



Tutorial Webinar

Discover our new **Star Agents** platform



Tutorial Webinar

Discover our new **Star Agents** platform

How to access the new **Star Agents**

www.iberostaragents.com



IBEROSTAR★
HOTELS & RESORTS

MY LIST

All things Iberostar, for travel agents

Everything travel agents need to know about Iberostar Hotels & Resorts in one place: news and insights, sales resources and key contacts. This is Iberostar. And this is for you.





IBEROSTAR HOTELS & RESORTS

Leading company in Responsible Tourism



Contact us



English

Español

English

Deutsch

Français

Português

Registering a new agency with **Star Agents**



DISCOVER STARAGENTS

Contact us

English

Log in

Register

Iberostar's exclusive loyalty program for travel agents



REGISTER



INFORMATION

NEW AGENCIES

Only if you are the owner or responsible
can you register your agency

[Register a new agency](#)

NEW AGENTS

In order to register new agents, you
must previously register your agency.
If you are an independent agent and
work from home, register as an agency
by providing your home address in
"agency data" and entering your
personal data in the "data of the agency
manager" section

Register your agency first to create the head account by completing the registration form.

1/2 AGENCY DETAILS

TRAVEL AGENCY NETWORK

Your Consortia / Business Group

AGENCY NAME *

The name of your business

COUNTRY *

United Kingdom

STATE *

England

PROVINCE/COUNTY *

Greater Manchester

CITY *

Manchester

VAT NUMBER/TAX ID *

12345

ADDRESS *

123 James Road

POSTAL CODE *

JA24MES

COUNTRY CODE

GB +44


PHONE *


7557731486


* This fields are required

This step needs to be done by the agency manager.

After completing
the registration,
the agency
manager receives
his or her
Staragents code
and password to
log in.

2/2 AGENCY MANAGER DETAILS 

GENDER *
Mr. 

LANGUAGE *
English 


FIRST NAME *
James

LAST NAME *
Carvetta

E-MAIL1 *
james.carvetta@iberostar.com

E-MAIL2
jamescarvetta@email.com


DATE OF BIRTH *
12/02/1986


COUNTRY
CODE
GB +44 

PHONE *
7557731486

IATA CODE
If applicable

* This fields are required

 I'm not a robot


reCAPTCHA
[Privacy](#) [Terms](#)

Your agency is now
a member of the
Staragents
incentive

Enroll new **Star Agents** members
under your agency



Dear partners,

We're currently improving our 'StarAgents' platform in order to offer you the best possible experience.

We understand that this maintenance work is causing some inconvenience, and we'd like to thank you for your confidence and patience as we work through these updates.

Our commitment is to offer you with the best service, and we value your understanding during this period.

Thank you for being a part of the StarAgents community.



Request new registrations

☒ The agent has no StarAgents account yet.

☐ The agent already has an account with StarAgents

(The person in charge of the former office must have previously requested the deactivation of the account).

Please complete with the details of the agent to be registered.

NAME * Name	SURNAME * Surname	E-MAIL * E-Mail
NAME Name	SURNAME Surname	E-MAIL E-Mail
NAME Name	SURNAME Surname	E-MAIL E-Mail
NAME Name	SURNAME Surname	E-MAIL E-Mail
NAME Name	SURNAME Surname	E-MAIL E-Mail

Send

Making a new booking with **Star Agents**

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Star Agents can have a max of
two live bookings at once



Hotel

DESTINATION

 Iberostar Selection Sábila



DATES Optional



 14/10/2024- 21/10/2024

PERSONS


 2  1

Show me prices

"It's time to think about you! Enjoy our hotels for free by redeeming your points or at a special price just for you!"

Redeeming your points for stays at an Iberostar hotel or taking advantage of our exclusive Staragents special rate is easy: Just enter a few details of your booking below and when you click "Search", our system will check availability and show you the best available rate as a StarAgents member, with a possible discount of up to 50% off!

You can easily
search by the hotel
if you know already
where you want to
stay, or you can
also filter on
destination,
country, etc...




