



FAQ

Frequently Asked Questions

Frequently Asked Questions from Travel Agencies: anticipating concerns, facilitating sales

Index:

1. [Access and registration](#)
2. [Services offered and product types](#)
3. [Flights and baggage fees](#)
4. [Payment, commissions and costs](#)
5. [Booking management and support](#)
6. [Loyalty program](#)
7. [Insurance](#)

Access and Registration

1. Who can access the platform?

The platform is exclusively reserved for registered travel agencies. To access it, you must complete the registration process and wait for your profile to be validated.

2. How can I access or register on the platform?

From the website homepage, click on “Login” and then “Get Started” under “Create your account”.

3. How does the registration process work?

Simply fill out the online form with the agency’s details and the commercial contact person’s information. Once verified, you will receive a confirmation email stating you can start booking.

4. Is it possible to manage multiple users for the same agency?

Yes, each agency can create multiple user profiles. Permissions will be assigned by the MDestinations team.

5. Can I still use the Trade Area after registering with MDestinations?

No. Once your profile on MDestinations is activated, the agency’s profile on the Trade Area will be deactivated to simplify booking management and tracking.

Services offered and product types 1/2

1. What services can be booked?

You can book Mangia's Resorts and MClubs, flights, ferries, car transfers, and vacation packages. Car rental services will be available soon.

2. Which destinations are available?

Sicily and Sardinia.

3. What types of accommodations are available?

The Mangia's Group offers 9 resorts and 4 MClubs across Sicily and Sardinia:

Mangia's Brucoli, Sicily, Autograph Collection Hotels; Mangia's Santa Teresa, Sardinia, Curio Collection by Hilton; Mangia's Torre Del Barone Resort & SPA, Sicily; Mangia's Sardinia Resort; Mangia's Pollina Resort, Sicily; Mangia's Himeria Resort, Sicily; Mangia's Favignana Resort, Sicily; Mangia's Selinunte Resort, Sicily; MClub Del Golfo; MClub Alicudi; MClub Lipari; MClub Cala Regina.

4. Is it possible to create tailor-made packages?

Yes. The “My Ideas” section allows you to build customized itineraries, save quotes, and share them with your clients.

5. How does the multi-destination feature work?

With the multi-destination option, you can combine multiple stops into a single package while viewing the interactive map of available cities and properties.

Services offered and product types 2/2

6. What types of transfers are available?

Both private car transfers and shared shuttle buses can be booked, to and from the airport and the accommodation.

Important: Private transfer capacity and luggage management

When booking a private transfer, it's essential to consider the limited vehicle capacity. In the case of 3 or 4 passengers (adults or children), the trunk can accommodate a maximum of 2 large suitcases.

We recommend checking your clients' luggage needs in advance and, if necessary, opting for a larger vehicle, such as the minivan, to ensure comfort and safety during the transfer.

7. Transfer booking deadlines

Transfers can be booked up to 13 days before arrival. After this deadline, vehicles can no longer be reserved via the website. You will need to send an email to **booking@mdestinations.com** to request availability.

8. Can excursions be booked?

Not at the moment, but the feature is currently under development and will be available soon.

9. Are the resorts pet-friendly?

Yes, pets up to 10 kg are allowed. We recommend checking directly with the resort regarding any additional fees.

Flights and baggage fees 1/2

1. Why does the flight only show a small bag included?

To simplify the initial display, all flights are shown with the basic fare, which includes only a small personal item (e.g., a backpack or handbag that fits under the seat). From this base, you can customize the journey by adding luggage or extra services.

2. How can I select a flight that includes hand luggage or checked baggage?

Some airlines and routes allow you to choose a fare other than the basic one. Once you click on “Select fare,” a screen will appear with the available fare options for that flight. Just select the one that best suits your client’s needs and proceed.

3. What if it only says “Select” and no fare options appear?

Some low-cost airlines don’t allow fare selection during the flight choice stage. No worries: the flight will be booked with the basic fare (small personal item only), but you can add checked baggage later when entering passenger details. The system will show you the luggage cost for both outbound and return legs, and the total package price will update automatically.

4. The client wants to travel with checked baggage only: what should I do?

Select the flight as described, then add checked baggage during the passenger data entry step. Everything is handled automatically by the system, and the package will be recalculated based on the updated preferences.

Flights and baggage fees 2/2

5. What if I can't add baggage even during the passenger data entry step?

In rare cases, some airlines only allow baggage to be added directly through their own website after the vacation package has been booked. Don't panic!

In these situations, you can purchase the baggage directly on the airline's website using the flight PNR (booking reference code). You'll find the PNR in the travel voucher or in the digital brochure you receive once the package booking is complete.

6. Why can't I find flights when I search by airport?

The search engine doesn't work by airport code or airport name, but by city name—preferably the main city or nearest provincial capital.

Correct example: Search for “Milan” (not “Linate” or “Malpensa”)

What to avoid: Typing “LIN” or “MXP” directly.

By searching this way, the system will return all available options to/from that city, including all connected airports, offering a wider range of results and more choices.

Payment, commissions e costs

1. Is there a registration or platform usage fee?

No, registration is free. Any applicable fees or commissions are always clearly stated before the booking confirmation.

