

ELA Partners

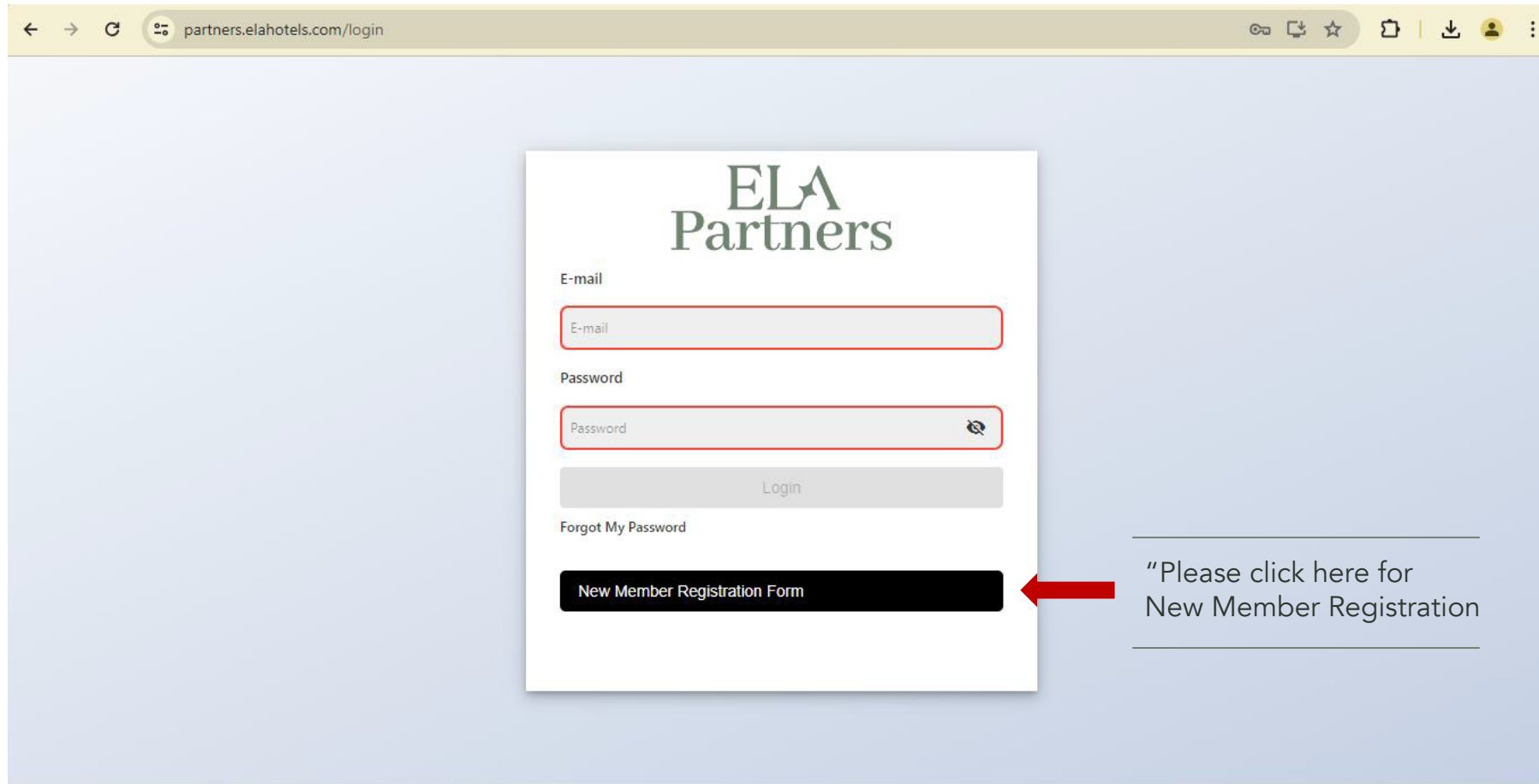
USER GUIDE

ELA
EXCELLENCE
RESORT BELEK

Please use the link below to log in to the Ela Agency Bonus System

<https://partners.elahotels.com/>

NOTE: The first login should be completed by the agency owner or director.