Iberostar Waves Bouganville Playa ★★★★★
COSTA ADEJE - TENERIFE

7369 options
Info Photos Map

Before from 4-14-2024
Enjoy it from 2.455
Weeknight - Taxes included

IHG ONE REWARDS You can now earn points and enjoy IHG One Rewards program benefits at Iberostar Beachfront Resorts.




Iberostar Selection Anthella ★★★★★
COSTA ADEJE, TENERIFE

4877 options
Info Photos Map

Before from 4-14-2024
Enjoy it from 2.950
Weeknight - Taxes included

IHG ONE REWARDS You can now earn points and enjoy IHG One Rewards program benefits at Iberostar Beachfront Resorts.




Iberostar Selection Sábila ★★★★★
COSTA ADEJE - TENERIFE

2996 options
Info Photos Map

Before from 4-14-2024
Enjoy it from 2.120
Weeknight - Taxes included

IHG ONE REWARDS You can now earn points and enjoy IHG One Rewards program benefits at Iberostar Beachfront Resorts.




Iberostar Waves Las Dallas ★★★★★
COSTA ADEJE - TENERIFE

7714 options
Info Photos Map

Before from 4-14-2024
ALL INCLUSIVE
Enjoy it from 2.495
Weeknight - Taxes included

IHG ONE REWARDS You can now earn points and enjoy IHG One Rewards program benefits at Iberostar Beachfront Resorts.




JOIA Salomé by Iberostar ★★★★★
COSTA ADEJE, TENERIFE
NO. 2 IN COSTA ADEJE

923 options
Info Photos Map

Before from 4-14-2024
Enjoy it from 2.330
Weeknight - Taxes included

IHG ONE REWARDS You can now earn points and enjoy IHG One Rewards program benefits at Iberostar Beachfront Resorts.



Iberostar Heritage Grand Mencey ★★★★★
SANTA CRUZ DE TENERIFE - TENERIFE
NO. 1 IN SANTA CRUZ DE TENERIFE

2812 options
Info Photos Map

Enjoy it from 2.395
Weeknight - Taxes included

IHG ONE REWARDS You can now earn points and enjoy IHG One Rewards program benefits at Iberostar Beachfront Resorts.

*This hotel is not part of the alliance with IHG Hotels & Resorts and is not eligible for IHG One Rewards benefits at this time.

Choose a board type

Choose a board type [Compare board types](#)

☐ Bed and Breakfast

Previous from -16 EUR
Person/night **-14 EUR**



☒ Half board

Board type selected



- ✓ Complete buffet breakfast
- ✓ Buffet dinner
- ✓ Does not include drinks during dinner
- ✓ Changing dinner to lunch is subject to availability at the...

[Read more](#)

☐ All inclusive

Previous from 28 EUR
Person/night **+25 EUR**



Iberostar Selection Sábila ★★★★★

[Booking details](#)



14/10/2024 - 21/10/2024 (7 nights)
2 adults
Half board

Room

[Choose your room!](#)

FINAL PRICE

0 EUR

[Continue to personal information >](#)

Agent Special Offer

Deal with the biggest discount

STAR PRESTIGE

Star Prestige Side Sea-View Double

Sleep in one of the most exclusive rooms in the hotel. And access the sixth floor, where you'll fi...

 No smoking  Free Wi-Fi  Bathrobe and slippers

[See more details](#)

STARAGENTS ⓘ

Cancellations up to 2 days before the day of arrival: free of charge.

Cancellations from the day before arrival: penalty equivalent to one night in points.

Without discounts ~~3258 EUR~~

1466 EUR

✓ **Selected**

 [Select the exact room on the hotel map](#)



[Info](#) [Pictures](#) [Map](#)

Iberostar Selection Sábila ★★★★★

Booking details ^

14/10/2024 - 21/10/2024 (7 nights)

2 adults

Half board

Staragents ⓘ

Room

1466 EUR v

Advantages applied ⓘ v

You saved 1792 EUR!

FINAL PRICE ⓘ

1466 EUR

[Continue to personal information >](#)

When you have points available on your account, you can use them to pay for your stay. Very important: you need enough points on your account to pay at least for 1 night.

Agent Points

AGENT POINTS

0

POINTS TO CONSUME

0

NIGHTS IN POINTS

0

TO TURN OFF


1466.01

*The amount to be paid will be charged directly at the hotel. Used points will be deducted from your account.

