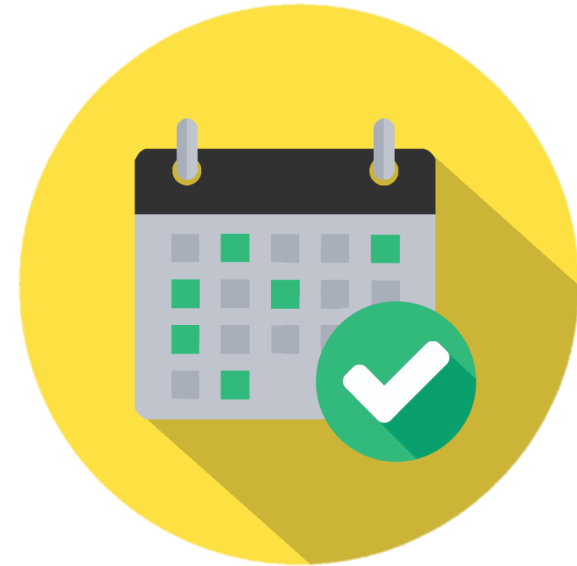


Solmar Overview

Making A Booking

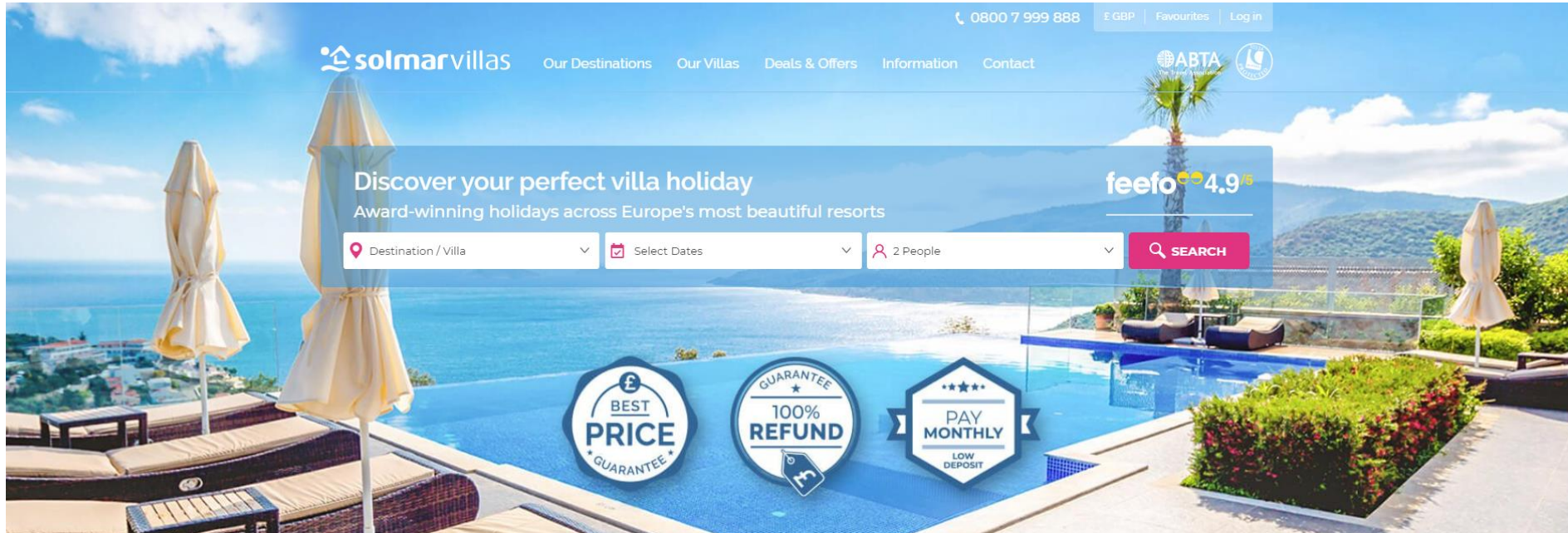


Make a Booking

Online Booking

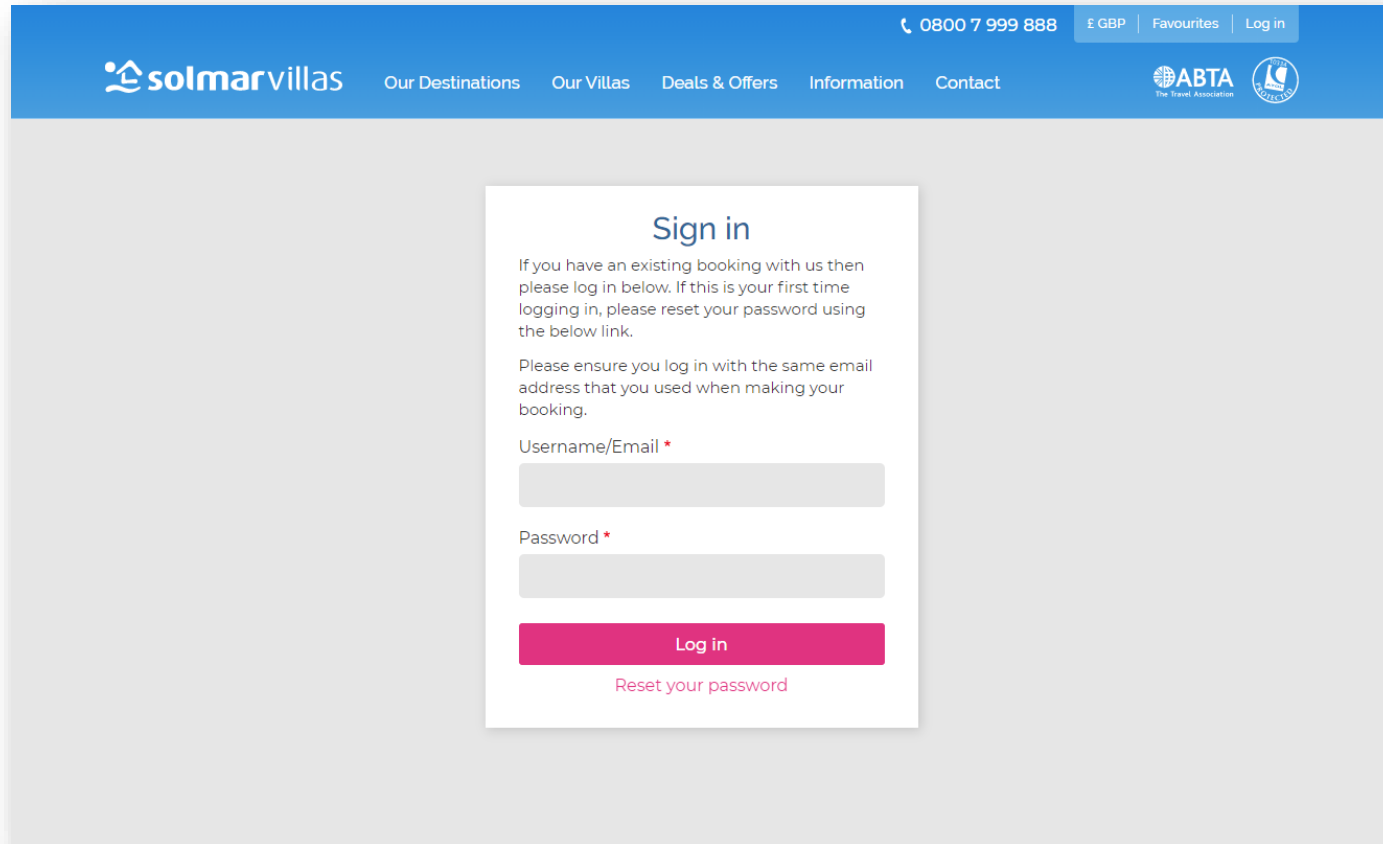


Online Booking



Visit www.solmarvillas.com to make a booking 24/7!

Online Booking



The screenshot shows the Solmarvillas website's login page. The header is blue and contains the Solmarvillas logo, navigation links (Our Destinations, Our Villas, Deals & Offers, Information, Contact), a phone number (0800 7 999 888), currency (GBP), and links for Favourites and Log in. Below the header, there are logos for ABTA (The Travel Association) and another organization. The main content area is a white box with the heading "Sign in". It contains instructions for existing and new users, followed by input fields for "Username/Email" and "Password", a pink "Log in" button, and a link for "Reset your password".

