



famous
AGENTS





Program Overview

Discover Famous Agents



The industry's most exciting rewards program for travel agents: connects you and your customers to amazing travel opportunities at **Raffles**, **Fairmont**, **Swissôtel**, **onfinestay** worldwide and North American **Sofitel** and **Pullman** properties.



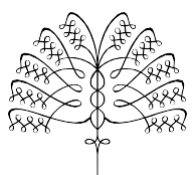
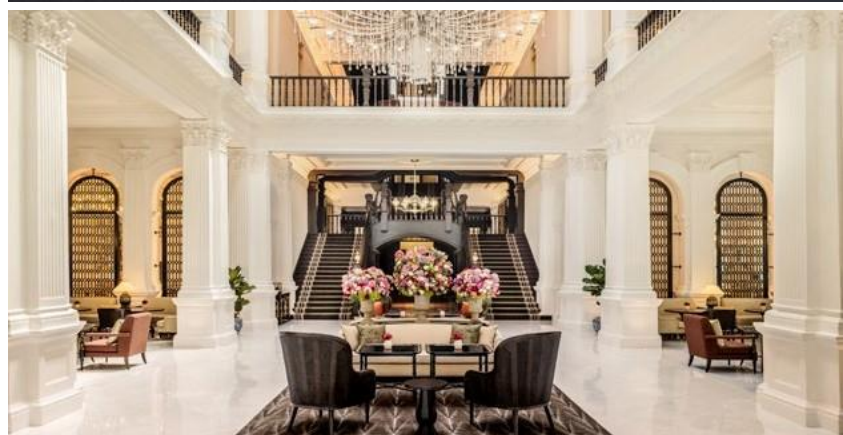
RAFFLES
HOTELS & RESORTS

Fairmont

swissôtel
Hotels & Resorts

onfinestay





RAFFLES
HOTELS & RESORTS

Oasis for the well-travelled

GRACIOUS · INTUITIVE · SUMPTUOUSLY PAMPERED · PERFECTLY UNDERSTOOD

A true pioneer of worldly elegance and hospitality. An iconic brand where each Raffles hotel offers gracious, warm and discreet service, delivering emotional luxury to the well-travelled guests. Legendary service since 1887.

RAFFLES.COM

35 hotels a and in the pipeline.

NETWORK

COUNTRIES	HOTELS	ROOMS
14	20	2,935
Northern Europe	1	106
Southern Europe	2	213
Middle East & Africa	7	1,333
Greater China	2	489
South East Asia	8	794

PIPELINE

COUNTRIES	HOTELS	ROOMS
12	15	2,2,545



Fairmont Grand since 1907

CHARISMATIC • THOUGHTFUL • CHERISHED • EXCEPTIONAL

At Fairmont, our passion is to connect our guests to the very best of our destinations. From the beaches of Hawaii to the deserts of the United Arab Emirates to the heart of London, our hotels offer guests extraordinary places, created by combining unique architecture, expressive decor and artistry, and magnificent features. Add engaging service, and the result is an unforgettable guest experience.

FAIRMONT.COM

Over **110** hotels and in the pipeline.

NETWORK

COUNTRIES	HOTELS	ROOMS
29	84	32,591
North & Central America	43	19,478
South America	1	375
Northern Europe	9	2,257
Southern Europe	2	1,028
Middle East & Africa	17	5,319
Greater China	7	2,160
South East Asia	5	1,974

PIPELINE

COUNTRIES	HOTELS	ROOMS
15	27	7,185



swissôtel
Hotels & Resorts

*Life is a journey.
Live it well.*

FULL OF VITALITY • RELIABLE • RECHARGED • AT EASE

Swissôtel's claim reinforces our belief that time and travel are true gifts in life and that we should use our time — wherever we are in the world — well and wisely. Our Swiss hospitality, synonymous with excellence, efficiency and care, takes care of everything, so guests can use their time doing the things they love. Quality time, pure and simple.

SWISSOTEL.COM

Over **60** hotels a and in the pipeline.

