Index

Introduction

The arrival of a guest to a hotel and the check-in process is one of the most critical aspects of the hotel service since it is the first touchpoint when visiting the property and it gives an idea of the quality of the service.

This process can be really tedious and lengthy for the guest since the receptionist must efficiently meet many standards within the shortest time.
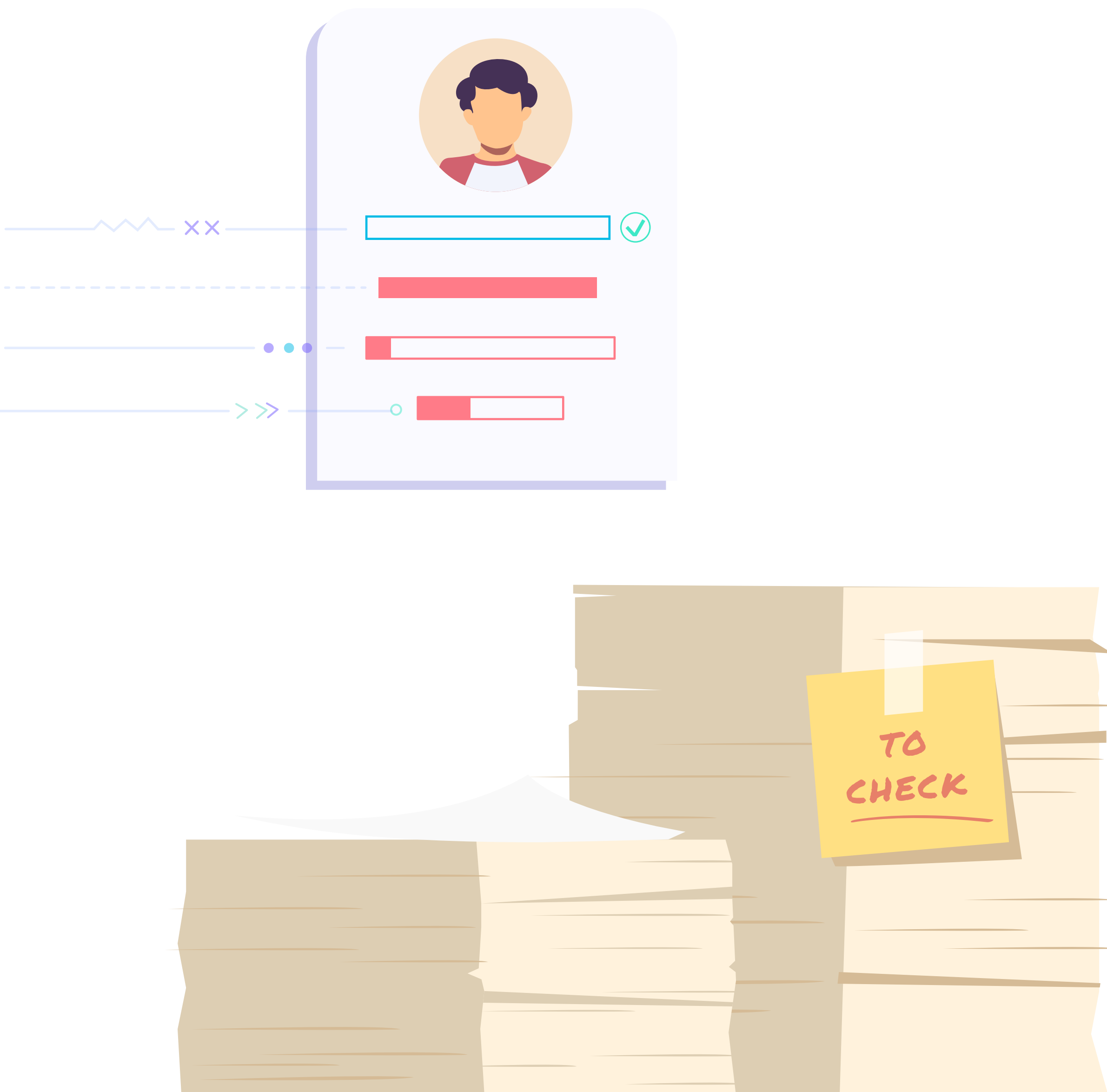
Problematic

- The check-in process at the reception **is often a manual process that is not very digitalised**, hence it generates waiting queues and is uncomfortable for guests. Data gathering, passport validation and document signing tends to be a process slower than desired.

