is complete, **an ambassador will contact the agent** to confirm that their client has checked in and is happy, or will notify them of any issues.

...there are **no black-out dates** (*even during peak periods*) at any hotel

...a **'no-walk' policy** applies at all hotels (*when applicable, a sister hotel in the same city will be offered as a client option*)

“91% think Diamond Club delivers on its promises”

C-VENT satisfaction survey

GDS booking

To receive Dorchester Collection's email confirmation including Diamond Club amenities and so that the hotel can reach you as needed, please put your full name in the SI field. Rate access codes:

SABRE: DCD **APOLLO/GALILEO:** DCDC **WORLDSPAN:** DZ9 **AMADEUS:** DZ9 **Example:** HOTLAX#DCD/15JUN-2NT2/DC

Terms

Any modifications/cancellations to GDS bookings should be made directly with hotel reservations

Agents must identify themselves as a Diamond Club agent whenever they call a hotel

Diamond Club amenities are only applicable to reservations booked at BAR rates – unless specified

Diamond Club amenities are applicable to group bookings of ten or more rooms booked at BAR rate

Diamond Club amenities are NOT applicable to back to back reservations

Diamond Club amenities are NOT combinable with any other programs or promotions – unless specified

No blackout dates apply

Hotel contact details

The Dorchester, London

Toll Free USA: 1 855 901 0709

Tel: +44 (0)207 629 8888

DiamondClub.TDL@DorchesterCollection.com

45 Park Lane, London

Toll Free USA: 1 855 350 0079

Tel: +44 (0)207 493 4545

DiamondClub.45L@DorchesterCollection.com

Coworth Park, Ascot

Toll Free USA: 1 855 904 0709

Tel: +44 (0)1344 876 600

DiamondClub.CPA@DorchesterCollection.com

Le Meurice, Paris

Toll Free USA: 1 855 709 4105

Tel: +33 1 4458 1010

DiamondClub.LMP@DorchesterCollection.com

Hôtel Plaza Athénée, Paris

Toll Free USA: 1 855 900 7009

Tel: +33 1 5367 6665

DiamondClub.HPA@DorchesterCollection.com

Le Richemond, Geneva

Toll Free USA: 1 855 910 7900

Tel: +41 (0)22 715 7000

DiamondClub.LRG@DorchesterCollection.com

Hotel Principe di Savoia, Milan

Toll Free USA: 1 855 881 7009

Tel: +39 02 6230 1

DiamondClub.HPS@DorchesterCollection.com

Hotel Eden, Rome

Toll Free USA: 1 855 827 0404

Tel: +39 06 478 121

DiamondClub.HER@DorchesterCollection.com

The Beverly Hills Hotel, Beverly Hills

Toll Free USA: 1 855 349 0079

Tel: +1 310 276 2251

DiamondClub.BHH@DorchesterCollection.com

Hotel Bel-Air, Los Angeles

Toll Free USA: 1 855 881 7900

Tel: +1 310 472 1211

DiamondClub.HBA@DorchesterCollection.com

Diamond Club supervisor

For any questions or suggestions please contact: **Bruno Gaudeoso** bruno.gaudeoso@DorchesterCollection.com

Toll Free USA: 1 855 860 0790 **Tel:** +44 (0)20 7319 7509

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{ *All contact details can be found on*
dediamondclub.com }

