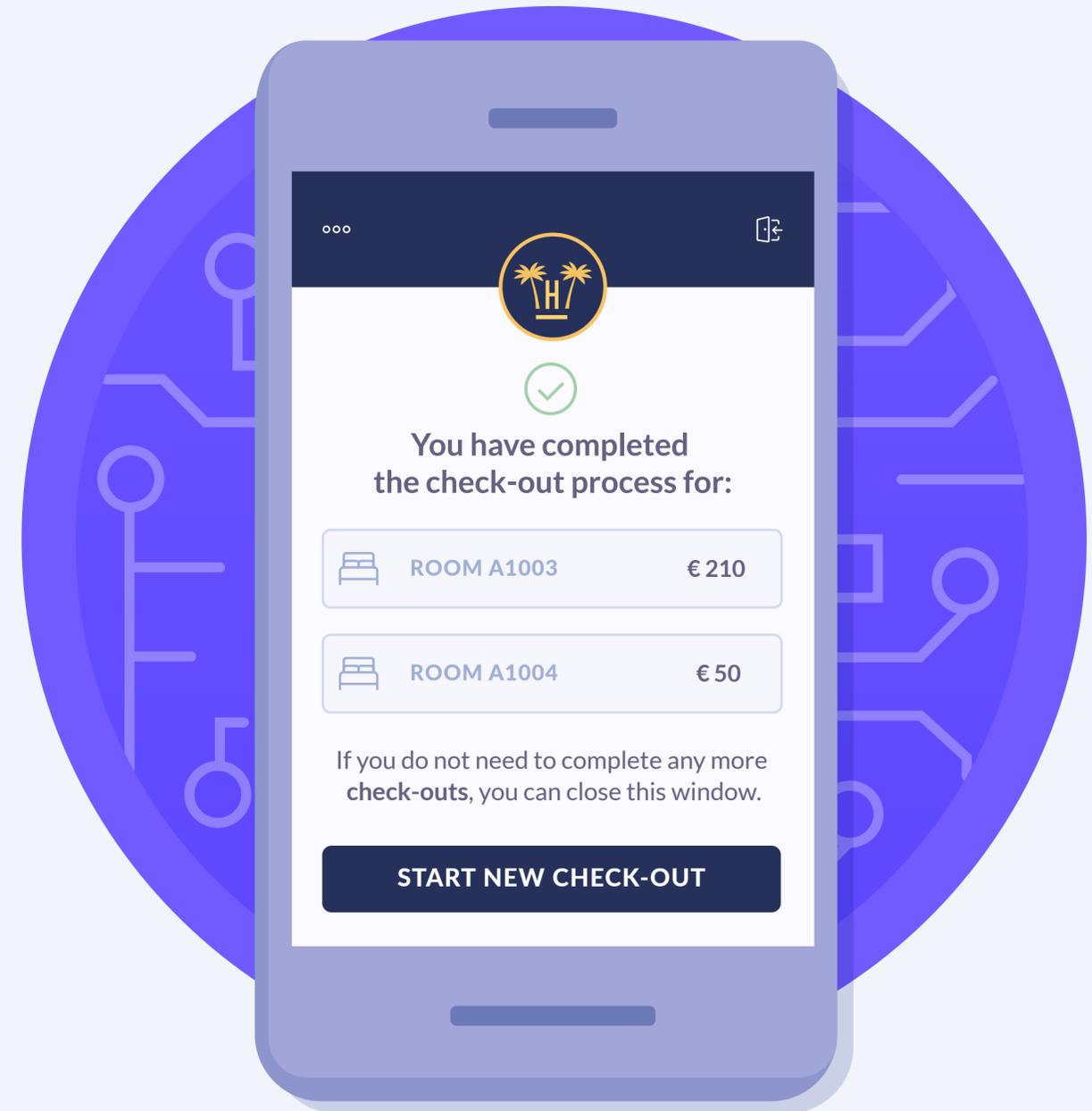


OnlineCheckout

hotelinking



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Check-out process