- Kiosks or totems **solve part of the problem**, but they still generate queues and do not allow to perform several check-ins simultaneously.

- Current precheck-in systems only allow those guests who have booked through the hotel website to check-in online. **Travellers with bookings made through other channels (TTOO, OTAs) cannot check-in online.**

TO CHECK

You can now proceed to check-in at your hotel
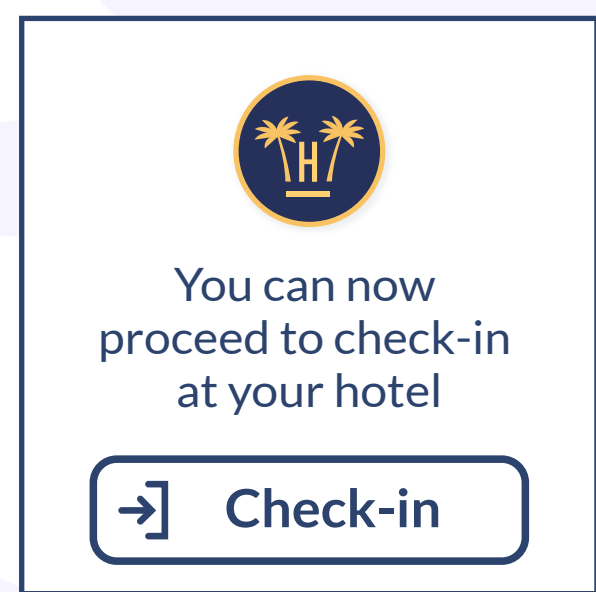
→| Check-in

What is Online Checkin

- Online Checkin allows guests to use **any device** to check into the hotel online. The process is fully automated and does not require intervention from a receptionist. The guest can scan their ID document and digitally sign the required documents, instantly updating the PMS.

- It enables travellers with bookings **from any channel** (direct web, TTOO, OTA) to check-in online from the hotel web before the arrival or upon arrival to the hotel using its WiFi.

- Designed to complete check-in processes quickly, it is the **solution to long waits** at the reception and the tool that will improve the daily routine of receptionists.

Checkin's advantages

- **Lightens reception's workload** by eliminating tasks that do not provide essential value, thereby saving time and costs.

- Enables **automation of processes** that previously required a receptionist's participation, such as the request for documentation that is adapted to the regulations of each country.

- Thanks to that automation, it is possible to **progress towards a 'paperless' reception.**

- Being a 100% contactless process **makes us more sustainable and reduces our ecological footprint.**

- Digitalizing the check-in process does away with **crowds at the reception area**, which is something that usually greatly annoys the guest and becomes one of their first impressions about the hotel.

- All check-in information is always **automatically sent to the hotel's PMS;** this prevents possible transcription errors and data loss.

- Having an online check-in integrated with the PMS, regardless of the reservation channel (direct, OTAs or TOs), **enables you to capture all the data of all the guests quickly and efficiently.** This makes it possible to subsequently carry out much more segmented marketing campaigns and, therefore, eliminate middlemen from the reservation process.

- **Greater independence for guests** who can then start enjoying their holidays more quickly.

- **Helps prevent cancellation of reservations.** The mere fact of completing the online check-in process guarantees that the guest will not cancel the reservation. It creates highly valuable information and a way of knowing guests' intentions.