The screenshot displays the login interface for ELA Partners. At the top, the browser address bar shows the URL `partners.elahotels.com/login`. The login form is centered and includes the following elements:

- ELA Partners** logo at the top.
- E-mail** label above a text input field.
- Password** label above a password input field with a toggle icon.
- A **Login** button.
- A **Forgot My Password** link.
- A black **New Member Registration Form** button.

A red arrow points from the text **"Please click here for New Member Registration"** to the **New Member Registration Form** button.

Please fill in all required fields with your correct information.
Please do not forget to upload your **Agency License** and **Business Card**.

Please click here for
change your
language preference

English

New Agency Record Form

Agency Name *

Agency Manager Name *

Agency Manager Surname *

Country *

Choose...

City *

Office Address *

Office Phone *

Country Code *

Choose...

Mobile Number *

Social Media Account

Agency License

Select or Drop file here

Business Card

Select or Drop file here

In the agency license and business card uploading sections, only files with '.jpg', '.jpeg', '.png', or '.pdf' extensions and a size of less than 2 MB can be uploaded.

- ✓ Please enter your e-mail address and create a password.
- ✓ Please confirm your acceptance of the GDPR and the User Agreement.
For more detailed information, please click on GDPR and User Agreement.
- ✓ And finally press the save button.

Registrant

Email Address *

Password *

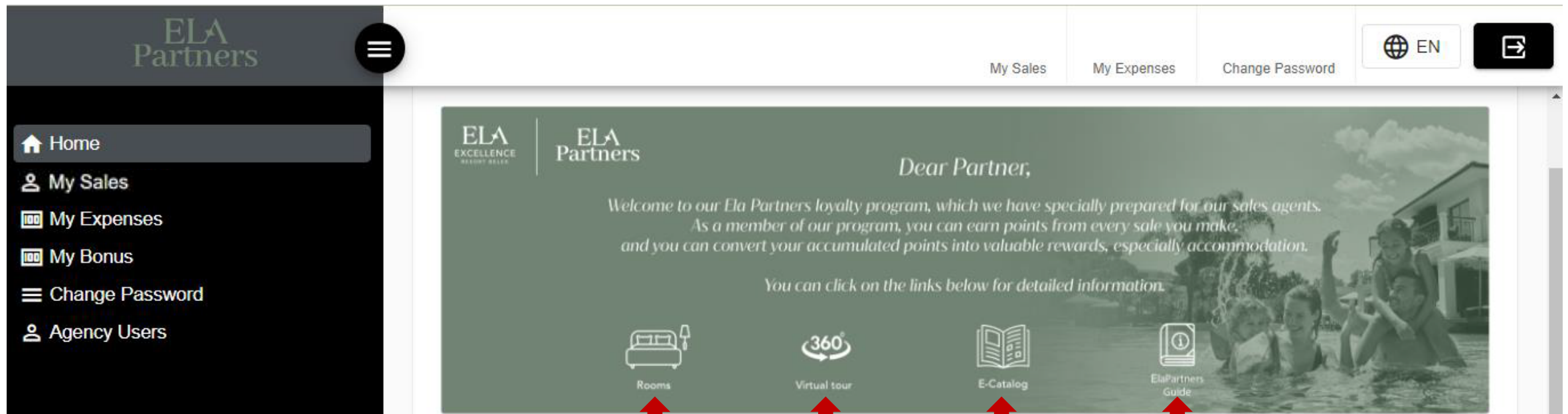
GDPR ☐

User Agreement ☐

Save

- ✓ Registration approval may take a few days. After confirmation by the Ela Excellence Agency Relations Department, you can log in with your username and password.

Welcome to Ela Partnes Agency System 😊



You may explore the rooms, access the virtual tour, and review all details about the concept. If the page does not load, kindly use a VPN service.

Click here to view the Ela Partners Guide

✓ The following provides details on the allocation of the Ela Token system according to season and room category.