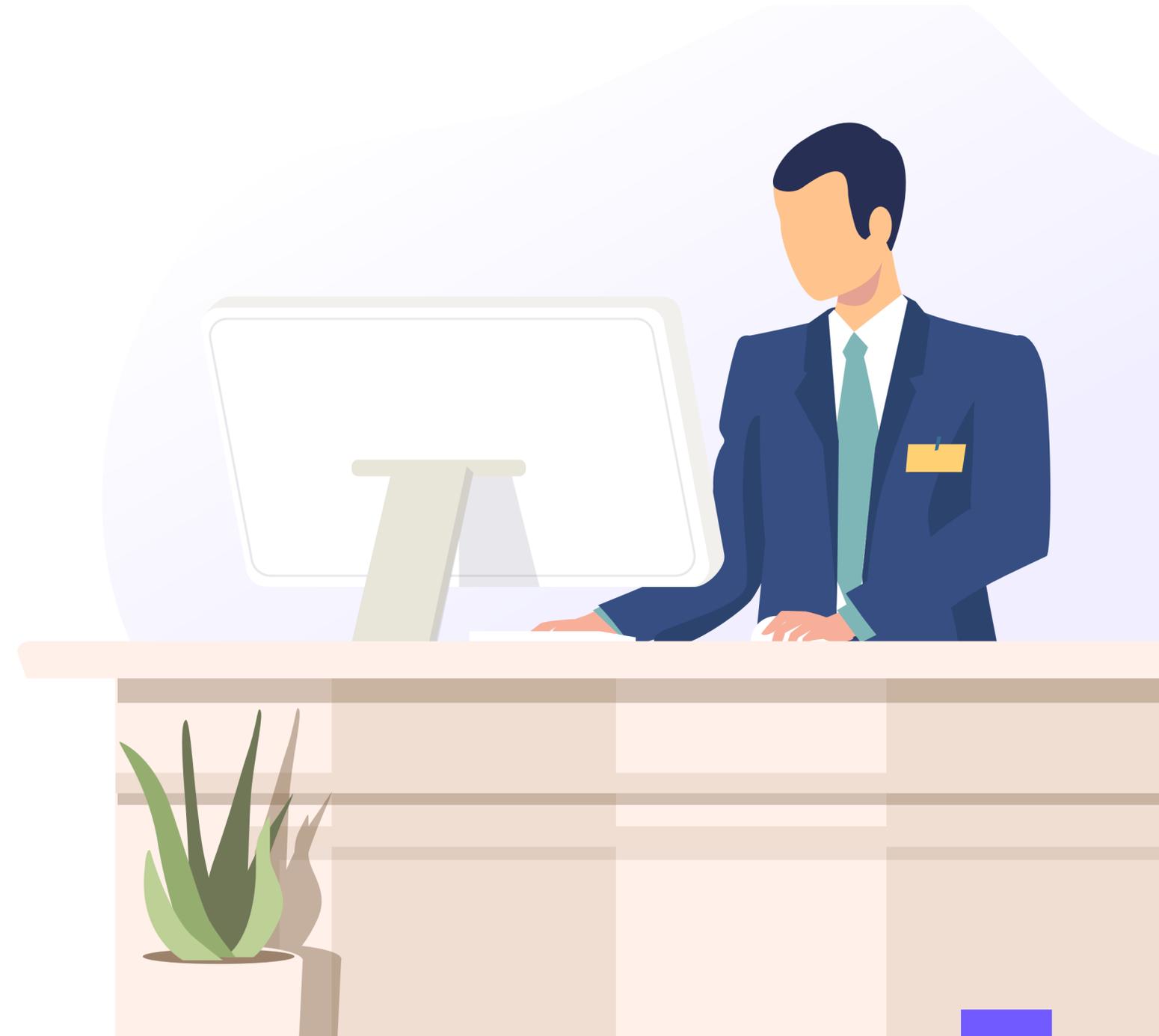
Check-out refers to when a **guest leaves the hotel**, returns their room keys and settles any outstanding expenses.