- **Improves the hotel's reputation** since the guest 's experience is more positive from the get-go.
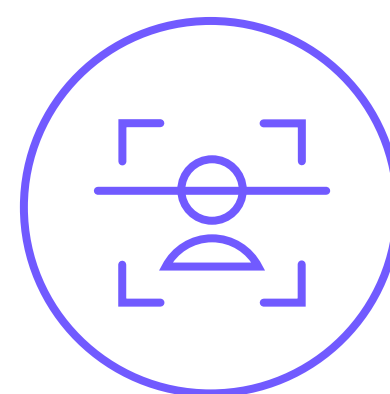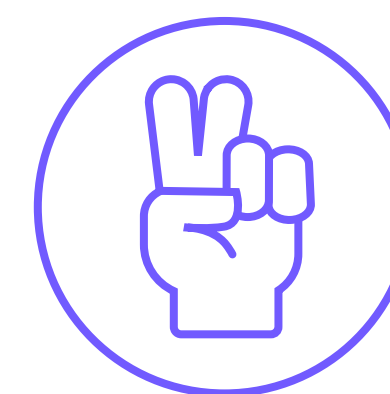
Features
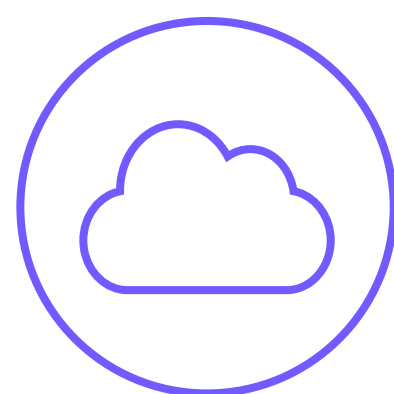
No need

to download an app

Online check-in
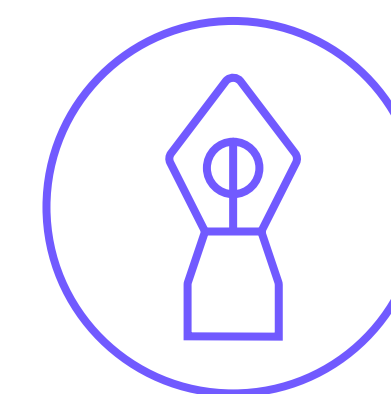
of bookings made
through any channel