NETWORK

COUNTRIES	HOTELS	ROOMS
20	33	13,824
North & Central America	1	662
South America	3	758
Northern Europe	7	1,402
Middle East & Africa	10	5,363
Greater China	6	2,281
South East Asia	5	2,989
Pacific	1	369

PIPELINE

COUNTRIES	HOTELS	ROOMS
22	30	6,963



onefinestay *Enjoy the finest stays*

VETTED HOMES • VILLAS • CHALETS • TAILORED EXPERIENCES

We are onefinestay - a personal service for discerning guests who value exceptional quality homes, villas & chalets and experiences in the most desirable global destinations. We help our guests find their ideal home-from-home, whilst every stay is professionally managed to ensure an effortless and enjoyable rental experience. This includes a personal welcome, 24/7 guest support, extensive housekeeping and dedicated concierge services.

[ONEFINESTAY.COM](https://www.onefinestay.com)

Over **4,500** homes, villas & chalets

NETWORK

50 global destinations

3 collections: **home, villa, chalet**

THE ART OF CURATION

From beachside estates to chic apartments and cosy ski chalets, the leading hospitality brand's 5000 homes, villas and chalets are hand-picked for location, space, character, and comfort.

Your Rewards



EARN POINTS

- **1 point per room night** : qualifying reservations in all room categories, and for wholesale bookings at **Raffles, Fairmont, Swissôtel, onefinestay** and North American **Sofitel** and **Pullman** properties.
- Earn bonus points through promotional offers.



REDEEM POINTS

Redeem your points for complimentary:

- Room nights (at **Raffles, Fairmont** and **Swissôtel** Hotels & Resorts)
- Online shopping mall.