- Go to <https://www.solmarvillas.com/user/login> and login using the login details provided during the registration process.
- If you do not have these, please contact your head office (if applicable) first.
- If you still cannot access the site, please contact tradesales@solmarvillas.com.
- Please note that price parity is in effect, so you do not need to be logged in to check prices.

Online Booking

The screenshot shows the Solmar Villas website interface. At the top, there is a navigation bar with the Solmar Villas logo, contact information (0800 7 999 888), and links for Favourites and Dashboard. Below this is a search bar with filters for destination (Majorca), dates (Sat 5th Aug, 2023 - 7 nights), and number of people (2 People). A search button is visible. Below the search bar, there is a calendar view showing the selected dates. The main content area displays 37 villas found, sorted by Price - Low to High. The first three villas are listed: Villa Raquel (Pollensa, Majorca) for £2,719, Casa Calonge (Cala d'Or, Majorca) for £3,338, and Casa La Palmera (Pollensa, Majorca). Each villa listing includes a photo, a rating, a 100% refund guarantee, and a 'VIEW VILLA' button. A filters sidebar is visible on the left, allowing users to refine their search by maximum price, bedrooms, bathrooms, destination, villa type, and pool features.

- The agent booking website looks exactly the same as the customer site.
- Use the search bar at the top of the page to bring up a list of villa options by selecting the destination, dates and number of people staying in the villa.
- You have the ability to narrow down the search results using the filters on the left hand side of the page. This will allow you to only show villas with pool heating or air conditioning, for example.
- Bear in mind that exclusive villas have live availability – villas not listed as exclusive will require that the sales team contact the supplier to check the availability before taking a confirmed booking so please get in touch on 01283 505710.

Online Booking

solmarvillas Our Destinations Our Villas Deals & Offers Information Contact ABTA The Travel Association

Home > Destinations > Spain Villas > Balearic Islands > Majorca > Pollensa > Villa Raquel

Villa Raquel, Pollensa, Majorca

< Back to search results

Villa Summary

EXCLUSIVE

3 2 6 Recommended

Outdoor Private Pool
Table Tennis
Air Conditioning

RATED 8.7/10

Holiday Price

Sat 5th Aug, 2023 - 7 nights

Select Duration: 7 Reset

August 2023 September 2023

Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	
					05	06						01	02	03
					E2719							E1334		
07	08	09	10	11	12	13	04	05	06	07	08	09	10	
					E2719		E1084	E1052	E1019	E987	E954	E922	E901	
14	15	16	17	18	19	20	11	12	13	14	15	16	17	
					E2470		E1084	E1052	E1019	E987	E954	E922	E901	
21	22	23	24	25	26	27	18	19	20	21	22	23	24	
					E2125		E880	E859	E838	E817	E796			
28	29	30	31				25	26	27	28	29	30		

* Indicates best deals

- Most destinations have fixed changeover days (particularly during peak season, June-September). During this period, arrival dates are not flexible so as to not create any gaps in availability.
- These check in/out days usually correspond with the main days in which the local airport has the majority of airlift coming in and going out. For a full list of these, please see the *FAQs* section in the *Travel Agent Hub*.
- We tend to open up the changeover days during the shoulder months (April-May, October-November) to give more flexibility.

Online Booking

The screenshot displays the Solmar Villas website's booking process. At the top, there is a blue navigation bar with the Solmar Villas logo, contact information (0800 7 999 888), currency (GBP), and links for Favourites and Dashboard. Below this is a secondary navigation bar with links for Our Destinations, Our Villas, Deals & Offers, Information, and Contact. A progress indicator shows the current step is LOGIN, with other steps being EXTRAS, TRANSPORT, PASSENGERS, and REVIEW.

	Accommodation Villa Raquel £2,718.14	Extras £0.00	Transport £0.00	Total Cost £2,718.14	Payable Now £679.53
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Web Reference: 329478

[< Back](#)

Log in/Register

Enter the customer's email address below.

Customer Email

Email:*

Confirm Email:*

[Continue](#)

[< Back](#)

- You can now view the pricing of the selected property.
- You should take a 25% deposit from the client if travelling outside of 12 weeks prior to travel. If the client is travelling within 12 weeks then you will need to take full payment from them.
- Enter in the same email address used to register/login in order to proceed through the booking process.