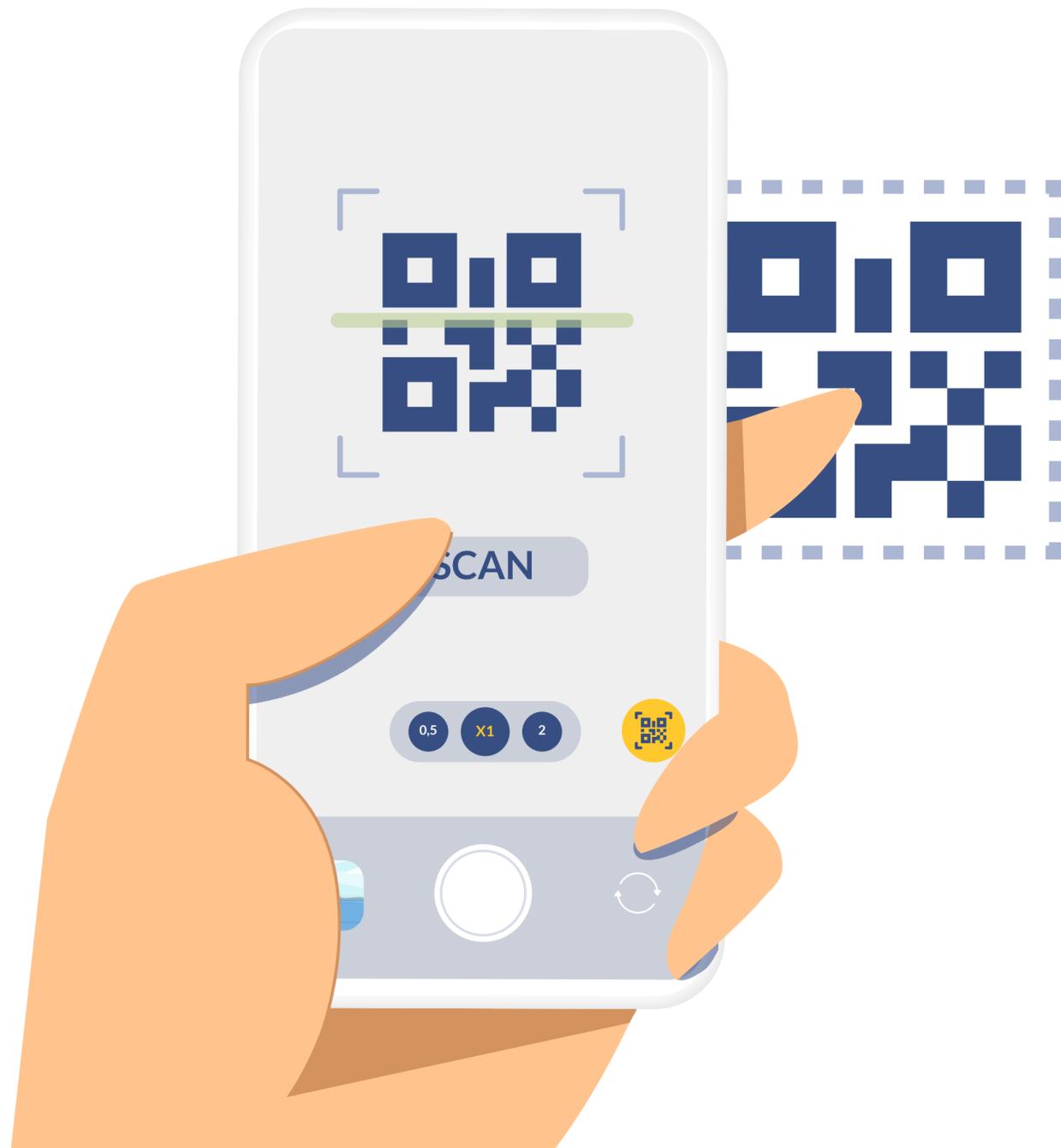
With our automatic check-out system, **this can all be done using a mobile device**. With no need to go to Reception when the hotel sends a notification. This can be done on the date of departure or a few days before.



Benefits of automatic check-out

- Optimising the check-out process significantly **eases the Reception staff's workload**, allowing them to focus on more essential tasks.
- Digitising **this process makes it easier to offer a good, quality service**, focusing on delivering an experience that is in line with the guests' expectations.
- Guests appreciate being able to manage their own check-out, rather than having to go through the traditional channels. **This allows them to have total control of their stay** in the palm of their hand.





Check-out notification

The hotel can customise **the days that the app allows the guest to check out.** For example, if they set it at 2 days, then the guest can complete the entire process 2 days prior to their date of departure. If the date is set at 0 days, then the guest can only check out on the day they leave.

The hotel or chain itself **can choose how they wish to inform the guest** that it is time for them to check out. Options include a QR in the room, a link sent via email or an SMS, etc.

ooo Search for a booking 

Hotel Paraíso



Let's find your booking

Fill in as many fields as you can so we can look for your booking in our system.

ROOM NUMBER

NAME

SURNAME

SEARCH BOOKING

Search for booking

To check out, the guest simply enters their room number, first name and surname to find their booking.

