

Palace PRO Webinar Series FAQ

Q: When are all of the hotels re-opening?

A: We had the pleasure of welcoming our first guests to The Grand at Moon Palace Cancun and Le Blanc Spa Resort Cancun on June 8th and Moon Palace Jamaica on June 15th. We plan to re-open Le Blanc Spa Resort Los Cabos on July 1st.

Q: Are the webinar slides available for us to view?

A: Yes, the slides are available for you to view and may be requested through your BDM.

Q: Who is my BDM?

A: In order to find which Business Development Manager covers your area, you can go to palaceproagents.com > Contact Us. You can either use the map feature or download the BDM directory.

Q: Are there any FAM trips set to be hosted?

A: Please reach out to your local BDM to learn more about upcoming FAM trip dates.

Q: How do the different Palace PRO Specialist crown levels work?

A: As a Palace PRO Specialist, you may take advantage of a variety of different benefits based on your crown level. Crown levels include silver, gold, platinum and emerald levels based on room nights sold per calendar year. [Click here to view the different crown levels and benefits on palaceproagents.com.](#)

Q: Will crown levels be extended to 2021?

A: Crown levels and benefits will be extended through the end of 2021.

Q: Where can I find Palace Resorts videos and other materials?

A: You can visit the Marketing Tools section of palaceproagents.com in order to find all of the materials you might need. [Click here to go to Marketing Tools.](#)

Q: What all-inclusive brand features set your resort apart from other all-inclusive resorts in the market?

A: All of our Palace Resorts and Le Blanc Spa Resorts locations are all-inclusive but describing our hotels as such is an understatement. Our resorts offer incredible amenities, restaurants and perks. Our guests enjoy free Wi-Fi, premium wines and top-shelf liquors, spa treatments and more. At The Grand at Moon Palace Cancun alone there are 11 restaurants, 13 bars, 9 outdoor pools, a water park, a spa with 64 treatment rooms and more. Head over to the Marketing Tools section of palaceproagents.com in order to download our fact sheets and see all of our great features. [Click here to go to Marketing Tools.](#)

Q: Can my BDM host a webinar for one of my groups or an individual webinar for myself?

A: Absolutely! Our BDM team is here to help support and educate you on all things Palace Resorts. Please feel free to reach out to your BDM and they will be happy to host a webinar for a potential group or wedding, or even a training for yourself or your agency.

Q: When do I register my bookings?

A: While you have up until 30 days prior to travel to register your booking in palaceproagents.com, we recommend registering the booking right after making it, so you do not forget later on. You can even register a group ahead of time, even if all of the rooms have not yet booked - we wait until after travel to pull the rooming list to credit the room nights toward your crown level.

Q: Is there a deadline to register my bookings?

A: Yes, 30 days prior to travel.

Q: Do complimentary nights expire? Are there fees to use those nights?

A: You have 1 year from when the clients travel to use your Ready. Sell. Stay. nights. The only thing to pay is a small nightly fee for taxes & gratuities.

Q: I have a bride that would like to see the resort before the wedding, do you offer anything?

A: Yes, we offer Preview Paradise. Whether you are a potential bride, or already have a confirmed wedding, you can take advantage of Preview Paradise. This is a complimentary two-night stay that allows your brides to take a closer look at our breathtaking wedding venues, sample menus and cakes, and meet with planners and vendors. Terms and conditions apply.

Q: How do you book travel agent rates and is there Resort Credit with that booking?

A: You can request a travel agent rate directly on palaceproagents.com under the benefits tab. While our TA rates are an incredible way to experience our resorts, don't forget that we offer 1 complimentary night for every room that you book!