



TRAVEL AGENTS: FREQUENTLY ASKED QUESTIONS

1. How do I set up a property tour?

We offer a property tour of approximately one hour designed specifically for our Travel Industry Partners. Email travelagents@venetianlasvegas.com to schedule and visit the **Interactive Digital Map** to explore The Venetian Resort Las Vegas.

2. How do I contact Leisure Sales directly?

Email lv_sales_leisureteam@venetianlasvegas.com to contact the team directly.

3. How many suites qualify as a group booking?

Group bookings are available for 20 or more suites.

Email lv_sales_leisuregroup@venetianlasvegas.com for information regarding rates and availability.

4. What time is check-in and checkout?

Check-in begins at 3 p.m. and checkout is at 11 a.m.

5. Is there a charge for parking?

The Venetian Resort has two self-parking garages, one in The Venetian and one in The Palazzo. Self and valet parking rates may be subject to change and parking fees are assessed daily. Visit the **Parking and Transportation** page for additional information.

6. I booked through a third party. Is everything pre-paid?

In most cases, suites and taxes are pre-paid on third-party reservations, but guests are still responsible for the daily Resort Fee and \$150 per day deposit upon check-in.

7. What is your prepayment policy?

Prepayment must be requested and completed no less than 14 days prior to the arrival date with a valid credit card. Email reservations@venetianlasvegas.com to request prepayment. Reservations booked within 14 days of the arrival date will not be eligible for prepayment.

8. How many guests are allowed in the suite? Are there additional fees for additional guests?

The standard suites can accommodate a maximum of four guests. Each reservation includes two guests at no charge and a fee of \$50 plus tax for each additional guest 13 years of age or older per person per night. Prestige Club Lounge suites charge \$50 per person between the ages of 5-20 and \$75 per person for guests 21 years of age and older, over the standard double occupancy.

9. How do I upgrade to the Prestige Club Lounge suite?

Enjoy a select view that offers a partial vantage of the Las Vegas Strip, pool, or the mountains from your suite. The exclusive experience starts with access to the two lounges located on the 23rd floor of The Palazzo or the 36th floor of The Venetian. Stellar amenities include private prosecco check-in, daily continental breakfast, nightly cocktails, hot and cold appetizers, afternoon coffee and tea, and more. Rates are based on double occupancy; additional guests between the ages of 5-20 are \$50 per person per night, and guests 21 years of age and older are \$75 per person per night. Contact Resort Services at 866.659.9643 to reserve your Prestige Club Lounge suite. Visit the **Prestige Club Lounge** page to learn more about the amenities and services offered.





TRAVEL AGENTS: FREQUENTLY ASKED QUESTIONS, *cont.*

10. Can I request early check-in, late checkout, or connecting suites?

You can request early check-in or late checkout by calling Resort Services at 866.659.9643, based on availability. Booking availability is open for reservations up to three weeks before the scheduled arrival date.

11. Can I pre-arrange to have flowers or gifts sent to the suite?

Yes, we have an in-house Floral Department that can assist you with floral arrangements and gift baskets. Email lv_floristshop@venetianlasvegas.com or call 702.607.3581 to place an order. We also offer suite experiences that allow you to add fun and flair to any occasion, including anniversaries, birthdays, bachelor and bachelorette events, holidays, and more. Visit the [Suite Experiences](#) page to learn more about our available options.

12. What is the Travel Agent verification process prior to booking?

This verifies that your agency is established with The Venetian Resort so that you can receive commission on bookings. Visit the [IATA Verification Process](#) page and the [IATA Booking Engine FAQs](#) for more information on how to set up your account.

13. How do I book a Travel Industry Partner rate?

Visit the [Travel Agent Partner Resources](#) page for more information on special rates. Email Resort Services at gdsagent@venetianlasvegas.com for assistance with booking or to answer any additional questions.

14. How much do you pay for commission and how is commission paid?

We offer verified Travel Agents a 10% commission based on the suite rate only, not including tax and fees. Promotional rates may not be eligible for commission; check the terms and conditions of the promotional offer to verify eligibility. Commissions are paid through a third-party platform, Onyx Payments. The commission takes approximately 6-7 weeks to process after checkout. Contact The Venetian Resort Accounts Receivable Team at lv_acct_argroupteam@venetianlasvegas.com for information on payment.

15. Are there additional commissionable opportunities?

Yes. In addition to the commission earned through booking suite nights, we are proud to offer a 10% commission when booking select services at our resort. Learn more by visiting the [Travel Agent Commission on Activities](#) page. A commission of 10% will apply to net prices, excluding taxes and gratuities.