Experience complimentary room night in our destinations

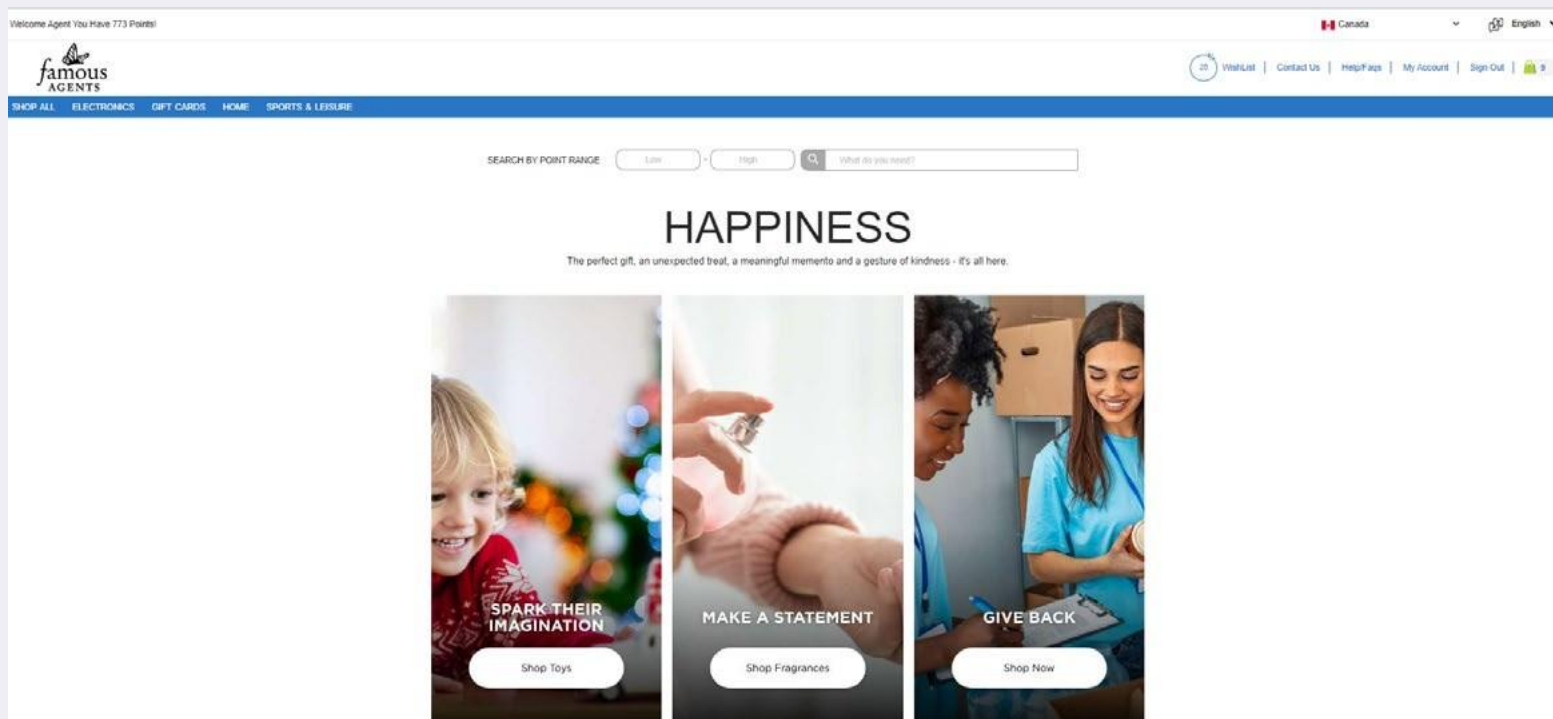


Your Rewards



ONLINE SHOPPING MALL

- Redeem your Famous Agents points in our **online shopping mall**.
- Brands included: Swarovski, Kate Spade, Michael Kors, Gucci, Apple, Samsung and more.



GUCCI



SAMSUNG

Star Rates



Enjoy exclusive rates dedicated to travel agent for your own personal travel.

Save up to 30% off on public rates in over 4000 properties all over the world.

Even more, exclusive special rates **ranging from 60 to 260 EUR per night** are available at 300+ luxury hotels, featuring brands like Raffles, Sofitel, Fairmont and more.

BOOKING

On [TravelPros.com](https://www.travelpros.com)

- Click on the reservation search engine “**Personal Stays**”
- Enter your **IATA**, your **STAR code** and your **STAR Access Code**.

STAR CODE

SCP3186833

STAR ACCESS CODE

ST582FR899



Learn more on the STAR booking process [here](#).



How to earn points



How to earn points?



Book your client's next adventure to **Raffles, Fairmont, Swissôtel, onefinestay** and participating **Sofitel** and **Pullman** properties:

- Book on travelpros.accor.com
- Add your **Famous Agents number**.
- You will receive your points ten days after your client checks out :

1point per qualified room night.