Complete your reservation (optional)

SPECIAL REQUESTS

20 Points = 1 Euro



[Info](#) [Pictures](#) [Map](#)

Iberostar Selection Sábila ★★★★★

Booking details

14/10/2024 - 21/10/2024 (7 nights)
2 adults
Half board
Staragents ⓘ

Room 1466 EUR ✓

Advantages applied ⓘ ✓

You saved 1792 EUR!

INITIAL PRICE ⓘ	1466,01 EUR
CASHED IN POINTS	0
FINAL PRICE STARAGENT	1466,01 EUR

[Continue >](#)

Agent Points

Available points on account

AGENT POINTS

0

of nights paid in points

NIGHTS IN POINTS

0

POINTS TO CONSUME

0

TO TURN OFF

1466.01


*The amount to be paid will be charged directly at the hotel. Used points will be deducted from your account.

of points you are using for this booking

Amount to be paid cash in the hotel

Complete your reservation (optional)

SPECIAL REQUESTS



Info Pictures Map

Iberostar Selection Sábila ★★★★★

Booking details

14/10/2024 - 21/10/2024 (7 nights)

2 adults

Half board

Staragents ⓘ

Room

1466 EUR ✓

Advantages applied ⓘ

You saved 1792 EUR!

INITIAL PRICE ⓘ

1466,01 EUR

CASHED IN POINTS

0

FINAL PRICE

1466,01 EUR

STARAGENT

Continue >

Booking confirmation



English ▾

1

SELECTION OF BOARD TYPE, ROOM AND EXTRAS

2

PERSONAL INFORMATION



BOOKING CONFIRMED!



Congratulations, your booking was made successfully! You will soon receive an email with the booking voucher

Just one more step to begin your holiday. [Access web check-in](#)

Before travelling to the Canary Islands, we recommend you check the terms of use of tourist establishments for [domestic travellers](#) and [international travellers](#).

YOUR BOOKING

[View booking conditions](#)

Booking number **S1384218**

THE HOTEL

Hotel

Iberostar Selection Sábila ★★★★★

ADDRESS [How to go there](#)

Ernesto Sarti, 5
38679 Costa Adeje
Tenerife - Costa Adeje - Spain

CONTACT INFORMATION

Tel.: +34 922 712300
E-mail: sabila@iberostar.com

Retrieve your booking

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Our commitment is to offer you with the best service, and we value your understanding during this period.

Thank you for being a part of the StarAgents community.



You can retrieve your booking in the system and adapt it like you wish:

- Manage your booking to change hotel, room type, dates, add points, ...
- You can easily cancel your booking
- Download your voucher
- Do the web check in

My bookings

MONTH OF CHECK-IN

Select month



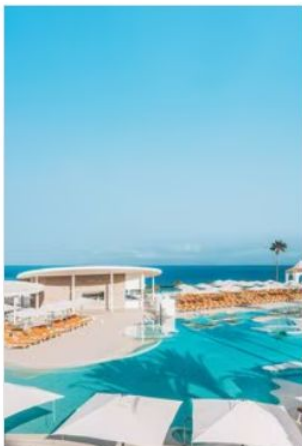
YEAR OF CHECK-IN *

2024



Consult

Show: All



BOOKED AT 08/30/2024

Iberostar Selection Sábila ★★★★★

COSTA ADEJE - TENERIFE - SPAIN

Check-in

10/14/2024

Check-out

10/21/2024

Rooms

1

Number

2

Accommodation
type

Half board

Price

Staragents

BOOKING NUMBER

S1384218H1

1.466 €



Manage Booking



Web Check In



Cancelar reserva



See Voucher

You can also apply your points to an existing Star Agents reservation that has a future travel date

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Online check-in

Fast, convenient and secure

Our online check-in service is available across all our hotels except Iberostar Waves Saidia, Iberostar Waves Club Palmeraie Marrakech, Iberostar Waves Founty Beach, Iberostar Selection Creta Marine and Iberostar Waves Creta Panorama & Mare.