2. What payment methods are accepted?

Payments can be made by credit card via the Stripe portal. Alternatively, based on specific arrangements, credit may be allocated to the agency to allow payment by bank transfer. Other methods may be available in the future.

3. Are the commissions applied per booking or per service?

Commissions are applied per individual service (hotel and transfer), with different percentages depending on the type of service.

4. Are the rates shown on the platform gross or net?

The rates are on gross basis; the commissions assigned to you are already included in the final sale price, which can be directly shared with the client.

5. How are commissions recognized and paid?

By submitting a monthly invoice for the commissions accrued on each booking, via SDI of Aeroviaggi S.p.A.

Booking management and support

1. Is booking reporting available?

Yes, each agency and agent has access to a personal dashboard with booking trends, invoices, and commissions.

2. Is technical and commercial support available?

Yes. The support team is available Monday to Friday, from 9:00 AM to 6:00 PM.

3. How does booking cancellation or modification work?

Each service has its own specific policy. Agents cannot modify or cancel a booking on their own—they must open a ticket or contact customer support.

4. How can I contact support?

For technical assistance or general information, email **info@mdestinations.com**.

For bookings and questions about the properties, email **booking@mdestinations.com** or call **+39 091 7434270**.

Loyalty Program

1. How are loyalty points accumulated?

For every €100 spent on Mangia's bookings, you will receive 1 point.

Accumulated points will be valid until the end of the season following the one in which they were earned.

(Example: points earned during the 2025 season can be used until the end of the 2026 season).

Accumulation is personal: points are linked to the individual Agent, not the Agency.

2. Where can the accumulated points be spent?

Only on new Mangia's accommodation bookings.

3. Who can use the accumulated points?

The travel agent can use them for bookings in their own name or on behalf of someone else.

Insurance 1/3

1. What type of insurance coverage is included with bookings made through MDestinations.com? Is it mandatory or optional for travelers?

MDestinations provides a mandatory, non-refundable BeSafe insurance policy for bookings flights + hotels. The insurance coverage is automatically included in the booking.

2. What exactly does the BeSafe policy cover (e.g., cancellation, medical expenses, lost luggage)?

The BeSafe policy offers several coverages, including:

Cancellation Guarantee: Refund of up to 100% of the amount paid in case of cancellation due to unforeseen events such as illness (including hospitalization of just 1 day), convalescence, injury, or death. All cancellations not related to health reasons that require hospitalization (e.g., vacation cancellations, etc.) are subject to a 15% deductible.

Assistance during the stay: Coverage of medical expenses and medication in case of injury or illness, reimbursement guarantee in case of theft or non-delivery of luggage, on-site roadside assistance, and coverage of accommodation expenses in case of forced stay in the city of the trip.

Trip cancellation for multiple documented reasons, including:

- Illness (including pets such as dogs/cats);
- Injury;
- Vacation revocation;
- Unexpected work commitments;
- Serious damage to the home;
- Acts of terrorism;
- Death of the insured or family members/travel companions;
- Any objectively documentable reason that prevents the trip.

Arrival delay: Coverage of the cost of the **first night** (up to €100 per person / max €250) if the traveler is unable to reach the accommodation due to documentable reasons (car breakdown, natural events, etc.).

Insurance 2/3

3. What happens in case of overbooking, flight cancellation, or rescheduling by the airline?

The airline reimburses the ticket to the customer.

If the event makes it impossible for the customer to use the other services included in the package within the originally scheduled timeframe, the customer has the option to:

- Cancel the entire package and be reimbursed 85%.
- Find an alternative that allows partial use of the package (for example, depart on a later flight independently booked, with the support of the agent and/or MDestinations), with the possibility to receive a refund for unused services as covered under the "arrival delay" case.

Important: Refunds are issued only if the flight is cancelled and the airline does not offer alternatives. If the airline offers valid alternatives and the customer refuses, no refund will be issued.

4. How is a claim handled? Does the agency intervene or does the customer take care of it directly? How much time does the customer have to report the claim?

In case of a claim, the insured must report the event to the insurance company within 30 days, providing all necessary documents. The management of the claim is the customer's responsibility, who must submit the claim and the required documentation directly to the insurance company through the digital channel provided by BeSafe.

Properly, the customer files the claim via the online portal and receives updates on the claim status via email and WhatsApp, if this channel was chosen. If approved, the settlement is made by bank transfer or, if the customer cannot or does not want to receive it, through a voucher usable on over 300 online e-commerce platforms.

BeSafe also provides support through a specialized customer care team, both for information about the insurance product and assistance in managing the claim.

5. Is it possible to obtain a copy of the full insurance policy to show the customer before booking?

Yes, it is possible to obtain a copy of the full policy and review the coverage details before booking. Once you have selected the various services and created your itinerary, just before reaching the payment method section at the bottom, you will see the included policy. There, you can click on “more details” and download the PDF of the policy.

6. How long does it take to process the claim and refund?

BeSafe guarantees the processing of refunds within just 7 days for any objectively documentable cause. The 7-day period starts from the complete receipt of all required documentation. If the customer uses the online portal to file the claim, the process is guided and simplified, allowing—in 90% of cases—the claim to be opened already accompanied by all necessary documents, significantly speeding up the refund process.



Design, customize and book your ideal trip!