

Contact-free pre-arrival payments

Share secure and trustworthy payment links directly with your guests

In an era where guests tend to book online rather than by phone, email or person, the pre-arrival experience is often the first time hoteliers engage with their guests. This pre-arrival process often requires the processing of payments. Guests naturally expect it to be secure, personal and convenient – yet this is often not the case. The very nature of the hotel industry makes it particularly vulnerable to fraud. MOTO payments by telephone or email, which are generally less secure, are commonplace in the hotel-world, unlike, say retail businesses – as such they are open to exploitation. The risk of fraud and associated costs through charge-backs and worse can be damaging for the hotel and can affect the guest experience. This challenge is costly to administer and takes up precious time that the hotel could be spending on their guests.

Paying securely prior to arrival couldn't be easier with GuestPay PayLink. With PayLink, hoteliers can automate & implement secure contact-free measures, whilst saving valuable time and money.

The Challenge

Non-secure payment methods are open to chargeback and fraud

The Solution

Secure e-commerce payments processed directly from the PMS

- **Be secure**

- » Reduce insecure payment methods and fraudulent activity
- » Eliminate human error and avoid costly payment mistakes
- » Avoid unnecessary payment enquiries
- » Reduce costly chargebacks

- **Save time**

- » Automate the mundane - eliminate unnecessary administration at the front desk
- » Benefit from an automatically generated Dynamic Paylink, which can be included in each confirmation template.
- » Use Custom Paylink to individually configure the due date, the amount to be paid and how it's going to be sent the guest.
- » Reduce queues at reception by enabling guests to complete payments before arrival

- **Delight guests**

- » Extend your brand into the guest's home
- » Drive confidence by providing secure on-brand payment methods before arrival
- » Give guests choice - completing payments at home means avoiding potential lengthy queues at check-in



How it works...



Personalised and on-brand

- Personalise payment pages with your logo & primary colours
- Simple, safe and secure – developed & designed for hoteliers & guests



Designed to delight guests

- Anytime, anywhere – no app required to download & optimised for all modern browsers
- Quick and simple payment processing with integrated eCommerce payment gateway (TRU//ST)
- Self-service – capture guest payments at the convenience and comfort of their homes
- Available in 8 languages (English, French, German, Dutch, Spanish, Portuguese, Italian and Danish)
- Fully PSD2 3D secure and PCI compliant



Automated payment processes

- Fully integrated, 2-way in real-time, with Guestline PMS
- Secure and branded Dynamic Paylinks are automatically generated and sent to the guest in the booking confirmation emails
- Custom Paylinks give the freedom to define the due date, amount due and the way it will be delivered to the guest e.g. the booking confirmation, individual e-mail, live chat or text message
- Generate and distribute secure & branded PayLinks to guests directly from Guestline PMS
- All payments are tokenised, delivered to and stored in Guestline PMS; The reservation and balance is updated as payments are processed successfully
- Keep track of payment statuses; in particular “unpaid” and “due to be paid”
- Plan ahead and manage no-shows
- Relay payment reminders & confirmation emails directly from Guestline PMS



Guestline Direct Booking Manager (DBM)

Win more direct business



GuestStay

Frictionless guest check-in/out experience