Online Booking

The screenshot displays the Solmar Villas website's booking process. At the top, there's a navigation bar with the Solmar Villas logo, contact number (0800 7 999 888), currency (GBP), and links for Favourites and Dashboard. Below this is a progress bar with four stages: EXTRAS (active), TRANSPORT, PASSENGERS, and REVIEW. A summary table shows the following details:


Accommodation	Extras	Transport	Total Cost	Payable Now
Villa Raquet	£0.00	£0.00	£2,718.14	£679.53

Web Reference: 329478

The main content area is titled 'Holiday Extras' and includes a 'Back' button and a 'Continue' button. It contains the following text:

Choose from a wide selection of villa extras, ranging from food packs and baby equipment to pool heating and fans. Available extras differ depending on the villa.

We can also provide Covid-19 Travel Insurance with our preferred partner Holiday Extras. This is available to purchase after booking your villa.


Description	Price
 100% Refund Guarantee Receive a full refund if there are restrictions in place on your day of travel.* Find out more	Included
<input type="checkbox"/> Complimentary Cot and Highchair	£0.00

At the bottom of the section, there are 'Back' and 'Continue' buttons.

- The next section is where you can add on extras.
- This will contain options such as cots, highchairs, stairgates, welcome packs, pool heating (if applicable) etc.
- If you do not see a specific extra, please get in contact with the sales team on 01283 505710.

Online Booking

The screenshot displays the Solmarvillas website's booking process. At the top, there's a navigation bar with the Solmarvillas logo, contact number (0800 7 999 888), currency (GBP), and links for Favourites and Dashboard. Below this is a secondary navigation bar with links for Our Destinations, Our Villas, Deals & Offers, Information, and Contact. A progress indicator shows four steps: EXTRAS, TRANSPORT (active), PASSENGERS, and REVIEW. A summary table shows the following details:

 Accommodation Villa Raquel	Extras £0.00	Transport £0.00	Total Cost £2,718.14	Payable Now £679.53
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Web Reference: 329478

The main content area is titled "Transport" and includes a "Car Hire" section. It features a search form with the following fields:

- Pick-up Time: 12:00
- Drop-off Time: 12:00
- Driver's Age: 25

A "SEARCH" button is present. Below the search form, a message states: "Sorry, your search hasn't returned any results. Please broaden your search or contact us to request a quote from our team."

- You can now add on transport, so car hire or transfers.
- Use the search facility to bring up a list of car hire options. You can click on the transfers tab to show the transfer options also.
- If there are no options showing, the contracts may not be agreed yet, so please contact the sales team on 01283 505710.
- You can also add these options on post-booking if you wish, by contacting our concierge team on 01283 505713.

Online Booking

The screenshot displays the Solmar Villas website's booking process. At the top, there is a navigation bar with the Solmar Villas logo, contact information (0800 7 999 888), and currency (GBP). Below this is a progress bar with four stages: EXTRAS, TRANSPORT, PASSENGERS (currently active), and REVIEW. A summary table shows the following details:

Category	Amount
Accommodation Villa Raquet	£2,718.14
Extras	£0.00
Transport	£0.00
Total Cost	£2,718.14
Payable Now	£679.53

Below the summary, the 'Passengers' section is titled 'Passengers' with a 'Continue' button. A message states: 'We only need the lead passenger details right now - we'll ask for the rest of your party's information after you have booked.' The form for 'Lead Passenger - Adult 1' includes the following fields:

- Title: * (Dropdown menu)
- First Name: * (Text input)
- Surname: * (Text input)
- DOB: * (DD/MM/YYYY)
- Email: * (tradesales@solmarvillas.com)
- Mobile Tel: * (Text input)
- Country: * (United Kingdom)
- Postcode: * (Text input)
- Address 1: * (Text input)
- Address 2: (Text input)
- City: * (Text input)

At the bottom, there are 'Communication Preferences' with checkboxes for 'Email', 'Post', 'SMS', and 'Phone Calls'.

- Now you must enter in the lead passenger's name and date of birth. We will require the rest of the party's information post-booking.
- Please fill in your agency's address and contact number.
- Finally, select how you wish to receive marketing from Solmar Villas, then you can proceed.

