

CORPORATE

The service offered by these contacts is only available in Spanish. We apologise for any inconvenience caused.

Booking SERVICE CENTER

+34 951 61 53 67

Contact telephone number.

PRE-TRIP requests

reservas.corporativo.pro@w2m.com

New reservations and modifications to existing reservations.

Discrepancies PRE TRAVEL

discrepancias.pro@w2m.com

Discrepancies between the booked and confirmed product (e.g. type of room, board, hotel, etc.).

Other DEPARTMENTS

XML support
xml@w2m.com

ADMINISTRATION

Prepaid
ar.prepayment@w2m.com

Credit
ar.collections@w2m.com

Management costs CANCELLATION

gastoscancelacion@w2m.com

Requests for withdrawal of cancellation charges.

Complaints and LITIGATION

atencioncliente@w2m.com

Complaints after check in.

Emergencies at DESTINATION (24H)

+34 910 00 87 01
inresort.pro@w2m.com

Emergencies at destination.
