

Access to vouchers prior to payment will depend on your contract terms: further information regarding this can be obtained by e-mailing the Credit Control Department on [creditcontrol@Medhotels.com](mailto:creditcontrol@Medhotels.com). A designated member of the credit control department will be assigned to your account, and they will assist in dealing with any queries relating to your account balance. Statements are issued weekly, payment being due to be received via Head office. Enquiries relating to booking details, cancellations or amendments should be directed to our Operations team.

Please find attached a copy of a guide to assist you in making your first booking and assistance using the medhotels website. This will also help you navigate the administration part of our website (Extranet) when needing to make amendments or to add special requests to your bookings.

Meanwhile we are happy to welcome you as an agent and thank you for your interest in medhotels.

If you require any further assistance please do not hesitate to contact us.

#### Useful Contacts

Department	Function	Phone	E-mail
Operations/ Administration	General booking enquiries & amendments	01733 224 543	<a href="mailto:medhotels@thomascook.com">medhotels@thomascook.com</a>
In Resort	If your clients have issues in resort	01733 224 546	<a href="mailto:urgentenquiries@thomascook.com">urgentenquiries@thomascook.com</a>
In Resort Emergencies	If your clients have issues in resort outside office hours	01274 384 758	N/A
Hotel Changes	If your clients have had a change of accommodation	01733 224 542	<a href="mailto:medhotelsops@thomascook.com">medhotelsops@thomascook.com</a>
Group Bookings	If you require 10 or more rooms	01733 224 540	<a href="mailto:groupshotels4u@thomascook.com">groupshotels4u@thomascook.com</a>
Agency Sales	Commercial terms, assistance with login credentials etc.	0041 55 511 09 64	<a href="mailto:MedhotelsB2BSales@tci-ag.com">MedhotelsB2BSales@tci-ag.com</a>
Credit Control	Payment enquiries	N/A	<a href="mailto:creditcontrol@Medhotels.com">creditcontrol@Medhotels.com</a>
Customer Relations	Post departure enquiries	01733 224 545	<a href="mailto:customer.relations@thomascook.onmats.com">customer.relations@thomascook.onmats.com</a>