Online Booking

The screenshot displays the 'Review' stage of the online booking process. The top navigation bar includes the Solmar Villas logo, contact number (0800 7 999 888), and links for Favourites and Dashboard. A progress bar shows the steps: EXTRAS, TRANSPORT, PASSENGERS, and REVIEW. The main content area is divided into several sections:

- Lead Passenger - Adult 1:** Fields for Title (Mr), First Name, DOB (01.01.1980), Email, Postcode (DE14 2WX), Address 1 (Solmar Villas), and Address 2 (Unit 13, Faraday Court, Centrum One Hundred).
- Villa Raquel:** Includes a photo of the villa, holiday date, duration (7 nights), total passengers, and an 'EXCLUSIVE' badge.
- Your Holiday Breakdown:**

Accommodation	Total
Villa Raquel, Pollensa, Majorca 7 nights, arrival 5th Aug 2023, departure 12th Aug 2023	£2,718.14

Villa Extras	Unit Price	Qty	Total
100% Refund Guarantee	£0	1	£0.00

Important Information
For environmental and energy savings, this villa has timed air conditioning to ensure you have air conditioning during the middle of the day and throughout the night.

[Redeem Voucher or Referral Code](#)

Holiday Total	£2,718.14
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- Make a payment:** Select a payment option.

<input type="checkbox"/> Pay Total	£2,718.14
<input type="checkbox"/> Pay Deposit	£679.53
<input checked="" type="checkbox"/> No Payment	£0.00

Payable Today £0.00
- Book The Villa:** A prominent pink 'BOOK NOW' button.

* This insurance should, as a minimum, protect you against cancellation, curtailment, medical expenses, loss/theft of possessions and documents, personal liability and airline failure.

- Check that the information entered is accurate and that the correct extras are showing in the *Villa Extras* section.
- Ensure that the client is aware of any notes in the *Important Information* section.
- Tick the *No Payment* option in the *Make a Payment* section. This will allow you to complete the booking without entering any card details. You will then receive an invoice from us which should be paid within four working days.
- Please ensure that you and your client have read and are familiar with our terms and conditions.
- Please check your agent agreement for your commission level or contact us directly.

Online Booking



We will need to confirm the booking with the supplier. Please don't commit to any other elements such as booking flights until you've heard back from us to confirm. Alternatively, feel free to call us on 0800 7 999 888 to discuss this booking.

- If you see the pictured message when booking, this signifies that your selected villa is on request.
- You may proceed with the booking as normal and our supplier will then be notified of the booking.
- They will then advise us whether the selected dates are possible or not. If they are, then you will receive the confirmation email for the booking as normal. If not, you will be contacted by our sales team to discuss how you wish to proceed. We can endeavour to find you an alternative property or we can just simply cancel the booking down.

Top Tips

- Always look for flights that work best with the 4pm check in and 10am check out times for the villa. Early flights may get the clients to resort a little quicker, but they will need to have plans to fill the time before the official check in!
- Why not look to offer a welcome pack which contains essentials to get the holiday off to a good start? This ensures that the first stop the next morning is the swimming pool and not the supermarket!
- Car hire or transfers? Some properties are car recommended, so make sure the clients are aware of this when booking. Transfers are a convenient and easy way to get the clients to their destination if they don't want or need a car!
- Take advantage of the filter options when searching for a villa. It can be overwhelming when hundreds of properties are showing up on the search, so try to narrow down the results based on the client's requirements to make it more manageable!
- Exclusive villas have live availability so can be confirmed instantly. Bear this in mind when booking a client's flights!

Make a Booking

Telephone Booking



Phone Booking

Sales

Pre-booking enquiries

Tel: **0800 7 999 888**

International Tel: **0044 1283 505710**

Opening Hours

Monday - Friday: 9am - 6pm

Saturday: 9am - 5pm

Sunday: 10am - 4pm

Villa Concierge

Post-booking enquiries and holiday extras

Tel: **01283 505713**

International Tel: **0044 1283 505713**

Opening Hours

Monday - Friday: 9am - 6pm

Saturday: 9am - 5pm

Sunday: 10am - 4pm

If you are having difficulties, simply call one of our villa specialists during office opening hours for assistance!

They will be able to answer questions regarding enquiries and also complete bookings for you!

