Contact-free Experience

Delight your guests from the moment they arrive with a frictionless check-in

As hoteliers adjust to the 'new normal' and implement new social distancing and safety measures, there is a concern that this will signal an impersonal and distant experience – exactly the opposite of being hospitable and guest-centric. The "check-in" experience is the guest's first physical interaction with a property, yet often the busiest and most complex for a hotel. This presents a challenge and under the new circumstances, hoteliers will need processes that provide a warm welcome, drive operational efficiency and ensure compliance.

Hoteliers can still deliver an engaging and enjoyable guest experience by adopting new practices that satisfy both the guest and the hotel's bottom line. Our solution, GuestStay Digital Registration, will enable hoteliers to adopt the new practices that reflect current safety and social distancing measures.

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

The Solution
Simplify front desk processes and empower guests for a better check-in experience via Digital Registration

- **Save time**
  - » Automate the mundane and eliminate unnecessary paperwork at the front desk
  - » Reduce queues at reception by completing registration cards before arrival

- **Delight guests**
  - » Extend your brand into the guest's home and drive confidence by communicating information before arrival
  - » Improve data quality by enabling the guest to view and edit their personal profile
  - » Give guests the option to avoid lengthy reception queues at check-in by completing their registration at home

- **Be compliant**
  - » Be compliant and avoid costly penalties related to Guest Registration and GDPR
  - » Assist the Covid-19 track and trace system by keeping track of all guest arrivals at your hotel
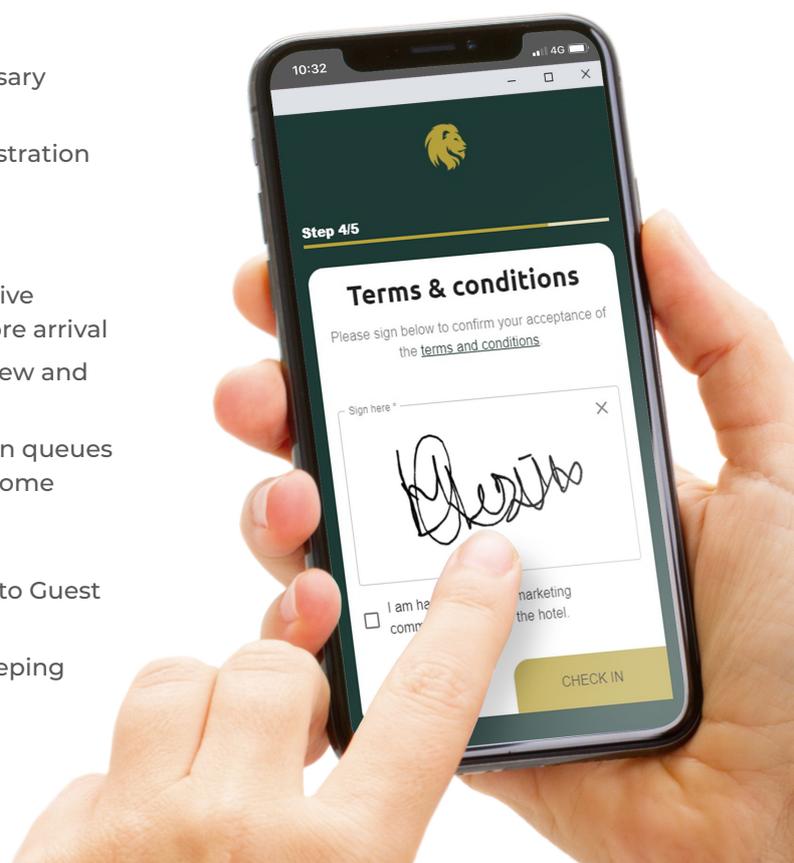
How it works...

⚙ Fully integrated and on-brand

- Easy installation and fully integrated to your Guestline PMS

- Personalise the guest-facing webpage with your logo, primary colours and pictures

- Anytime, anywhere, any device – No app required to download & optimised for all modern web browsers

- Simple, safe and secure – developed & designed for hoteliers & guests

👍 Designed to delight guests

- Self service – capture guest registration at home or on arrival

- Available in 8 different languages (English, French, German, Dutch, Spanish, Portuguese, Italian and Thai), your guest will have no issues completing their registration

- Quick and simple registration process, designed for any guest (step by step: review reservation, complete profile, share additional details and accept & sign T&Cs)

- Supports all booking channels – guests can complete their registration regardless of the booking source (OTA or direct)

- Assist the Covid-19 track and trace system by capturing all guest arrivals (lead and additional guests) at the hotel

- Capture vital information before the guest arrives (ETA & additional notes)

⇄ Automate mundane check-in 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 & can be accessed on demand

Further options

Guestline Direct Booking Manager (DBM)
Win more direct business

GuestPay
Simplified end-to-end guest payment process

Guestline