If the room indicated, name and/or surname are incorrect, an error message will be displayed.

You have outstanding payments. What do you wish to do?

The outstanding payments for these bookings amount to € 260.
Select the rooms you wish to pay for.

YOU CAN SELECT SEVERAL

DELETE ALL

	ROOM A1003	€ 210 DELETE
---	-------------------	------------------------

	ROOM A1004	€ 50 DELETE
---	-------------------	-----------------------

	ROOM A1005 CHECK-OUT COMPLETE	0 € DELETE
---	---	----------------------

	ADD ANOTHER ROOM	
---	-------------------------	--

You can also pay:

	TOTAL OF ALL ROOMS	260 €
---	---------------------------	--------------

CONTINUE

Select rooms

The guest can **add more rooms to the check-out process** and delete rooms if they are wrong.

The user can press 'return to previous screen', which will take them back to the search screen without losing the data already added.

You have outstanding payments. What do you wish to do?

The outstanding payments for these bookings amount to € 260.
Select the rooms you wish to pay for.

YOU CAN SELECT SEVERAL

DELETE ALL

	ROOM A1003	€ 210 DELETE
---	-------------------	-----------------

	ROOM A1004	€ <input checked="" type="checkbox"/> DELETE
---	-------------------	---

	ROOM A1005 CHECK-OUT COMPLETE	0 € PAID DELETE
---	---	--------------------

	ADD ANOTHER ROOM	
---	-------------------------	--

You can also pay:

	TOTAL OF ALL ROOMS	260 €
---	---------------------------	-------

CONTINUE

To manage outstanding payments, the user can select one or more rooms and continue.



You have outstanding payments. What do you wish to do?

The outstanding payments for these bookings amount to € 260. Select the rooms you wish to pay for.

YOU CAN SELECT SEVERAL

DELETE ALL

	ROOM A1003	€ 210 DELETE
---	-------------------	------------------------

	ROOM A1004	€ 50 DELETE
---	-------------------	-----------------------

	ADD ANOTHER ROOM	
---	-------------------------	--

You can also pay:

	TOTAL OF ALL ROOMS	260 €
---	---------------------------	--------------

CONTINUE

Outstanding payments

In this step, you will be shown all the expenses owed per room as well as the total balance owed.

ooo
🔗

Payment breakdown
Hotel Paraíso

Payment breakdown:

QUANT	ROOM	CONCEPT	AMOUNT
2	A1003	TOURIST TAX	€ 17,05
1	A1003	TWIN ROOM + FULL BOARD	€ 192,95
2	A1004	LATE CHECK-OUT	€ 50,00
SUBTOTAL:			€ 260