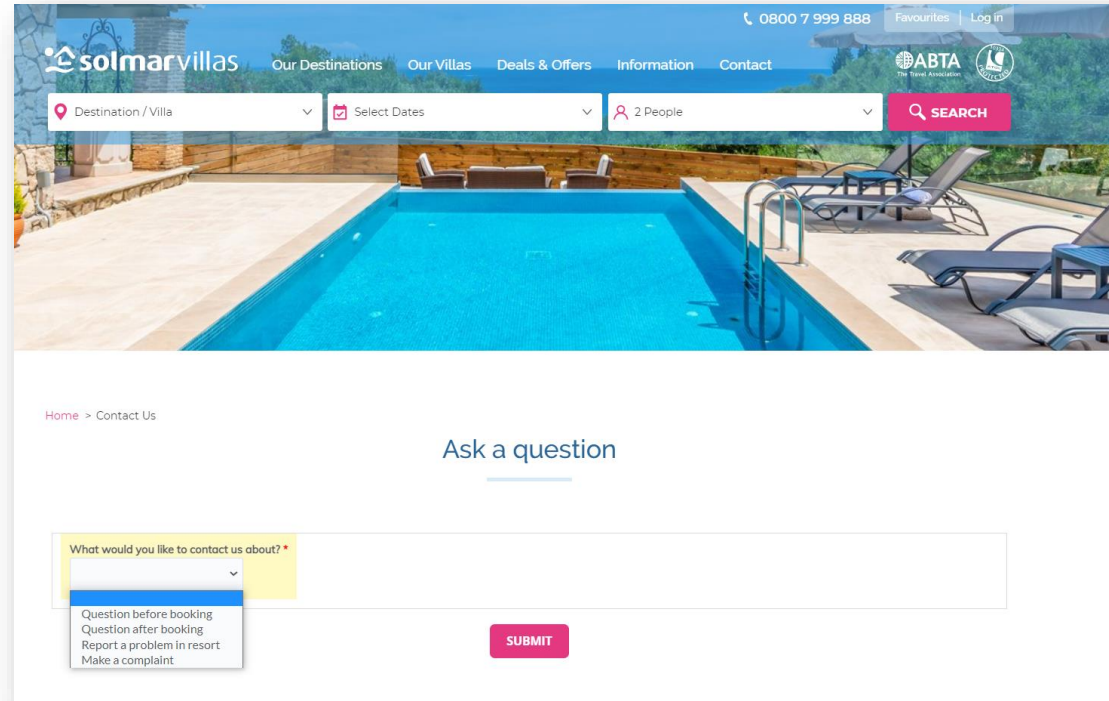
Phone Booking



We also have a dedicated *LiveChat* system to answer any of your queries!

If the phone lines are busy and you wish to make a booking, it's a good idea to get in touch with us via our *LiveChat* system so that we can call you and save the frustration of waiting!

Out of Hours



Out of hours, you can leave us a message via our *Ask A Question* page and we will contact you on our return.

