

# SECRET AGENT



**Shh, we're inviting you to become a Secret Agent. Mission Details & Application can be found [HERE](#). Upon approval as a Secret Agent you'll have access to the below.**

- Access to our exclusive travel-industry rates. We have three options allowing you to choose what's best for your guest:
  - **Secret Agent Discount:** From 10% off BAR | 10% Commission
  - **Secret Agent Package Me Up:** From 20% off BAR | 0% Commission
  - **Secret Agent Perks:** 0% off BAR | From 10% Commission | F&B credit + upgrade, early check in& late check out on availability
- Designated contacts (Agent Allies) at each hotel
- Educational& behind the scenes content
- Access to Agent FAM rates



# Secret Agent FAQs

## How can I access the Secret Agent Website?

This program is top secret and access will only be provided to those who have applied & received their login details. To become a Secret Agent apply here.

## Where can I find the rate codes for Secret Agent?

After successfully completing your application, you can login & book via [secretagent.standardhotels.com](https://secretagent.standardhotels.com). Remember to include your IATA. For GDS access, contact [agentally@standardhotels.com](mailto:agentally@standardhotels.com). Standard International's chain code: "AP".

## What are the rates at each property and who's my contact?

The Secret Agent perks along with the Agent Ally (your point contact) for each property are listed on the property's profile page.

## Why do I see multiple rates?

We understand each guest is looking for something different, the various Secret Agent rates are tailored to suit all types of guests by offering a combination of discounts, commission and perks.

## What if I find a better rate?

The Secret Agent rates should be the best available (flexible & non-prepaid) rates so if you see something suspicious contact the Agent Ally for that property.

## Can I apply my Secret Agent rates to other promotions?

If a promotion is available for Secret Agents it will be listed on the property's profile page and will show up on the booking portal. Whilst you're welcome to book other promotions, they can't be combined with Secret Agent rates and/or perks.

## Do I need a IATA or a CLIA?

If you're booking a commissionable rate, yes! You must ensure your IATA or CLIA is linked to your Secret Agent profile and it will automatically be attached to each booking.

## Does the Secret Agent – Net Rate have any restrictions?

We just ask that this rate is used as part of a package and/or you pass on a booking fee to the guest. This rate must not be booked at a standalone rate & only used for package bookings or marked up. The rate booked will not be shared with the guest.

## How do I complete a credit card authorization form?

Each property has a link in their profile with details on how to complete a credit card authorization form, you can elect the type of charges you want to cover on behalf of the guest.

# Secret Agent - Perks

## STANDARD HOTELS

	Minimum Length of Stay	Credit Per Stay	Breakfast	Upgrade	Early Check-In	Late Check-Out
The Standard, High Line	2 Nights	\$100 F&B	Daily for 2	●	●	●
The Standard, East Village	2 Nights	\$100 F&B		●	●	●
The Standard, Miami Beach	2 Nights	\$75 F&B		●	●	●
The Standard, London		£ 75 F&B	Daily for 2	●	●	●
The Standard, Maldives		\$150 F&B	Daily for 2	●	●	4 p.m. Guaranteed
The Standard, Hua Hin		\$50 Room, \$100 Suite		●	●	●
The Standard, Bangkok		\$50 Room, \$100 Suite	Daily for 2	●	●	●
The Standard, Ibiza	2 Nights	€80 F&B		●	●	●

## STANDARDX HOTELS

	Minimum Length of Stay	Credit Per Stay	Breakfast	Upgrade	Early Check-In	Late Check-Out
The StandardX, Melbourne	2 Nights	\$100 F&B		●	●	●

## BUNKHOUSE HOTELS

	Minimum Length of Stay	Credit Per Stay	Breakfast	Upgrade	Early Check-In	Late Check-Out
Hotel Saint Cecilia	2 Nights	\$100 F&B	\$30 Credit	●	●	●
Hotel San Cristobal	2 Nights	\$100 F&B	\$30 Credit	●	●	●
Hotel Magdalena	2 Nights	\$100 F&B		●	●	●
Carpenter Hotel	2 Nights	\$100 F&B		●	●	●
Hotel Havana	2 Nights	\$50 F&B		●	●	●
Hotel San Jose	2 Nights	\$25 F&B		●	●	●
Austin Motel	2 Nights	\$25 F&B		●	●	●