



MOBILE ACCESS

Enter your hotel room with your mobile

Using: GuestKey – LodgeGate PMS - Hotek

Version 1.0 2020



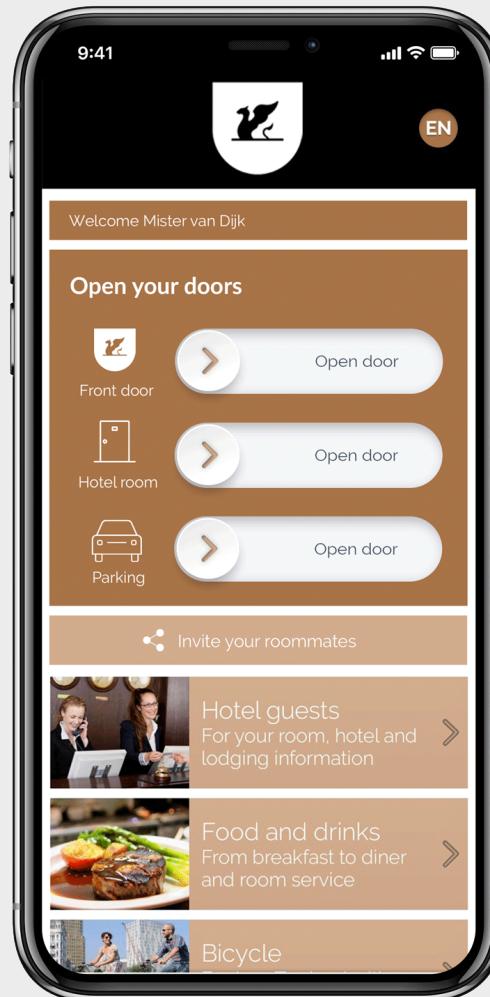
HOW DOES IT WORK

GuestKey is connected to Lodgegate. This delivers the following flow:

1. After booking a room LodgeGate sends a message to GuestKey. GuestKey sends a pre-registration e-mail asking the guest to check the details and make the form complete. Main reason is getting the real e-mail address from the guest.
2. When the Guest does not complete the pre-registration form he will receive a reminder 24 hours after the first e-mail.
3. After completing the pre-registration e-mail we send another e-mail to validate the e-mail address. When the e-mail address is valid we will push it back to LodgeGate.
4. 24 Hours before arrival we send a pre-arrival e-mail to the guest. This can be used for upsell or/and other practical information.
5. On the day of arrival guests will receive the room ready e-mail with their digital key when they are checked in by the reception or at the check-in time as we will automatically send out all digital keys to the guests which are not checked in yet.
6. When a reservation is cancelled we will send the guest a cancellation e-mail.
7. *The complete flow is only activated when a booking is marked by the “Online check-in allowed” in LodgeGate!*

BUSINESS LOGIC

1. When a room change is made in LodgeGate the access to the room is also changed in GuestKey within 1 minute.
2. When the e-mail address in LodgeGate 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. The flow only works for guests with the Online check-in allowed label checked in LodgeGate.
2. E-mail addresses coming from the pre-registration are not replaced in LodgeGate but added to the guest profile.
3. When the check-in time of the hotel passes GuestKey will send out the digital keys for guests arriving today. At the same time LodgeGate will change the status to inhouse/checked-in.



Ga naar de optie 'Wijzigen Reservering'

Wijzig reservering optie is te vinden op het check-in scherm, bij zoek reserveringen, de facturatie en gelijk bij het aanmaken van de reservering.

De optie 'Is Online Checkin Allowed' is te vinden helemaal onderaan de pagina.

Bij het overzicht van de aankomende reserveringen zal het vervolgens zichtbaar zijn dat de reservering 'Online' mag inchecken. D.m.v. dit icoon:



E-MAIL

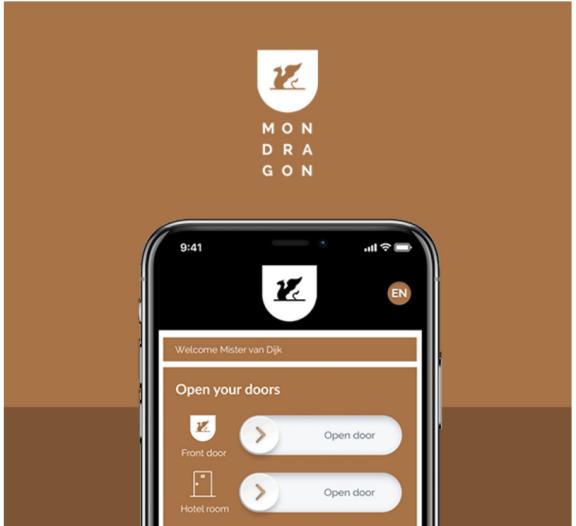
1. E-mails sent to guests are custom in the style of the hotel.
2. We can use the name of the guest and also show him the room number he has access to.

Your room is ready

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

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

Engels Nederlands Bericht vertalen



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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info@hotek.nl



Address:

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The Netherlands

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.