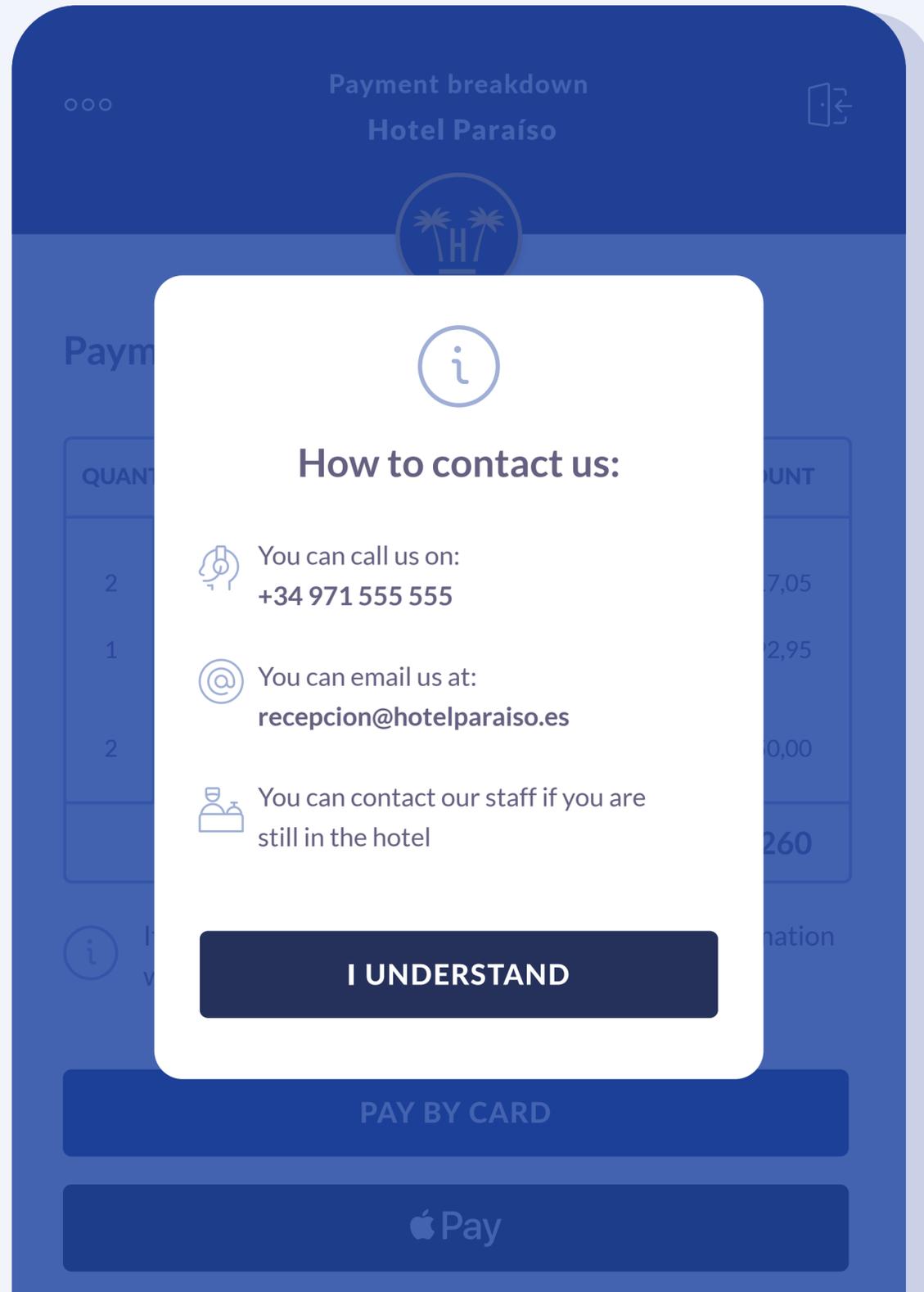
i
If you need to clarify any aspect of this contact information with our staff, please click on [this link](#).

PAY BY CARD

The guest can access a **detailed breakdown of the expenses** associated with a particular room and booking.

Depending on each hotel's policy, the breakdown may include stay, expenses incurred during stay, tourist tax, etc.

The system consults the PMS directly to get details of the outstanding expenses and the concept.



Contesting outstanding payments

When reviewing expenses, the guest may not recognise what some of them correspond to, or the amounts charged. This may discourage them from continuing with the process.

For these cases, a message is included on the expenses breakdown screen so that **the guest can contact Reception** and resolve any doubts.

ooo
☰

Payment gateway
Hotel Paraíso

Fill in your card details

CARD HOLDER

✎ Card holder...

CARD NUMBER

☎ Card number...

EXPIRATION DATE **CVV** ?

📅 MM/AAAA

☒ CVV

🔒 This gateway is SSL-encrypted. Your data will be encrypted and sent to the payment gateway under a secure connection.