Start online check-in now

SELECT YOUR HOTEL



CHECK-IN DATE

dd/MM/yyyy

Available for
participating
hotels



My Star Agents Points

Register a minimum of **one client**
booking per year

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Remember:

1. You can request points for confirmed reservations, up to six months after the clients' arrival at the hotel.
2. Please verify whether the points have already been allocated to your account by reviewing the following sections:

MY CONFIRMED POINTS

**MY PROVISIONAL POINTS (FUTURE
ARRIVAL)**



Booking details

Please provide the requested information

HOTEL *

Select a hotel



Required value

BOOKING NO. *

Booking No.

Required value

CHECK-IN *

DD/MM/YYYY

Required value

CHECK-OUT *

DD/MM/YYYY

Required value

CLIENT'S NAME *

Client's name

Required value

CLIENT'S SURNAME *

Client's surname

Required value

NUMBER OF ROOMS *

Number of rooms



Required value

UPLOAD CONFIRMATION *

Drag file here

Required value

Go back

Save



Booking details

Please provide the requested information

HOTEL *

Select a hotel



Required value

BOOKING NO. *

Booking No.

Required value

CHECK-IN *

DD/MM/YYYY

Required value

CHECK-OUT *

DD/MM/YYYY

Required value

CLIENT'S NAME *

Client's name

Required value

CLIENT'S SURNAME *

Client's surname

Required value

NUMBER OF ROOMS *

Number of rooms



Required value

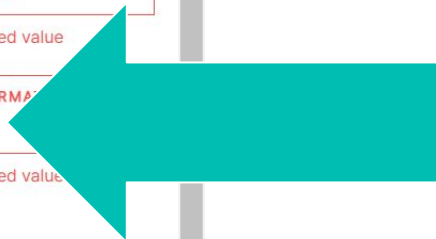
UPLOAD CONFIRMATION *

Drag file here

Required value

Go back

Save



Don't Panic



This reservation cannot be found in our system.

The system will automatically retry to verify this booking in the next few days.

If by the date of check-in the reservation has not been found, you will receive a notification with next steps on how to claim the points.



ance work is
confidence an

with the best

StarAgents

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POINTS AVAILABLE

0

Your provisional points are: 0



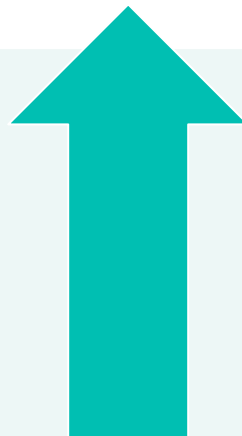
Points statement

These are the points of confirmed bookings where clients have already arrived or stayed at the hotel.

POINTS AVAILABLE

0

Your provisional points are: 0



Points statement

These are the points of bookings where clients did not have arrived or stayed at the hotel. They will be confirmed once clients have done check in at the hotel.

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POINTS AVAILABLE

0

Your provisional points are: 0



Points statement

You can easily transfer points to one of your colleagues at the agency. Please note that the agency manager needs to confirm the transfer via the head account.

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Transfer Points

Point transfer data

POINTS TO BE TRANSFERRED *

Points to be transferred

BENEFICIARY CODE *

Beneficiary Code

BENEFICIARY SURNAME *

Beneficiary Surname

Transfer Points



Register bookings with a future travel date



Back date past bookings upto 6 months post check in

More questions about the system? Please read this section



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[Hotels and Destinations](#) ▼

[Discover StarAgents](#) ^

[My bookings](#) ▼

[My Points](#) ▼

[My Office](#) ▼

[Accounting \(0 Points\)](#) ▼

[What is StarAgents?](#)

[How many points do I receive?](#)

[What are my points worth?](#)

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How many points to I earn per booking?

[Contact us](#)[Responsible tourism](#)[About Iberostar](#)[FAQs](#)[English](#) ▾[Hotels and Destinations](#) ▾[Discover StarAgents](#) ▴[My bookings](#) ▾[My Points](#) ▾[My Office](#) ▾[Aishling \(0 Points\)](#) ▾[What is StarAgents?](#)[How many points do I receive?](#)[What are my points worth?](#)

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How many points do I earn for my bookings?

