



MOBILE ACCESS

Enter your hotel room with your mobile

Using: GuestKey – Room Raccoon - Hotek

Version 1.1 2020

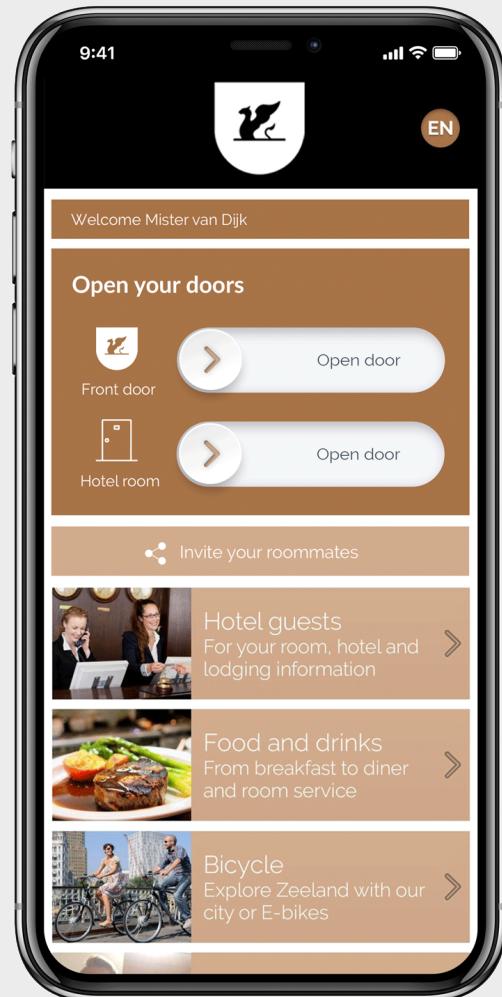


HOW DOES IT WORK?

GuestKey is connected with

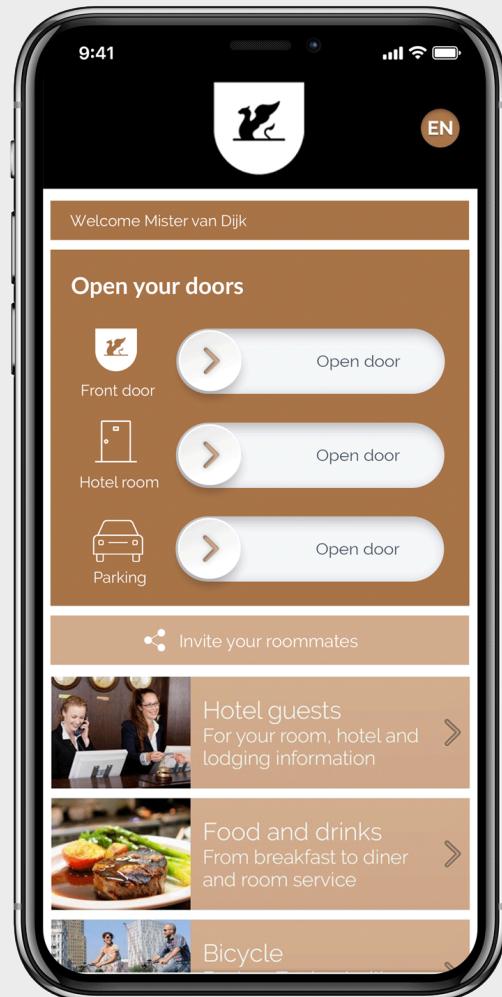
Room Raccoon:

1. Guest is checked in using Room Raccoon.
2. Within 1 minute an e-mail is sent to the guest with a smartlink.
3. When the guest clicks on the smartlink a browser will open and he will see the doors he has access to and can open them using the sliders.
4. A guest can forward the e-mail to his travel companions to give them access to the same room.



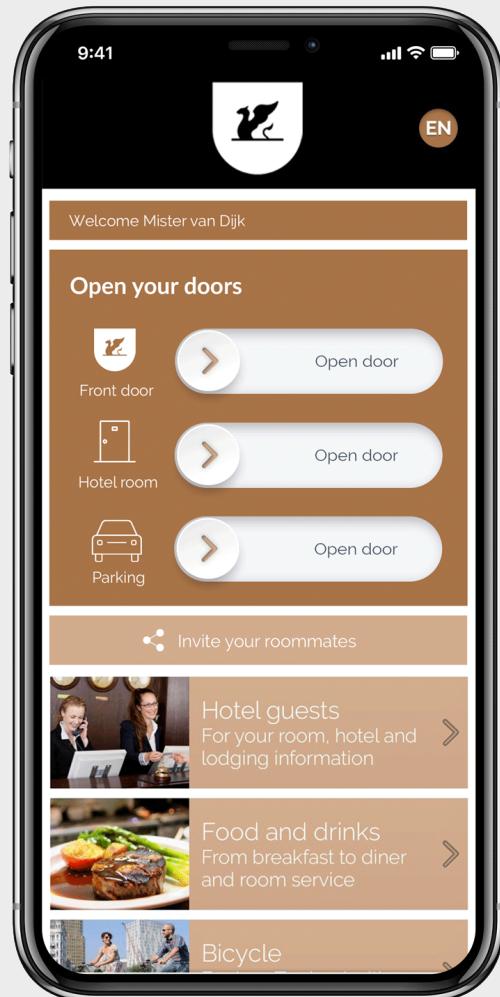
BUSINESS LOGIC

1. When a room change is made in Room Raccoon the access to the room is also changed in GuestKey within 1 minute.
2. When the e-mail address in Room Raccoon changes after check-in the guest will again receive an e-mail with a smart link.
3. After checkout access is immediately revoked.
4. When the length of the stay is changed the access to his room is changed accordingly within 1 minute.