PAY €260

RETURN TO PREVIOUS SCREEN

Settling outstanding balance

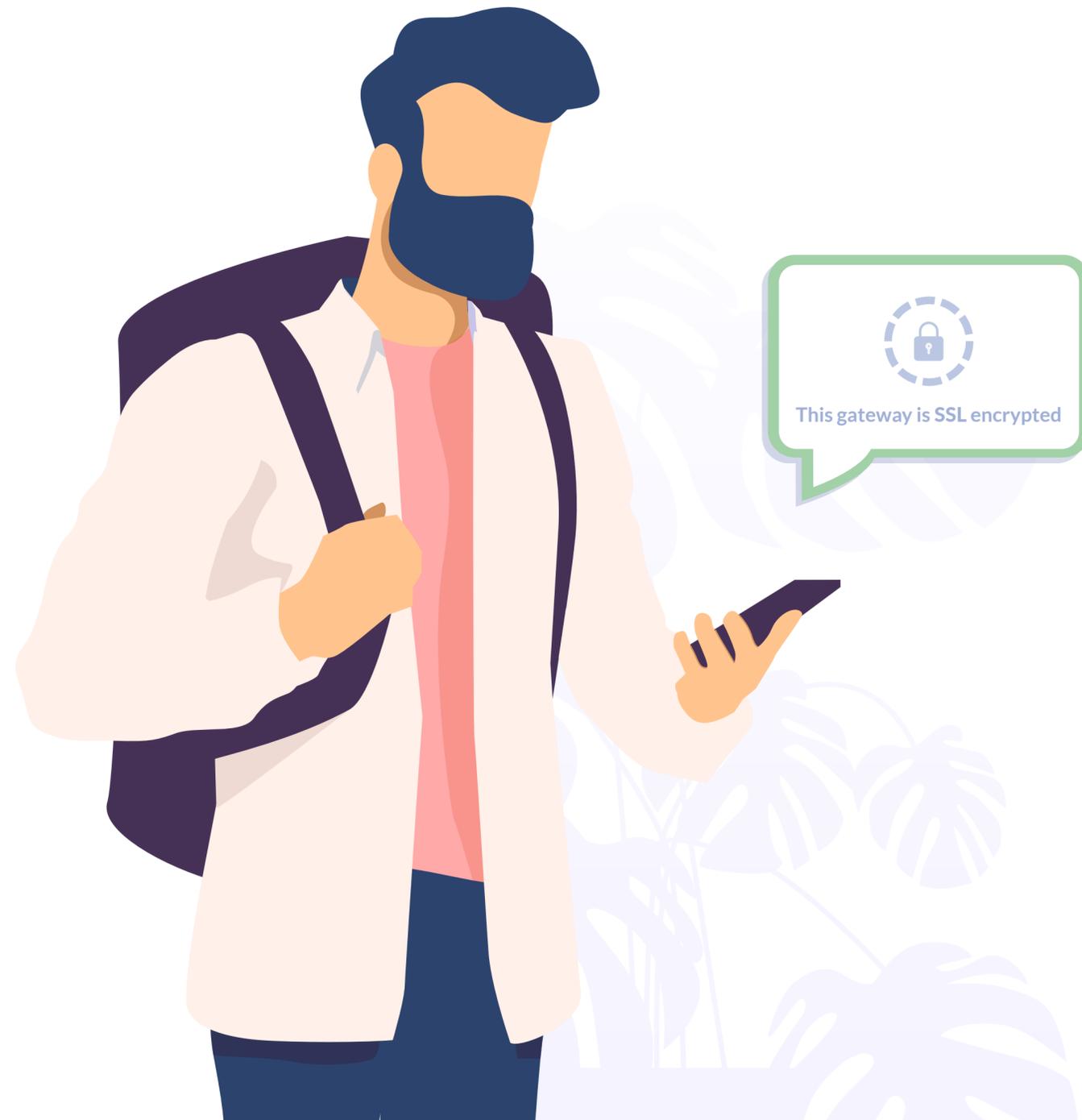
If the guest has multiple bookings, they can **select the rooms** they wish to pay for or settle the entire outstanding balance.

The next step shows the **payment gateway** selected by the hotel, where they will be asked for their card details.

Remember that the payment gateway is external to Hotelinking, therefore the 'look and feel' of this screen may change.

When the system receives the payment from the payment gateway (as it is integrated with the PMS), the information is automatically updated.





Secure payment system

During the payment process and in compliance with European regulations PSD2 and PCI Compliance, the payment system provider will ensure that the buyer's sensitive information is protected with the encryption of their data.

So that under no circumstances can Hotelinking access or store this information.

The PSD2 policy requires the user to confirm their identity every time they perform an online payment. Strong Client Authentication (SCA) is also required.

ooo

Check-out
Hotel Paraíso



The following payments have been settled at checkout.

	ROOM A1003	€ 210	PAID
	ROOM A1004	€ 50	PAID

 If you want proof of payment, please [click here](#).

