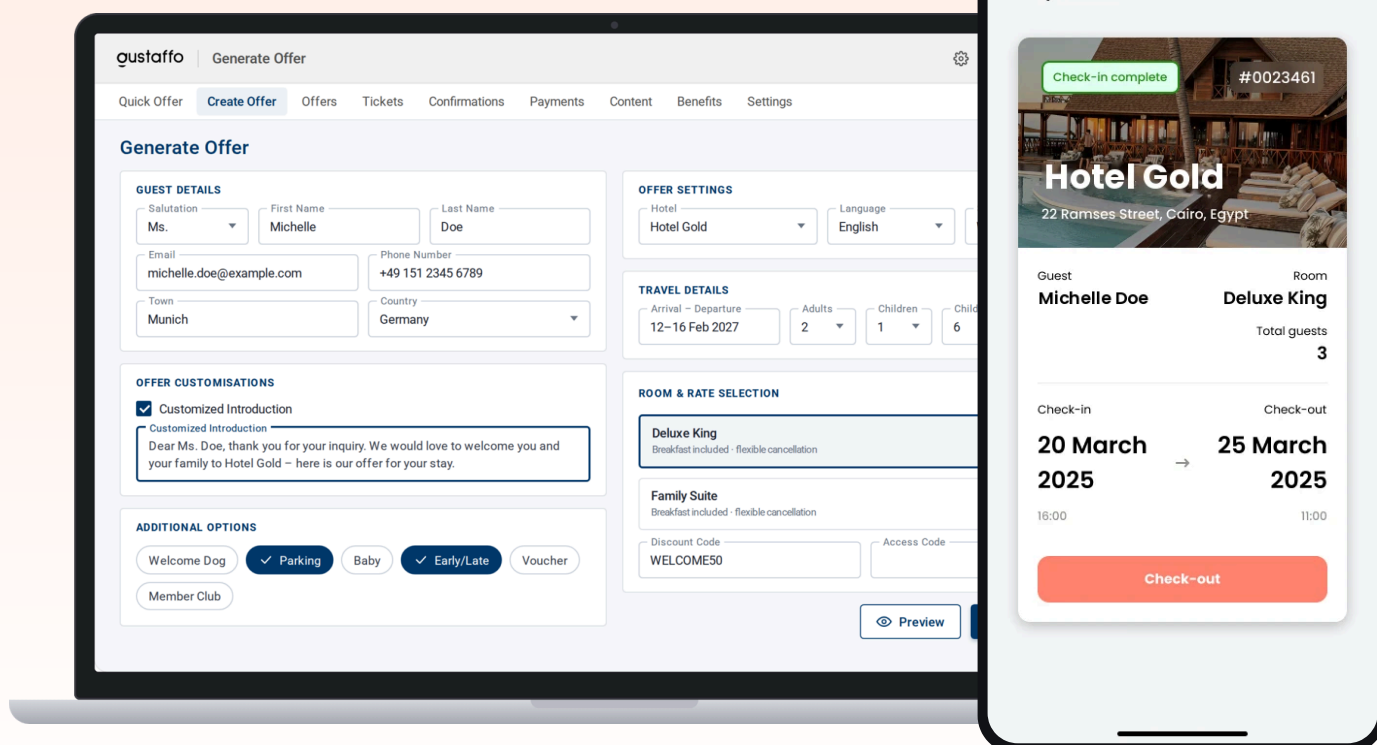


All-in-one for your guests.

(And your team.)

One platform for every step of the stay: inquiries and offers, booking and payment, check-in, the stay itself, check-out and feedback. Use all of it, or start with the part you need.

At a glance	2	1. Inquiry and offer	3
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At a glance

One platform, seven steps

Everything your guests need, from the first inquiry to the review, in one connected journey.

One guest profile

Details entered once follow the guest through every step.

One design, your brand

Offers, emails, check-in and member area look like your hotel.

One connection

Linked to your PMS, payment provider and other systems.

1

Inquiry and offer

Guests An interactive offer, in their language.
Team Structured inquiries and offer tracking.