ELA TOKEN SYSTEM								
Ela Tokens are calculated according to the amount of room/accommodation per night.								
WINTER SEASON NOVEMBER-DECEMBER JANUARY-FEBRUARY MARCH	MIDDLE SEASON APRIL-MAY OCTOBER	HIGH SEASON JUNE-JULY-AUGUST SEPTEMBER	WINTER SEASON NOVEMBER-DECEMBER JANUARY-FEBRUARY MARCH	MIDDLE SEASON APRIL-MAY OCTOBER	HIGH SEASON JUNE-JULY-AUGUST SEPTEMBER	WINTER SEASON NOVEMBER-DECEMBER JANUARY-FEBRUARY MARCH	MIDDLE SEASON APRIL-MAY OCTOBER	HIGH SEASON JUNE-JULY-AUGUST SEPTEMBER
7 ELA TOKEN	10 ELA TOKEN	15 ELA TOKEN	20 ELA TOKEN	30 ELA TOKEN	40 ELA TOKEN	40 ELA TOKEN	60 ELA TOKEN	100 ELA TOKEN
SUPERIOR ROOM GARDEN VIEW SUPERIOR ROOM SEA VIEW SUPERIOR SEA VIEW WITH JACUZZI GRAND SUPERIOR SEA VIEW LAKE HOUSE POOL VIEW FAMILY CORNER ROOM FAMILY DUPLEX FOREST VIEW FAMILY DUPLEX SEA VIEW LAKE HOUSE FAMILY POOL VIEW LAKE HOUSE FAMILY SUITE LAKE HOUSE FAMILY SUITE SWIM UP FAMILY SUITE			DELUXE SUITE PREMIER ROOF TOP SUITE GRAND ROOF TOP SUITE PRESIDENTIAL SUITE KING SUITE			ELA PALACE VILLA SULTAN PALACE VILLA		
								

