



HOW TO BOOK

Rocco Forte Knights benefits apply only to direct bookings with our hotels. Rocco Forte Knights amenities are available on all packages and promotions excluding APR or packages with prepay/non-refundable requirements.

UPDATE: AS OF FEBRUARY 1 2023, RFK AMENITIES AND INCREASED COMMISSION WILL ONLY APPLY TO RESERVATIONS BOOKED ON ROCCO FORTE KNIGHTS RATES!

Please find below the best ways to book Rocco Forte Hotels to receive your preferred partner benefits:

GDS:

Rate access code: **RQ5****

RQ5 will populate the following eligible rates for RFK benefits and enhanced commission:

Rocco Forte Knights Exclusive offers

Consortia Rates (BAR, room only)

Seasonal Promotion - Forte Escapes

Italian Local Offers - In Love with... (All Italian Hotels)

**If your agency has not been set up with access via the GDS, please send a list of your IATA, PCCs and what GDS system you use to ybrito@roccofortehotels.com to get set up to access RFK rates in the GDS.

WEBSITE:

Rocco Forte Knights Website (roccoforteknights.com) & Rocco Forte Hotels Website (roccofortehotels.com)

NOTE: Both websites use the same booking engine, you are just accessing the booking engine via two different channels. If you log into the RFK website, your agency information is not automatically embedded or recognized on the booking platform. To ensure your bookings get placed on your agency profile, please ensure you add your IATA in the “additional info” section of the booking engine.



ROCCO FORTE
KNIGHTS

To make a booking from the **Rocco Forte Knights** website:

- Log in
- Click the red BOOK button at the top right corner of the website



- Fill out the fields (Destination/Hotel; Check in - Check out dates; # of nights; # of rooms)
- Click the BOOK ROOM button on our “Make A Booking” page.

Home/Make A Booking

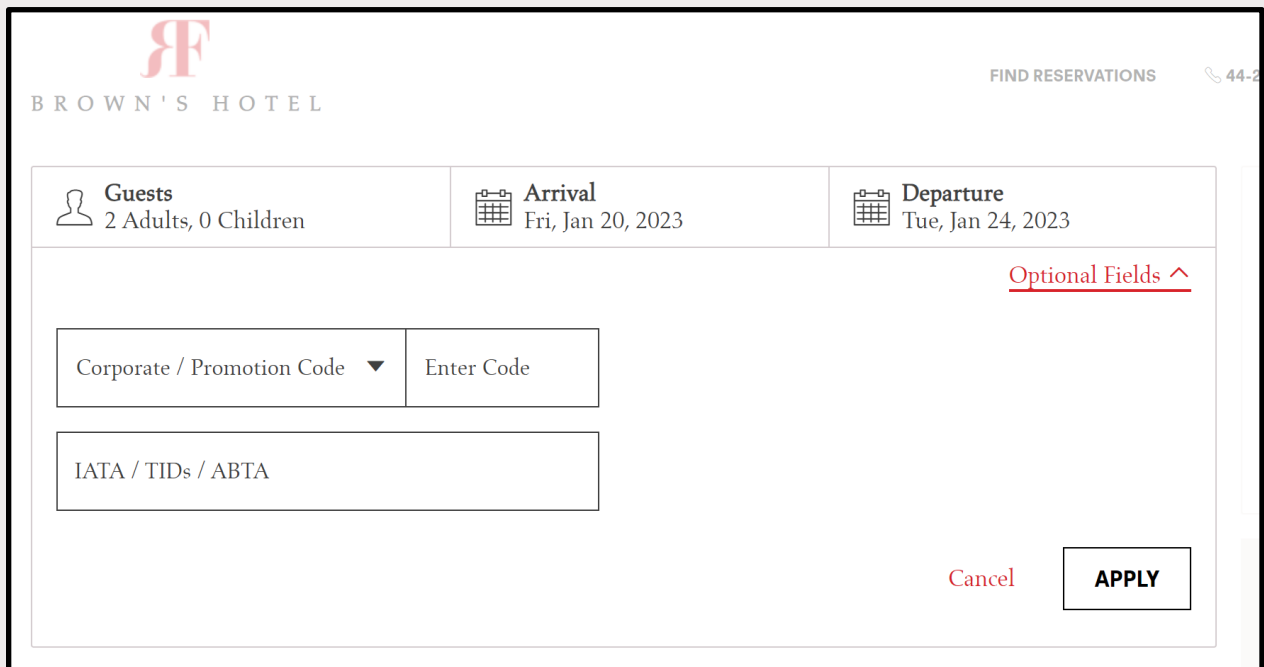
BOOK A ROOM


LOCATION		
<div>SELECT A HOTEL ▼</div>		
ARRIVE	NIGHTS	ROOMS
<div>20/01/2023</div>	<div>1 NIGHT ▼</div>	<div>1 ROOM ▼</div>
<div>BOOK ROOM</div>		




This will take you through to the availability page on the RFH booking engine.