2

Booking and payment

Guests Confirm and pay with a secure link.
Team Deposits posted to the PMS folio.

3

Before arrival

Guests The right email; online check-in days ahead.
Team Emails sent automatically.

4

Check-in

Guests Passport scan and signature, phone or kiosk.
Team Complete data, synced to your PMS.

5

During the stay

Guests Experiences, extras and member benefits.
Team Schedules, eligibility and request queues.

6

Check-out

Guests Every charge listed, costs split, tip added.
Team Balances charged and posted.

7

Feedback and after the stay

Guests Rate the stay, review on Google.
Team Ratings and post-stay emails.

1

Step 1 of 7

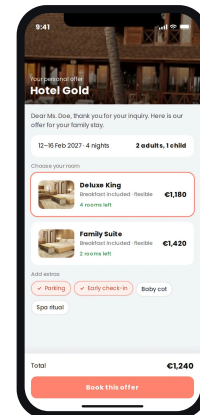
Inquiry and offer

A website inquiry becomes a personal, interactive offer, and your team sees exactly how the guest responds.

● For your guests

- ✓ Send an inquiry from your website in a few clicks
- ✓ Receive a branded, interactive offer page instead of a PDF
- ✓ See rooms, rates, images and descriptions in their own language
- ✓ Choose extras such as parking or early check-in
- ✓ Families get offers that include their children

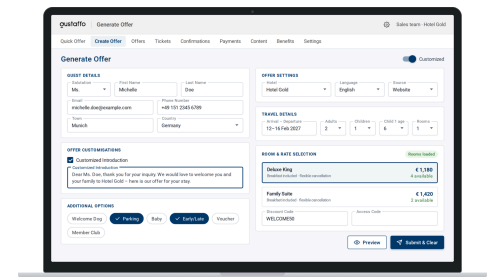
For your guests



● For your team

- ✓ Inquiries arrive structured, with guest details and travel preferences
- ✓ Offers built with live room availability
- ✓ Templates per season and language, plus a personal introduction
- ✓ Options such as pets, parking, baby equipment, early/late, vouchers and member club

For your team



Powered by **Offers & Bookings**

2

Step 2 of 7

Booking and payment

Guests confirm and pay in a few taps. Your team doesn't chase payments or retype bookings.

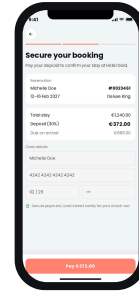
● For your guests

- ✓ Secure payment link, without leaving the booking
- ✓ Credit card authorization or deposit payment
- ✓ Discount codes valid for their arrival dates
- ✓ Automatic confirmation in their language

● For your team

- ✓ Deposit rules: percentage, fixed amount or full deposit
- ✓ Card authorization, then capture or release
- ✓ Cards stored securely as tokens for later payments
- ✓ Payments posted to the guest folio in your PMS

For your guests



For your team

Offer ID	Name / Email	Property	Arrival	Departure	Adults	Lang	Source	Open	Closed	Accepted	Booked
IQ-48213	Michelle Doe michelle.doe@example.com	Hotel Gold	12.02.27	16.02.27	2	EN	Website	✓	✓	✓	✓
IQ-48207	Marcus Rossi marcus.rossi@example.com	Hotel Gold	05.03.27	09.03.27	2	IT	Email	✓	✓	✓	✓
IQ-48199	Anne Gruber anne.gruber@example.com	Hotel Gold	18.12.26	22.12.26	4	DE	Phone	✓	✓	✓	✓
IQ-48194	James Carter james.carter@example.com	Hotel Gold	02.01.27	06.01.27	2	EN	Website	✓	✓	✓	✓
IQ-48188	Sophie Martin sophie.martin@example.com	Hotel Gold	14.11.26	17.11.26	1	FR	Website	✓	✓	✓	✓
IQ-48180	Lukas Huber lukas.huber@example.com	Hotel Gold	21.11.26	24.11.26	2	DE	Email	✓	✓	✓	✓
IQ-48172	Elena Petrova elena.petrova@example.com	Hotel Gold	08.01.27	13.01.27	3	EN	Website	✓	✓	✓	✓
IQ-48165	Thomas Weber thomas.weber@example.com	Hotel Gold	27.12.26	31.12.26	2	DE	Walk-in	✓	✓	✓	✓

Powered by **Offers & Bookings**

3

Step 3 of 7

Before arrival

The right message at the right moment, and online check-in opens before the guest packs their bag.

