

# Contact-free Experience

## Delight your guests with a frictionless check-in/out experience

Covid-19 has transformed how we travel in myriad ways. Hoteliers are adjusting to the “new normal” and disruptive technologies are driving change that will outlast the crisis. Throughout the pandemic, guest experience has been at the forefront of this change, more specifically contact-free “check-in / out” and “payments”. Guests like the efficiency and convenience of managing their journey and hotels can save time and reduce costs by embedding these technologies into their processes.

Our solution, GuestStay enables hoteliers to deliver an engaging and enjoyable guest experience that satisfies their guests and the hotel’s bottom line.

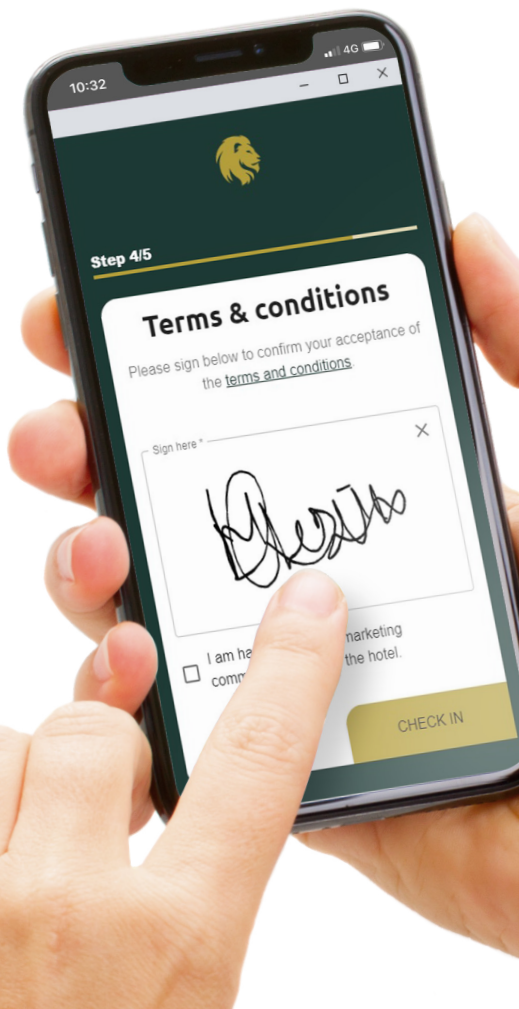
### The Challenge

Front desk processes are complex and costly (for the hotel and guest)

### The Solution

Drive a smoother check in/out experience by empowering guests to self-serve online

- **Save time**
  - » Automate the mundane and eliminate unnecessary paperwork at the front desk
  - » Reduce queues at reception by completing registration cards before arrival and/or settling balances online on departure
- **Delight guests**
  - » Extend your brand into the guest experience and drive confidence by communicating information before arrival, on arrival, in stay and on departure
  - » Improve data quality and guest interaction by enabling the guest to view and edit their personal profile and store their proof of registration
  - » Avoid unexpected expenses by allowing guests to monitor how much they are spending throughout their stay
  - » Give guests the option to avoid lengthy reception queues at check-in/out by completing their registration and settling their balance online
- **Be compliant**
  - » Be compliant and avoid costly penalties relating to Guest Registration, GDPR, PSD2 and PCI-DSS
  - » Assist the Covid-19 track and trace system by keeping track of all guest arrivals at your hotel



# How it works...



## Fully integrated, on-brand and personalised

- Easy installation and fully integrated with your Guestline PMS
- Personalised guest-facing emails and webpages with your logo, primary colours and pictures
- Anytime, anywhere, on any device – no app required to download & optimised for all browsers
- Simple, safe and secure – developed & designed for hoteliers & guests
- Available in 9 different languages (English, French, German, Danish, Dutch, Spanish, Portuguese, Italian and Thai) so your guest will have no issues with digital services



## Automate mundane processes

- Fully integrated, 2-way real-time integration with Guestline PMS
- Guest profiles updated with the latest data submitted by guests (forename, surname & contact details)
- Keep track and plan ahead as reservations are updated with ETAs and private notes
- Ensure GDPR compliance by requesting guests to opt in/out of marketing information
- Guest registration forms are stored in Guestline PMS and can be accessed on demand
- Room billing balance is automatically updated in the PMS when guests settle their bill



## Simplified check-in

- Self-service – capture guest registration online, at home or on arrival • Supports all booking channels – guests can complete their registration regardless of the booking source (OTA or direct)
- Quick, simple and easy to use, suitable for any guest (review reservation, pre-populated profile, share additional details and accept & sign T&Cs)
- Capture vital information before the guest arrives (passport number, car registration, ETA & special requests)
- Easier and safer in-stay interaction – guests can store their proof of registration in their Apple Wallet

## Smoother check-out

- Transparent and paperless billing – guests can monitor how much they are spending throughout their stay by accessing their balance online, which is sent directly from the PMS and updated in real-time
- Secure online payments – integrate with GuestPay eCommerce payment gateway so guests can settle their balance on the day of departure

## Further options



### Guestline Direct Booking Manager (DBM)

Win more direct business



### GuestPay

Simplified end-to-end guest payment process