In the following chart, you can check the amount of points you will get for each reservation made in our hotels.

Hotel 	Points per room night
Iberostar Waves Ciudad Blanca	75
Iberostar Waves Alcudia Park	75
Iberostar Waves Playa de Muro	75
Iberostar Selection Playa de Muro Village	100
Iberostar Selection Albufera Park	100
Iberostar Selection Albufera Playa	100

When Star Agents does not have
availability?



RESORTS DE PLAYA

Iberostar Selection Sábila ★★★★★

COSTA ADEJE - TENERIFE - SPAIN

ALL-INCLUSIVE

STAR PRESTIGE

SPA

ADULTS ONLY



2981 Opinions



Info



Pictures



Map

HOTEL

Iberostar Selection Sábila

[Change search](#)

ARRIVAL



16/09/2024

DEPARTURE

23/09/2024

ROOMS

1

PEOPLE

2

[Change search](#)

Hotel not available



Please select other dates.

We can offer you a **25% discount** from
the rates you see on [Iberostar.com](https://www.iberostar.com)



Find what you'd like to book by searching on [Iberostar.com](https://iberostar.com)



Take a screenshot and email this to staragents@iberostar.com

Request a Complimentary Hotel Visit
or Buy a Day Pass

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Aishling

Welcome to StarAgental

POINTS AVAILABLE
0

Your provisional points are **0**

Import your
bookings



Book your holidays



Request your hotel visit here
Book your visit now

We are glad to offer you the opportunity to visit our hotels when visiting the destination.

Please fill out [this form](#) to request your guided hotel visit.



Buy a Day Pass with your StarAgents points!
Book your Day Pass now

We are glad to offer you the exclusive opportunity to spend a day in one of our hotels by paying with your StarAgents Points.

Please fill out [this form](#) to request your Day Pass.



Request your hotel visit here

Book your visit now

We are glad to offer you the opportunity to visit our hotels when visiting the destination.

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Buy a Day Pass with your StarAgents points!

Book your Day Pass now

We are glad to offer you the exclusive opportunity to spend a day in one of our hotels by paying with your StarAgents Points.

Please fill out [this form](#) to request your Day Pass





Hotel Visit Request Form

Dear Agent,

We are glad to offer you the opportunity to visit our hotels when you are enjoying your holidays.

If it's an evening visit, we invite you for a complimentary dinner to experience our gastronomy in the buffet restaurant (not valid in city hotels)

Please note:

- Visit is valid for a maximum 2 adults & 2 children (applicable for ages 2-12 years). If more people attend the visit, the hotel can charge for the meal.
- Adults Only hotels can not be visited with children.
- We kindly ask you to make your request between 10 natural and 2 working days in advance of the visit, so we are able to process your request with the hotel.
- If occupation of the hotel on the requested date is +95%, visits can not be confirmed.

james.carvetta@iberostar.com [Switch accounts](#)



Not shared

* Indicates required question



Day Pass Request Form

Please request your Day Pass through the following form

Please note:

- * Maximum of 5 persons allowed (child pass applicable for ages 2-12 years)
- * Day passes can only be paid with Staragents points
- * Cost per day pass:
 - 5* hotels - 500 Staragent points per adult pass / 250 Staragent points per child pass
 - 4* hotels - 350 Staragent points per adult pass / 175 Staragent points per child pass
- * Booking only possible maximum 5 natural days in advance of visit (and a minimum of 2 working days in advance of visit)
- * Availability dependent on the occupancy of the hotel at the time

Thank you for your understanding

james.carvetta@iberostar.com [Switch accounts](#)



 Not shared

* Indicates required question

Iberostar Quality Center



A team of agents exclusively dedicated to travel agencies



Support for any IBS product enquiries, customers special requests or questions about the loyalty programme.



Hours of operations:

- By phone: **+34 971 981 550**
- Calls from the Benelux: **0800 89318**
from Monday to Friday from 9am to 8pm
- By email: **staragents@iberostar.com**

A person is holding a teal-colored rectangular sign in front of their face. The sign has the word "Thanks!" written in a white, cursive script font. The person is wearing a black and white horizontally striped t-shirt. The background is a plain, light gray wall.

Thanks!