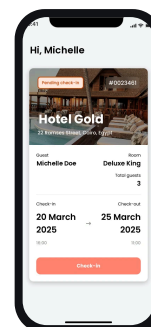
● For your guests

- ✓ Pre-arrival email at the right moment
- ✓ Online check-in opens a few days before arrival
- ✓ Find the booking with a booking code, name or room number
- ✓ Everything in their own language

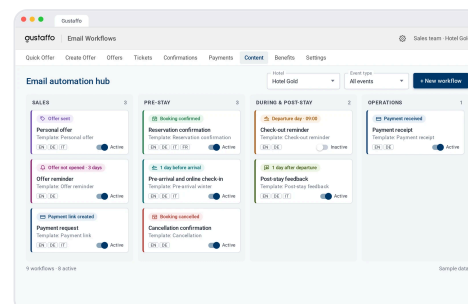
● For your team

- ✓ Choose on which day and at what time emails go out
- ✓ Design emails in your brand, per season and language
- ✓ Workflows triggered by booking events
- ✓ High deliverability, email tracking and your own sender domain

For your guests



For your team



Powered by **Guest Messaging**

4

Step 4 of 7

Check-in

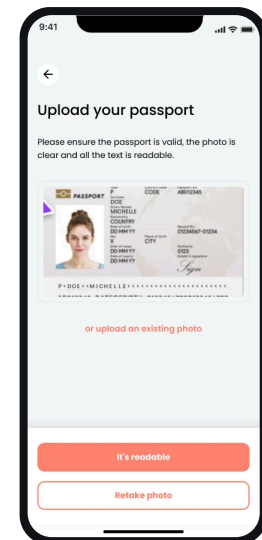
Two ways to check in, one connected flow: on the guest's own phone before arrival, or at a kiosk in your lobby.

● Mobile check-in • before arrival

Guests check in from home or on the way, on their own phone. When they arrive, the paperwork is already done.

- ✓ Check-in opens a few days before arrival, with a link in the pre-arrival email
- ✓ Booking found with a booking code, name or room number
- ✓ Details for every guest, children included
- ✓ Passport or ID scan fills in the form automatically
- ✓ Registration form signed on screen, deposit paid in the same flow

Mobile check-in

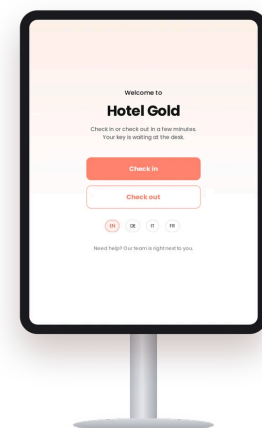


● Kiosk check-in • at the hotel

Guests who haven't checked in yet use a tablet kiosk in the lobby, with no waiting at the desk.

- ✓ For walk-ins, late arrivals or guests who prefer the lobby
- ✓ The same steps as on the phone, on a tablet kiosk
- ✓ Available in several languages
- ✓ Locked with a PIN for lobby use
- ✓ Your staff on hand whenever help is needed

Kiosk check-in



● For your team

- ✓ One setup for mobile and kiosk check-in
- ✓ Choose which fields are shown and required, incl. country-specific fields
- ✓ Registration cards per booking or in bulk
- ✓ Guest data synced to your PMS in real time

5

Step 5 of 7

During the stay

Extras, experiences and member benefits that guests book themselves, and a team that delivers every one of them.