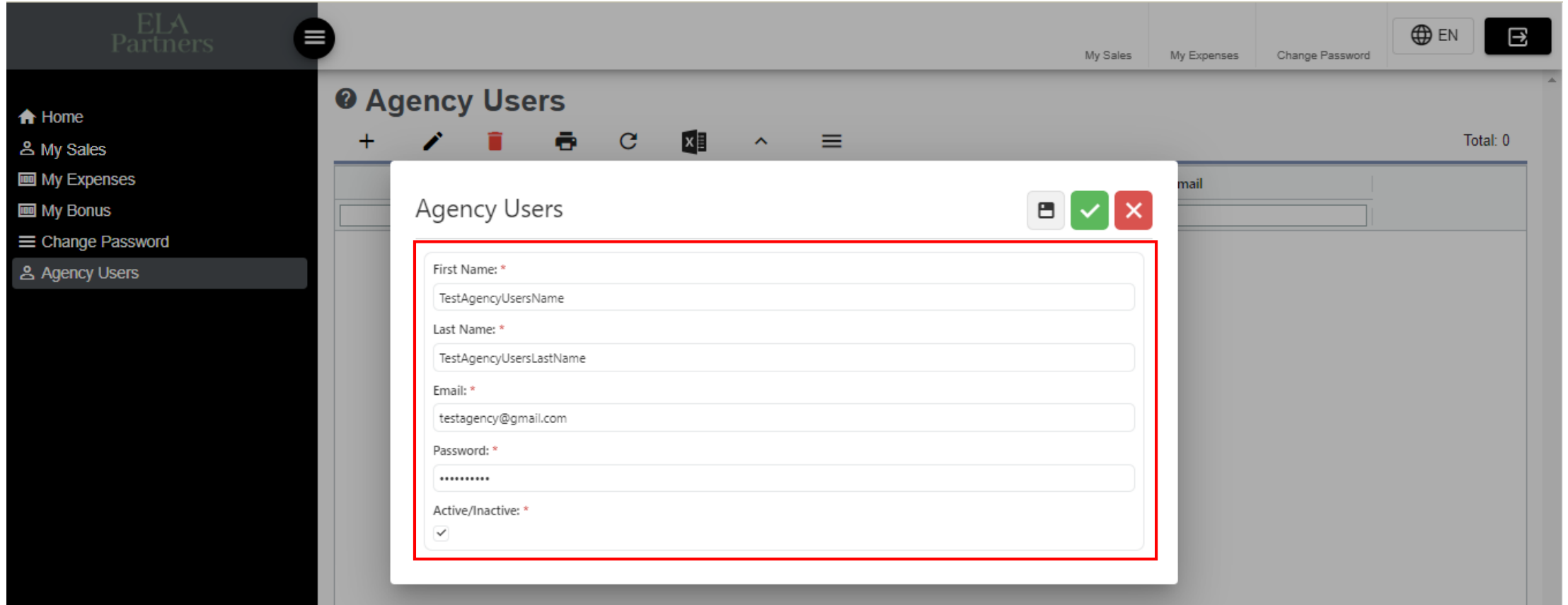
* 1 ElaToken = 1 Euro

- ✓ Once you have logged into your account, please add the agency manager or representative via the 'Agency Users' tab
- ✓ Please click the (+) button.

The screenshot shows the ELA Partners dashboard. On the left, a dark sidebar contains a menu with items: Home, My Sales, My Expenses, My Bonus, Change Password, and Agency Users. The 'Agency Users' item is highlighted with a red rectangular box. The main content area is titled 'Agency Users' with a question mark icon. Below the title is a toolbar with several icons: a plus sign (+) in a red box, a pencil, a trash can, a printer, a refresh arrow, a document with an 'X', an upward arrow, and a hamburger menu. To the right of the toolbar, it says 'Total: 0'. Below the toolbar is a table with the following headers: Id, Agency, First Name, Last Name, and Email. The table is currently empty.

Id	Agency	First Name	Last Name	Email
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- ✓ As you can see in the example below, you need to fill in the required fields with the correct information.
- ✓ And please click the green button to save ✓



The screenshot shows the ELA Partners web application interface. On the left is a dark sidebar with navigation links: Home, My Sales, My Expenses, My Bonus, Change Password, and Agency Users (which is highlighted). The main content area is titled 'Agency Users' and contains a modal form for adding a new user. The form is titled 'Agency Users' and has three buttons at the top right: a save icon, a green checkmark button, and a red X button. The form fields are as follows:

- First Name: * (required) with the value 'TestAgencyUsersName' entered.
- Last Name: * (required) with the value 'TestAgencyUsersLastName' entered.
- Email: * (required) with the value 'testagency@gmail.com' entered.
- Password: * (required) with masked characters '*****' entered.
- Active/Inactive: * (required) with the 'Active' checkbox checked.

The form is outlined with a red border, and the background shows a table of existing users with a 'Total: 0' count.

✓ You can see the registered manager / representative on the page below.

ELA Partners

Home
My Sales
My Expenses
My Bonus
Change Password
Agency Users

Agency Users

Total: 1

Id	Agency	First Name	Last Name	Email
10,540,794	Test Name	TestAgencyUsersName	TestAgencyUsersLastName	testagency@gmail.com

✓ Any new reservation should be added within 10 days after the sale. Otherwise, it will not be counted.

ELA
Partners

Home

My Sales

My Expenses

My Bonus

Change Password

Agency Users

My Sales

My Expenses

Change Password

EN

My Sales

+

Total: 0

Pending

Confirmed

Not Approved

All

Voucher No	First Name	Last Name	Check In	Check Out	Room Type	Operator	Agency	Adult	Child	Infant	Confirmed Date	

- ✓ Please fill in all required fields with the reservation details.
- ✓ Kindly remember to upload the voucher. Only files in '.jpg', '.jpeg', '.png', or '.pdf' format and under 2 MB are allowed.