Once you are on the RFH booking platform, please use the following steps to ensure your RFK rates display correctly, and that the booking you make gets placed on your agency profile:

1. Enter/check Guest number (add all adults and children with ages)
2. Enter/check Arrival & Departure dates
3. Enter/check IATA under "Optional Fields"
4. Enter PROMO CODE **RQ5** in CORPORATE / PROMOTION CODE field to access your RFK rates
5. Enter IATA in IATA/TIDS/ABTA field
6. Click APPLY



 **BROWN'S HOTEL** FIND RESERVATIONS 44-2

 Guests 2 Adults, 0 Children	 Arrival Fri, Jan 20, 2023	 Departure Tue, Jan 24, 2023
---	---	---

[Optional Fields ^](#)

Corporate / Promotion Code ▼

Enter Code

IATA / TIDS / ABTA

[Cancel](#) **APPLY**

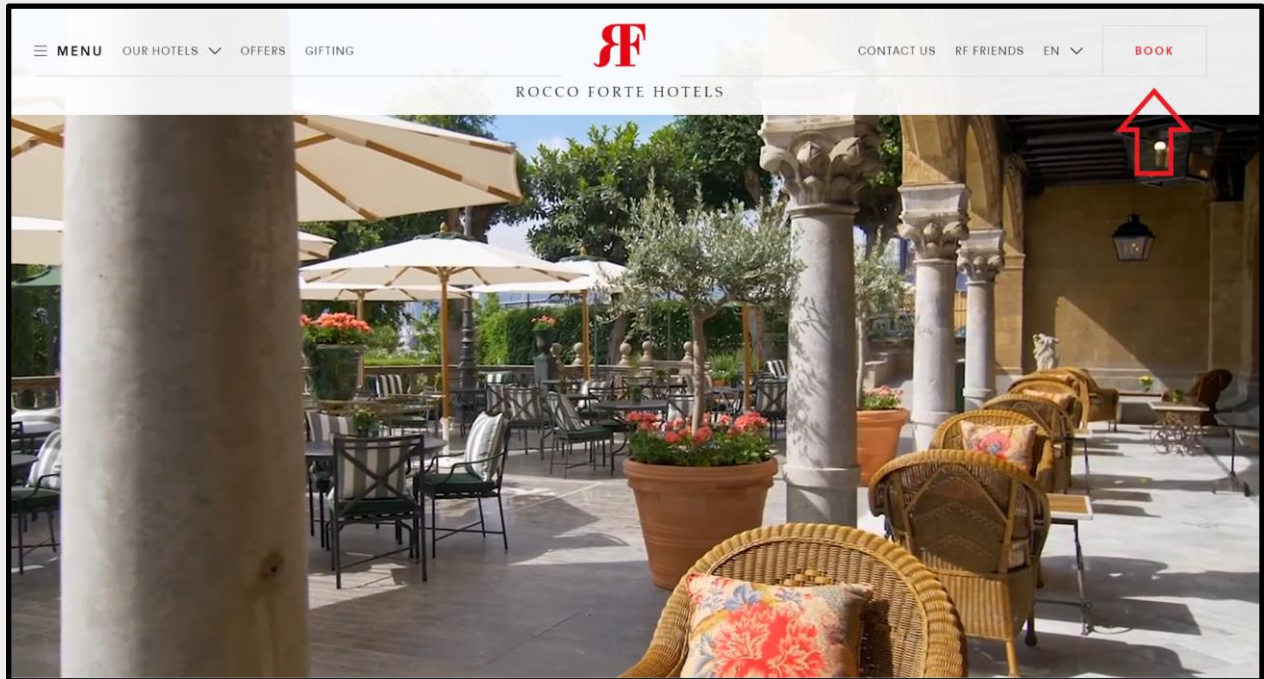
7. Review and select rates and complete the booking



ROCCO FORTE
KNIGHTS

To make a booking from the **Rocco Forte Hotels** website:

- Click the BOOK button at the top right side of our website



- Fill out the fields (Destination/Hotel; Check in - Check out dates; # of Rooms; # of guests & age of children if applicable)
- Click PROCEED

This will take you through to the availability page on the RFH booking engine.