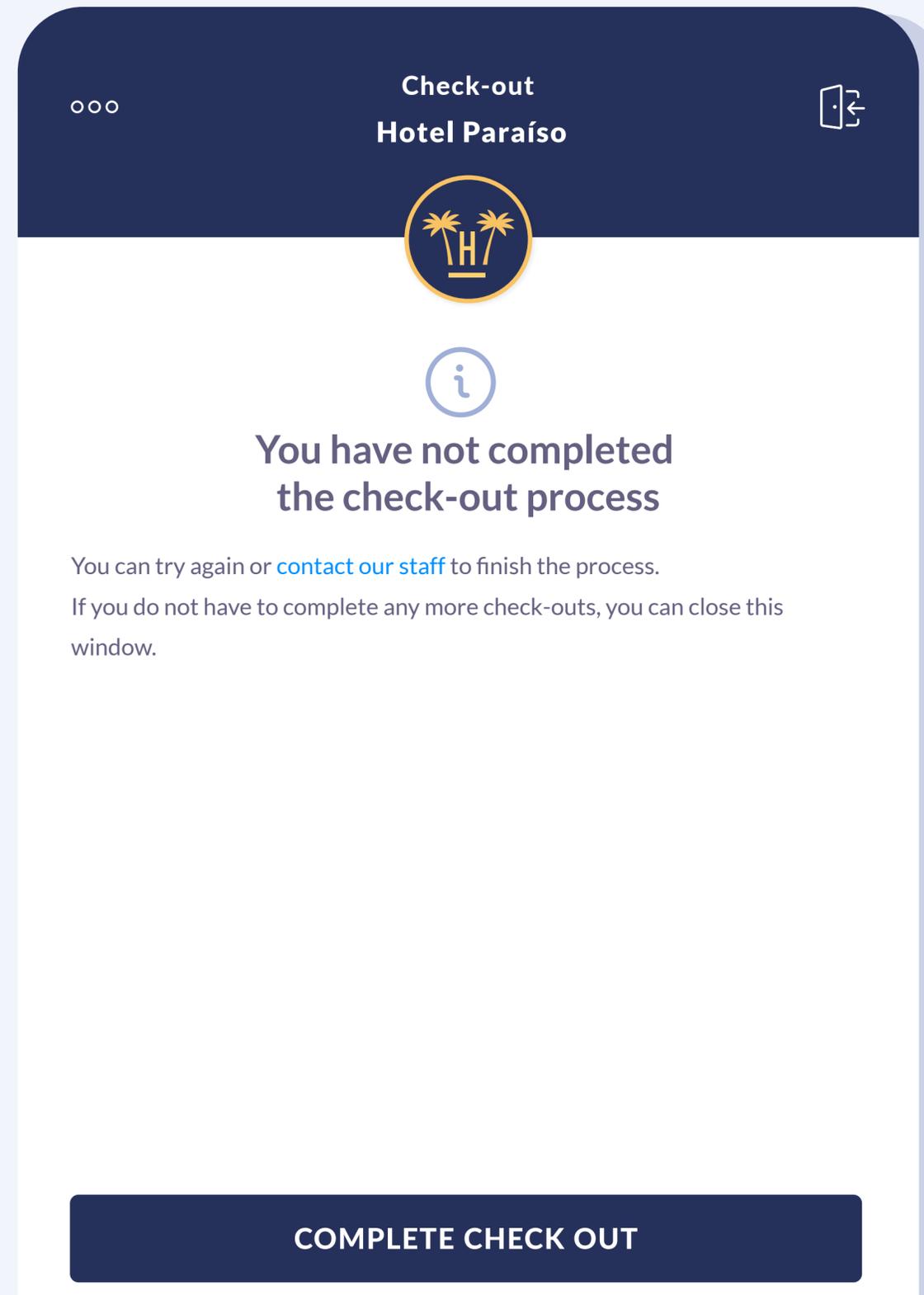
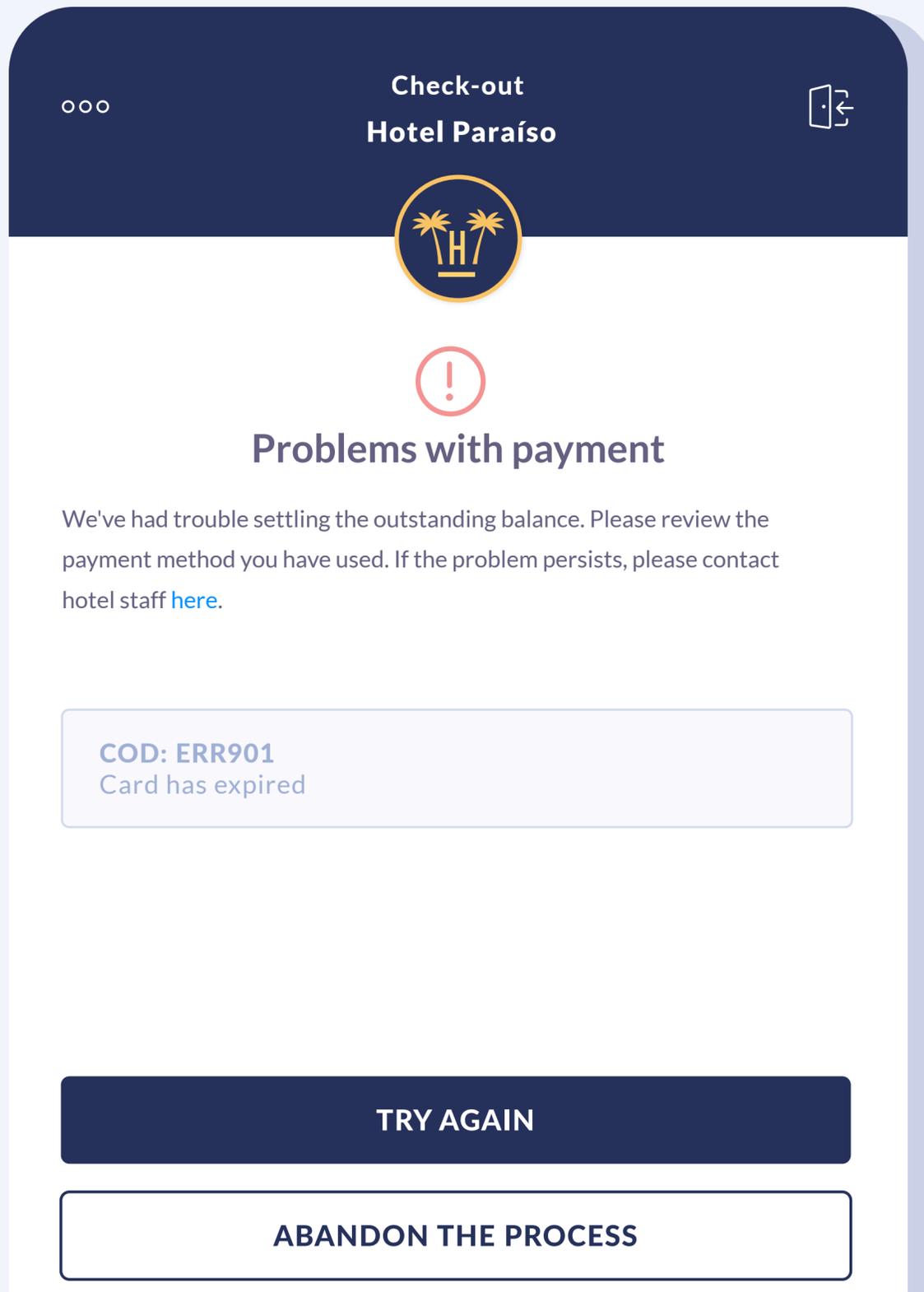
 If you would like an invoice, [please contact our staff](#).