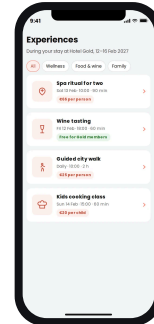
● For your guests

- ✓ Browse and book experiences and extras on their phone
- ✓ Pick a date and time slot that suits them
- ✓ See member benefits and what's included for them
- ✓ All bookings in their member area

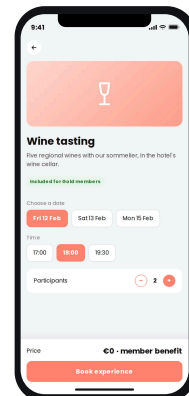
● For your team

- ✓ Publish experiences with dates and recurring schedules
- ✓ Import experiences from Excel, per hotel or for all properties
- ✓ Manage availability and eligibility for benefits
- ✓ Queues and statuses for requests, approvals and benefit delivery

For your guests



More for your guests



Powered by **Experiences & Loyalty**

6

Step 6 of 7

Check-out

No queue at reception on the way to the airport.

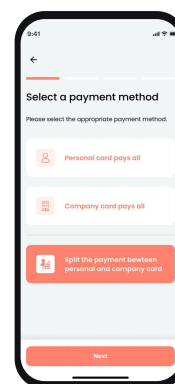
● For your guests

- ✓ Check-out reminder on departure day
- ✓ Review booking and additional charges, line by line
- ✓ Pay with one card, or split between a personal and a company card
- ✓ Add a voucher or a tip
- ✓ Get an e-receipt right away

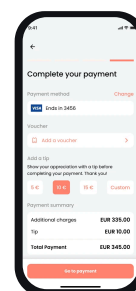
● For your team

- ✓ Open balances paid with the securely saved card
- ✓ Payments posted to the folio automatically
- ✓ Choose when the check-out reminder goes out
- ✓ Test check-out in preview before switching it on

For your guests



More for your guests



Powered by **Check-in & Check-out**

7

Step 7 of 7

Feedback and after the stay

The stay ends; the relationship doesn't.

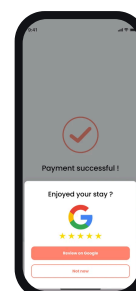
● For your guests

- ✓ Rate the stay in a few seconds
- ✓ Happy guests are invited to leave a Google review
- ✓ Post-stay email with the right message
- ✓ Member area with profile, tier, points and vouchers

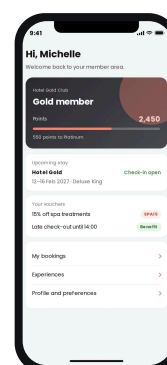
● For your team

- ✓ Ratings and comments collected after every check-out
- ✓ Optional link to your own survey
- ✓ Choose when the post-stay email goes out
- ✓ Membership tiers, points, vouchers and benefit redemption

For your guests



More for your guests



Powered by **Check-in & Check-out, Experiences & Loyalty**

Behind the scenes

What connects every step

For your operations team: one platform, connected to the systems you already use.

Connected data

Guest, reservation, payment and loyalty data linked across supported systems, with real-time PMS sync.