IMPORTANT!

1. Room Raccoon accepts more than one room in one reservation. It is therefore important to have a different e-mail address per room so each guest receives their own digital key!
2. It is possible to use the same e-mail address for all rooms within 1 reservation but only when the names are different per room!

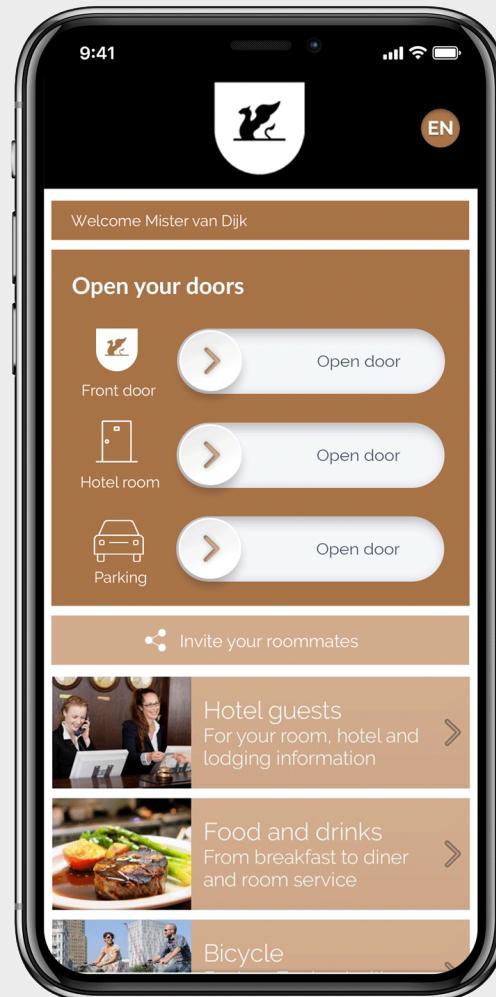


IMPORTANT!

Room Raccoon has the option for an online check-in. However: when a guest checks in online via Room Raccoon the status of the guest will change from reserved to in-house!

When the status changes to in-house we will send out the digital key to the guest which will also be valid because the status in-house means that the guest is in house.

This means you cannot use the Room Raccoon online check-in together with GuestKey because when guests do the online Room Raccoon check-in one day before their stay starts they will get access to the room!



E-MAIL

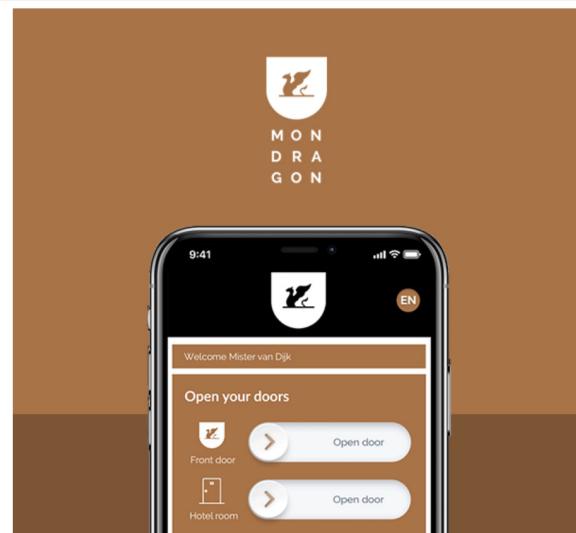
1. E-mail sent to guests is custom in the style of the hotel.
2. We can use the name of the guest and also show him the room number he has access to.

Your room is ready

Mondragon <mondragon@guestcompass.nl>
aan Ralf, bcc: connect

11:30 (1 uur geleden) Uitschakelen voor: Engels

Engels Nederlands Bericht vertalen



MON
DRA
GON

9:41

Welcome Mister van Dijk

Open your doors

Front door Open door

Hotel room Open door

Dear Ralf Gurski,
Your Room 37 is ready. Use the button below to get access to your room.

 Access to your keys

Kind regards,
Hotel Mondragon

CONTACT

ANY QUESTIONS?



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GuestKey is a fully cloud hosted platform with which you are always able to communicate directly with your customer, colleague or guest. It is easy to make real time changes to the web app, for example to upload new promotions or important messages. But also everything to properly inform the recipient. GuestKey also offers an excellent opportunity to generate sales, directly via the app interface.