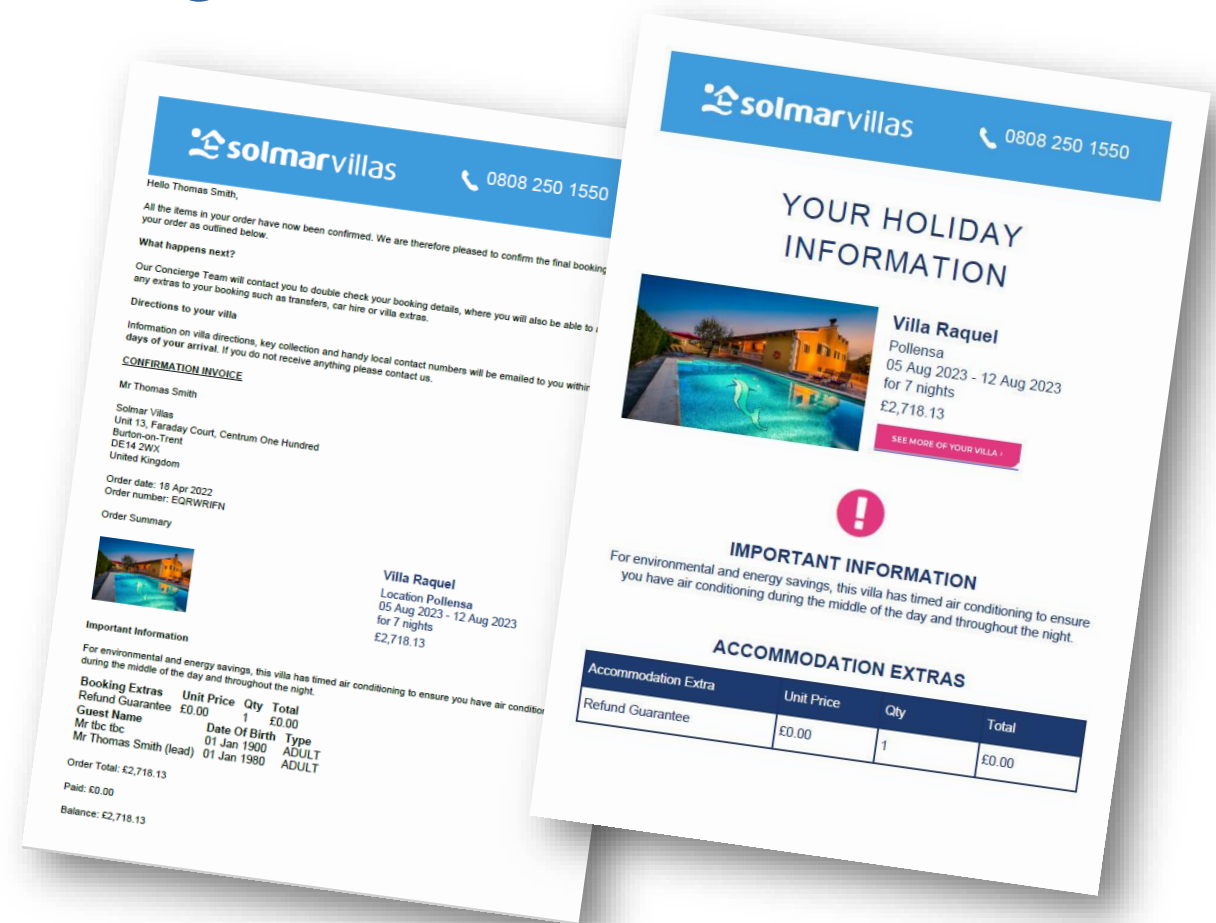
Post Booking

Made a booking –
now what?

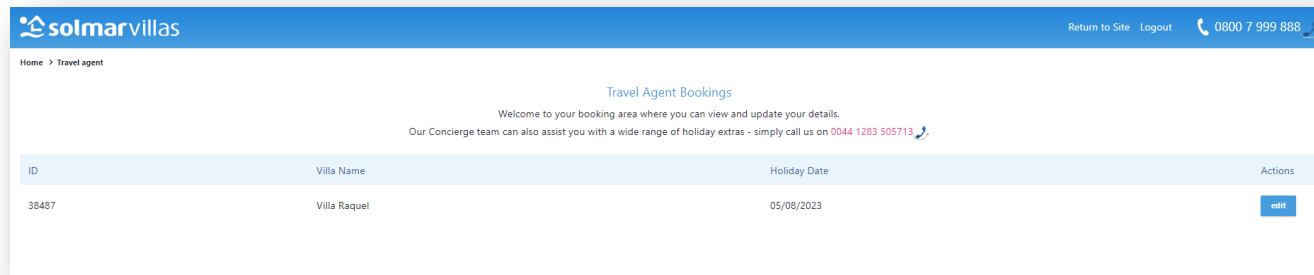


Post Booking

- Once the booking has been made and the villa availability confirmed (if applicable), all relevant client and agent documentation will be sent over to your supplied email address for processing and payment to be arranged.
- Make sure that your client takes out a comprehensive travel insurance policy that covers all members of the party for the full duration of the client's stay.
- Collect all of the advanced passenger information (API) from all members of the party, as well as the client's flight information. This can all be manually loaded onto the booking by logging into your account and selecting the correct booking. Alternatively, please email this information over to concierge@solmarvillas.com along with the corresponding booking reference.
- To add on any extras after booking, please contact our Concierge Team on 01283 505713.



Post Booking



solmarvillas

Return to Site Logout 0800 7 999 888

Home > Travel agent

Travel Agent Bookings

Welcome to your booking area where you can view and update your details.
Our Concierge team can also assist you with a wide range of holiday extras - simply call us on 0044 1283 505713.

ID	Villa Name	Holiday Date	Actions
38487	Villa Raquel	05/08/2023	edit

- You can access all of your bookings via your agent portal and download any relevant documentation, such as confirmations and travel documents (when available).
- Please double check all of the details in this section and should there be any discrepancies, please advise us within 24 hours. After this time any changes may incur a charge.