CONTINUE

Payment confirmation or error

Once the process in the payment gateway has been completed, the guest is redirected to the **confirmation screen**, which will confirm that the operation has been successful.

Additionally, on this screen they can get **proof of payment or request an invoice for their booking**, which hotel staff will provide.



If there is a problem with the payment, **an error message** will be displayed, allowing the user to return to the home screen to try again or abandon the process to request help from the hotel staff.

If another guest or the same one makes a search for the same room later, and once the payment has been made, the balance will be zero.

ooo

Check-out
Hotel Paraíso



**You have completed
the check-out process for:**

	ROOM A1003	€ 210	PAID
	ROOM A1004	€ 50	PAID

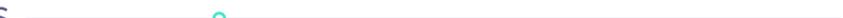
If you do not have to complete any more check-outs, you can close this window.

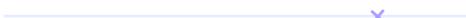
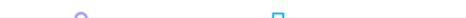
START NEW CHECK-OUT

Finally, they will have the option to going back to the start of the process, if they need to check-out another room.

If another guest or the same one makes a search for the same room later, and once the payment has been made, the balance will be zero.

Related content

- Online Checkin  
- Enable Online Checkin For Expedia guests  
- Enable Online Checkin For Booking guests  
- Digital payments  

- Credit card pre authorization and check-out  
- Online Checkin video  
- Suite of contactless tools for hotels  
- Contactless technology for hotels  

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CONTACTLESS TECH TO CONNECT WITH YOUR GUESTS

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