AI-assisted reporting

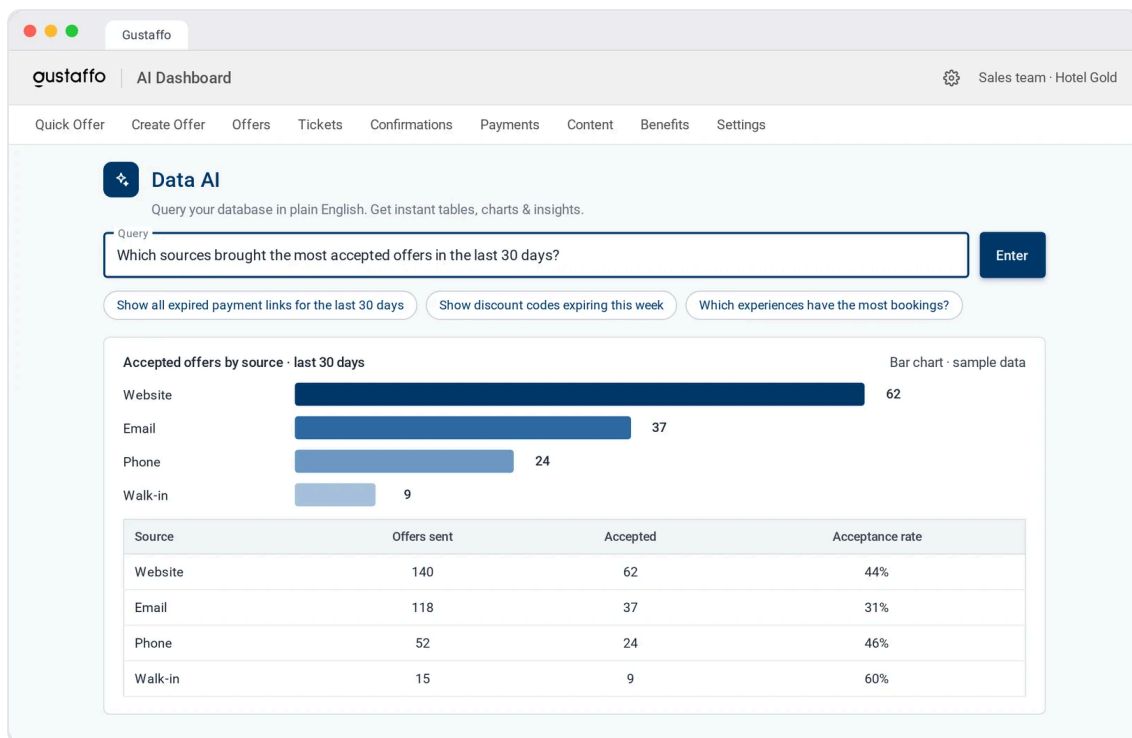
Ask questions about your data in plain English and get tables and charts instantly.

Hotel groups and roles

Group, hotel and front office roles, access per hotel or group, and a full audit log.

Configured per property

Branding, translations, forms, rules and emails per hotel.



Integrations

Property management, distribution, payment and door-lock systems, among others:



What do you want to improve?

Five goals hotels come to us with. Start with one, add the rest when you're ready.

Direct bookings

Win more direct bookings

Inquiries wait in an inbox, offers go out as PDFs, and guests book elsewhere.

- ✓ Interactive offers in minutes, with live availability
- ✓ Follow-ups when offers are opened but not accepted
- ✓ Payment and confirmation in a few taps

Powered by Offers & Bookings · Guest Messaging

No queues

Check-in and check-out without queues

Arrival peaks, paper forms and long check-out lines keep your team at the desk.

- ✓ Mobile pre-check-in with passport scan
- ✓ Lobby kiosk with staff on hand
- ✓ Online check-out with split billing and tips

Powered by Check-in & Check-out · Guest Messaging

Revenue per stay

Earn more per stay

Extras are rarely offered at the right moment, and promised services slip through.

- ✓ Extras in every offer
- ✓ Experiences guests book themselves
- ✓ Queues so every promise is delivered

Powered by Experiences & Loyalty · Offers & Bookings · Check-in & Check-out

Returning guests

Bring guests back

The relationship ends at check-out, and reviews are rare.

- ✓ Feedback and Google review invitations
- ✓ A member area with tiers, points and vouchers
- ✓ Post-stay emails on schedule

Powered by Experiences & Loyalty · Check-in & Check-out · Guest Messaging

Agency and B2B

Simplify agency and B2B sales

Commissions live in spreadsheets, and B2B payments are chased by email.

- ✓ Commissions calculated automatically
- ✓ Monthly proforma invoices
- ✓ B2B payment links

Powered by Partner Sales · Offers & Bookings

See it with your own hotel in mind.

Pick a time that suits you: [book a 20-minute demo online](#)
office@gustaffo.com · +43 676 6817193 · Lindengasse 56/18-19, 1070 Vienna

Book a demo

Availability of features depends on the hotel's configuration and activated integrations. Hotel Gold is fictional; screens show sample data, and some screens are design concepts.