ROCCO FORTE
KNIGHTS

Once you are on the RFH booking platform, please use the following steps to ensure your RFK rates display correctly, and that the booking you make gets placed on your agency profile:

8. Enter/check Guest number (add all adults and children with ages)
9. Enter/check Arrival & Departure dates
10. Enter/check IATA under "Optional Fields"
11. Enter PROMO CODE **RQ5** in CORPORATE / PROMOTION CODE field to access your RFK rates
12. Enter IATA in IATA/TIDS/ABTA field
13. Click APPLY

BROWN'S HOTEL

FIND RESERVATIONS 44-2

Guests 2 Adults, 0 Children	Arrival Fri, Jan 20, 2023	Departure Tue, Jan 24, 2023
---------------------------------------	-------------------------------------	---------------------------------------

[Optional Fields ^](#)

Corporate / Promotion Code ▼

Enter Code

IATA / TIDS / ABTA

Cancel **APPLY**

14. Review and select rates and complete the booking

All eligible rates will be displayed when using the above promo code on our RFH booking engine.

A confirmation letter will be generated, however it will not list your Rocco Forte Knights amenities. For an updated confirmation letter listing all the RFK benefits, please contact the hotel directly so they can send an amended confirmation letter.



VIP RESERVATIONS (The Americas):

Vivian Brito, VIP Reservations Agent

Phone: 1-866-660-9122

E-mail: vbrito@roccofortehotels.com

Hours: Monday - Friday from 9:00 AM - 5:00 PM ET

Vivian is our dedicated reservation agent for our Knights partners in the Americas. She can do all that our on property reservation teams can do (i.e. propose best/exclusive offers, book connecting rooms, enter all VIP and special requests etc.) Vivian is also fluent in Spanish.

Include your IATA** in your email to VIP reservations

Please note requests sent over the weekend will be addressed on the following Monday.

DIRECT WITH HOTELS:

Identify yourself as a member of Rocco Forte Knights

Include your IATA** in your email to on property reservations

***There are many agencies with similar or near identical names, and agencies with multiple branch offices. This will ensure the bookings get placed on the correct profile, ensures all Knights benefits are applied, and ensures your commission is paid correctly to the right office.*

Contact info for our on property reservations teams:

Hotel Amigo, Brussels: reservations.amigo@roccofortehotels.com

Hotel de Rome, Berlin: reservations.derome@roccofortehotels.com

The Charles Hotel, Munich: reservations.charles@roccofortehotels.com

Hotel de Russie, Rome: reservations.derussie@roccofortehotels.com

Hotel de la Ville, Rome: reservations.delaville@roccofortehotels.com

Rocco Forte House, Rome: reservations.romahouse@roccofortehotels.com

Hotel Savoy, Florence: reservations.savoy@roccofortehotels.com

Villa Igiea, Palermo: reservations.villaigiea@roccofortehotels.com

Masseria Torre Maizza, Puglia: reservations.torremaizza@roccofortehotels.com

Verdura Resort, Sicily: reservations.verdura@roccofortehotels.com

Rocco Forte Private Villas, Sicily: reservations.sicilyvillas@roccofortehotels.com

The Balmoral, Edinburgh: reservations.balmoral@roccofortehotels.com

Brown's Hotel, London: bro-reservations@roccofortehotels.com

Reservation Hours (local time):

The Balmoral (GMT):

Monday - Friday 8:30 am - 6:00 pm

Saturday - Sunday 9:00 am - 5:30 pm

Brown's Hotel (GMT):

Monday to Friday: 9:00 am - 5.30 pm

Saturday and Sunday: Closed



Hotel Amigo (CET):

Monday - Friday from 9:00 am - 5.30 pm

Hotel de Rome & The Charles Hotel (CET):

Monday - Friday from 8:00 am - 6:30 pm

Italy Reservations:

Bespoke Reservations Services Office (for Suites, Apartments and Villas)

Monday - Friday from 8:00 am - 10:30 pm

Central Reservations

Monday - Friday from 8:00 am - 7:00 pm

Saturday - Sunday from 9:00 am - 5.30 pm

TOLL FREE RESERVATIONS:

1-888-667-9477

Identify yourself as a member of Rocco Forte Knights and provide your IATA to the Reservation Agent. They can then provide you with the available Rocco Forte Knights rates and book them for you.