ELA Partners

Home | Main My Sales | My Expenses | Change Password | EN

New Reservation

First Name: *
Test Name

Last Name: *
Test Last Name

Birth Date: *
01-01-1990

Nationality: *
ALBANIA

Id No / Passport: *
1569

Operator: *
OTHERS

Hotel: *
Ela Excellence Resort

Room Type: *
Deluxe Suite

Voucher No: *
4589

Voucher Date: *
31-05-2024

Check In: *
16-06-2024

Check Out: *
22-06-2024

You can upload files with .jpeg, .jpg, .png extensions

Pax: *
2

Child: *
0

Infant: *
0

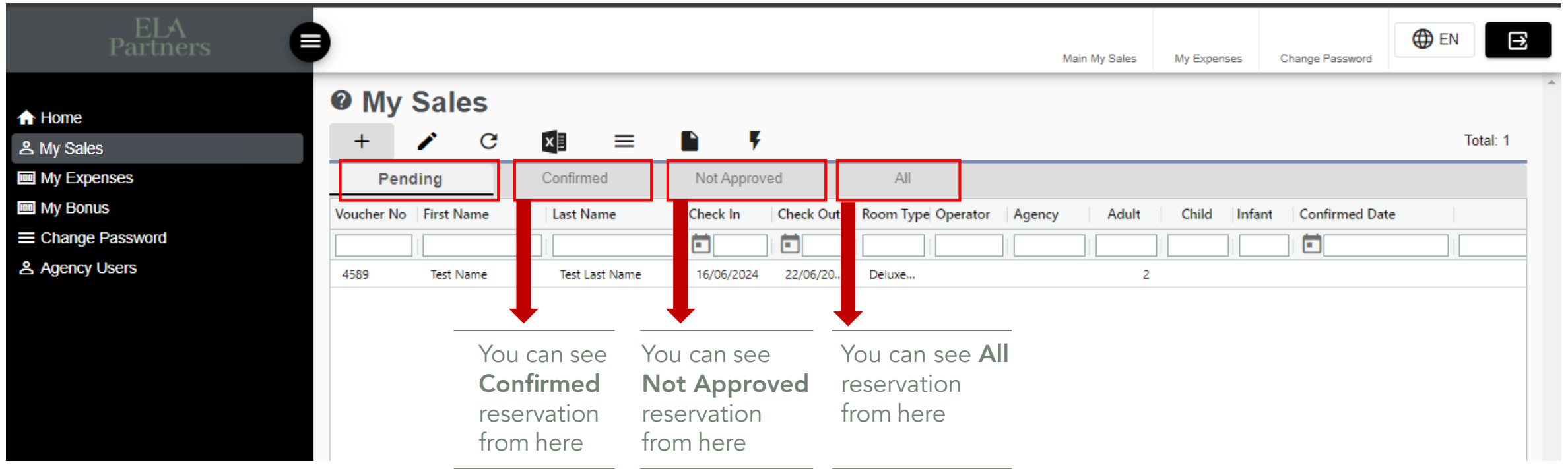
✓ Add Guest

Total: 0

First Name	Last Name	Id No / Passport	Birth Date	Adult / Child / Infant
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TENANTID: 1 - duygu.dogan@ozakglobal.com

- ✓ Once you have added your reservation, the details will be available under the 'Pending' tab.



The screenshot displays the 'My Sales' interface of the ELA Partners system. On the left is a dark sidebar with navigation links: Home, My Sales (highlighted), My Expenses, My Bonus, Change Password, and Agency Users. The top right of the interface includes links for 'Main My Sales', 'My Expenses', and 'Change Password', along with a language selector set to 'EN' and a user profile icon.

The main content area is titled 'My Sales' and features four tabs: 'Pending', 'Confirmed', 'Not Approved', and 'All'. Each tab is highlighted with a red box, and a red arrow points from each tab to a corresponding text box below the table. The 'Pending' tab is currently selected, and a table of reservations is visible below it. The table has columns for Voucher No, First Name, Last Name, Check In, Check Out, Room Type, Operator, Agency, Adult, Child, Infant, and Confirmed Date. A single reservation is listed with Voucher No 4589, First Name Test Name, Last Name Test Last Name, Check In 16/06/2024, Check Out 22/06/2024, Room Type Deluxe..., and 2 Adults.

Below the table, three text boxes provide instructions for each tab:

- Pending:** You can see **Confirmed** reservation from here
- Confirmed:** You can see **Not Approved** reservation from here
- Not Approved:** You can see **All** reservation from here

- ✓ Registration approval may take several days. Bonus points will be credited only for completed reservations once the guest has checked out.
- ✓ Once approved, the confirmed date and bonus will be displayed as shown below.

ELA Partners

Home

My Sales

My Expenses

My Bonus

Change Password

Agency Users

My Sales

+

Pending

Confirmed

Not Approved

All

Voucher No	First Name	Last Name	Check In	Check Out	Room Type	Operator	Agency	Adult	Child	Infant	Confirmed Date	Bonus	Cancel Rea
4589	Test Name	Test Last Name	16/06/2024	22/06/20...	Deluxe...			2			31/05/2024 11:29	240.00	

Total: 1

- ✓ To use your tokens (bonus points), please create a request in the 'My Expenses' tab.
- ✓ "Please click (+) to add an expense.