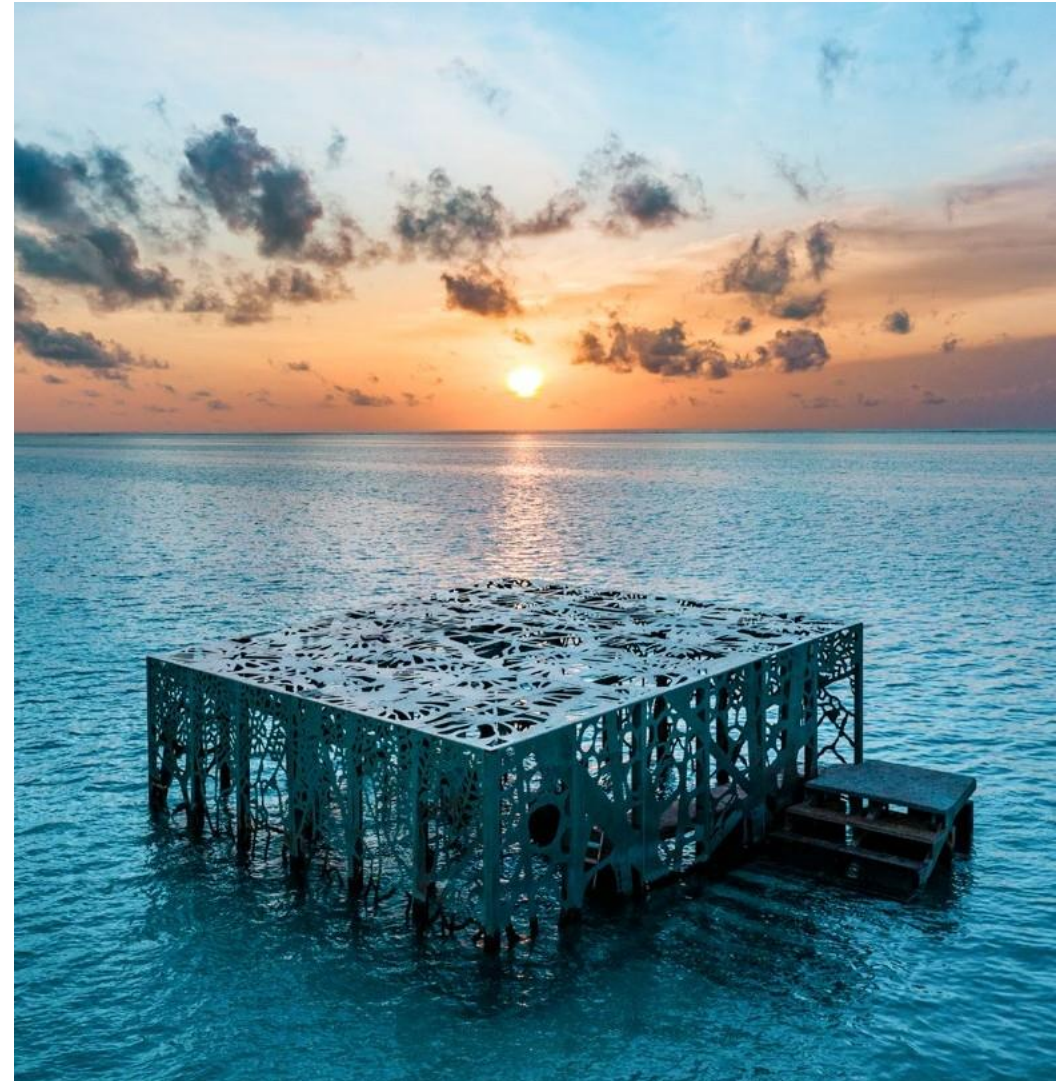
The image shows a screenshot of the Accor Travel Professionals website interface. On the left, the 'Search & Book' section is visible, featuring a search form with fields for 'Your identifier' (IATA / TIDS / CLIA or RT / TRUE), 'My client's loyalty or subscription card' (16-digit number), 'Place' (Destination, hotel name), 'Check-In' (DD/MM/YYYY), 'Check-Out' (DD/MM/YYYY), and 'Rooms & Guests' (1 Room(s) - 1 Guest(s)). A green 'Search' button is at the bottom. An orange box highlights the 'Advanced search' button, with an arrow pointing to the right. On the right, the 'My agent profile' section is shown, with fields for 'Access code' (10 characters), 'Preferential code', and 'Famous Agents number'. The 'Famous Agents number' field is highlighted with an orange box, and an arrow points from the 'Advanced search' button to it.

How to earn points?



If you make your reservation through another channel, you can track your client's reservation :

- For reservations booked through the **GDS**, enter "**FA**" followed by your six-digit Famous Agents number in the Special Instructions (SI) field.
- For reservations booked at **onfinestay** properties, quote your six-digit Famous Agents number to your reservation agent.
- For reservation booked through **our call centers**, quote your six-digit Famous Agents number to your reservation agent.
- Wholesale reservations must be manually tracked in the **Famous Agents booking tracker**. Simply log in to your account and click "**Submit my wholesale bookings**". You will be directed to the Wholesale Reservations page, where you can submit up to six reservations at once.





How to redeem points



How to redeem points?



STAY

Redeem your points for complimentary nights at **Raffles, Fairmont** and **Swissôtel** properties.

- Check room availability at your chosen hotel by **calling 1-866-840-8085** (toll-free in North America) or **506-387-0387 (international)**
- Make sure to mention to the **reservation agent** that you wish to use StayCertificates coming from Famous Agents.
- Request a **room night certificate** on Famous Agents website

You will receive your **stay certificate by email** at least one week prior to your date of arrival

A **maximum of two Stay Certificates** may be used per year/per hotel.

Property Type / Room Category	Redemption Price
City Center Hotel – Standard Room	50 Points
City Center Hotel – Junior Suite	75 Points
Resort – Standard Room	75 Points
Resort – Junior Suite	125 Points



How to redeem points?



SHOP

Redeem your points at **our online shopping mall**.

- An **8 – 12 business day processing period** (not including shipping time) will apply to all requests for rewards.
- All rewards must be obtained or redeemed **by the member him or herself** and not any other person or entity.



If you need help, please contact the Famous Agents Helpdesk: famousagents@accor.com





famous
AGENTS