ELA
Partners

Home

My Sales

My Expenses

My Bonus

Change Password

Agency Users

My Expenses

Total Bonus
240

+

Pending

Confirmed

Not Approved

All

State	Bonus	First Name	Last Name	Check In	Check Out	Room Type	Operator	Agency	Adult	Child	Infant	Conf

You can see Total Bonus here

- ✓ Please fill in all required fields with reservation details.
- ✓ And please click green button to save ✓

ELA Partners

Home
My Sales
My Expenses
My Bonus
Change Password
Agency Users

New Expense Request

Save ✓ X

Total Bonus : 240

First Name: *
Expense Test Name

Last Name: *
Expense Test Last Name

Nationality: *
BELGIUM

Hotel: *
Ela Excellence Resort

Room Type: *
Lake House Pool View

Pax: *
1

Child:
0

Infant:
0

Check In: *
01-09-2024

Check Out: *
03-09-2024

Change Password

EN

Total: 0

Adult Child Infant C

- ✓ You can track the status of your expense requests on this page (e.g., Pending, Confirmed, Not Approved).

ELA Partners

Home

My Sales

My Expenses

My Bonus

Change Password

Agency Users

Main My Sales

My Expenses

Change Password

EN

My Expenses

Total Bonus
230

+ ↺ 📄 ☰

Total: 2

Pending	Confirmed	Not Approved	All										
State	Bonus	First Name	Last Name	Check In	Check Out	Room Type	Operator	Agency	Adult	Child	Infant	Conf	
				📅	📅							📅	
Pending		Expense Test Name	Expense Test Last ...	01/09/2024	03/09/20...	Lake H...		Test Name	1				
Confirmed	-10.00	Test 2	Test 2 Last Name	08/11/2024	11/11/20...	Superi...		Test Name	1				31/0

✓ All your bonus details can be found in the “My Bonus” tab.

ELA
Partners

Home

My Sales

My Expenses

My Bonus

Change Password

Agency Users

My Bonus

Total: 3

Expense Type	Bonus	Voucher Date	Voucher No	Agency	Operator	State
Earned	240.00	2024-05-31 00:00:...	4589	Test Name	OTHERS	Confirmed
				Test Name		Pending
	-10.00			Test Name		Confirmed



What is the Agency Loyalty Programme?

The agency loyalty programme is a special incentive programme offered by Ela Excellence Resort Belek to travel agencies. This programme enables agencies to earn “Ela Tokens” based on their sales performance.



Who can become a member of the programme?

Licensed travel agencies can participate in the programme.



How to become a member of the programme?

The agency needs to fill in the contact details, approve the Terms and Conditions, and upload the Certificate of Activity. The Hotel will review the registration and assesses the requirements. If there is a question, the Hotel will suggest remediation processes. The final decision of acceptance belongs to the Hotel.



How are Ela Tokens Earned?

The agency earns “Ela Tokens” for stays realised from bookings made to the Ela Excellence Resort Belek facility. It is only valid for bookings made through contracted operators. Ela Tokens are loaded to the agency's account after the stay. For the points to be earned, the sales information must be uploaded to the Ela Partner page within ten days after the sale at the latest. Ela Tokens will not be earned if the stays are not realised.



How are Ela Tokens Spent?

The agency can use their Ela Tokens as free accommodation in the next booking they make through the Ela Agency Relations Department. For this purpose, a request needs to be made to the Ela Agency Relations Department. The hotel specifies the price and free accommodation period according to availability. Each Ela Token is considered to be worth one Euro and can be used for a minimum of one night free accommodation. Tokens cannot be used as a discount on room rates or as a room category upgrade. Tokens are valid for free accommodation only and can be used for a period of 36 months, after which they will be automatically cancelled.



How to Access More Detailed Information?

For support or questions regarding the programme, you can contact us via **agency@elahotels.com** or contact us via WhatsApp line **+90507 743 64 22**.