Data gathering
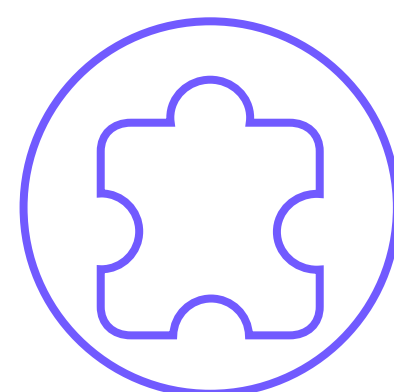
by scanning
passport/ ID

Easy to fill-in

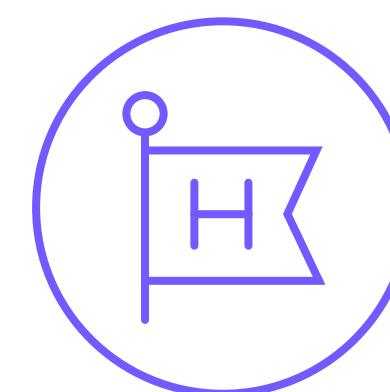information

Includes digital

document signature

Integrated
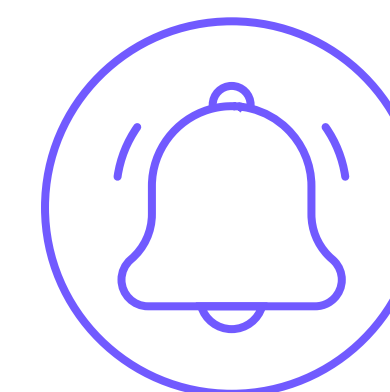
with PMS and
meeting GDPR

Send data

to PMS in an
automated way

Customisable
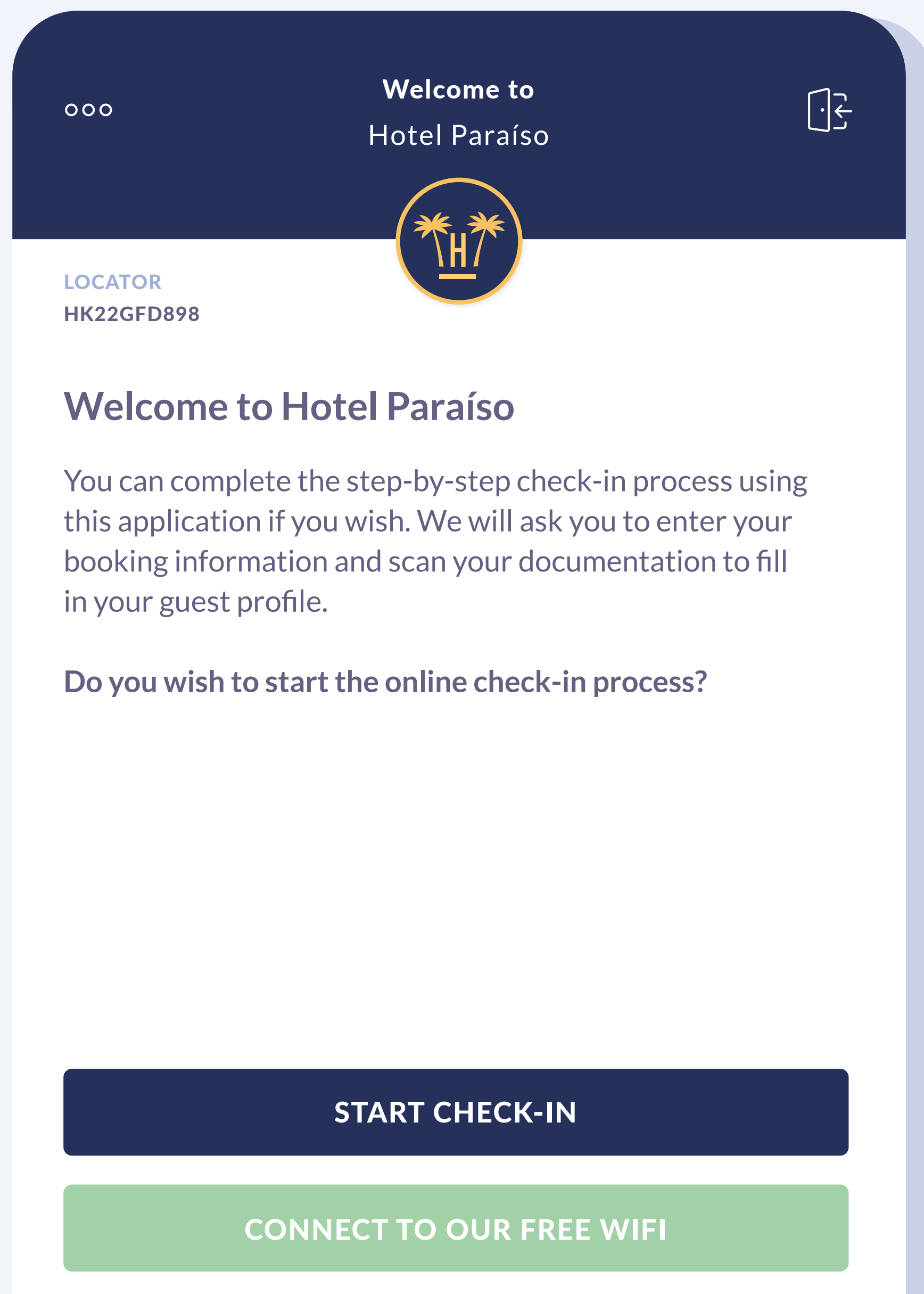
with the hotel
brand

Automated

notifications
by SMS

3 Check-ins in one

■ If the guest has booked through the hotel website, the hotel can send an automated communication with an access link. The guest can also access directly with a button located on the hotel's website.

■ Should they have booked through intermediaries such as OTAs or TTOOs, they offer direct communications with the guest through which to send them the link. If the reservation has been made through a tour operator, the hotel may agree with the hotel to provide you with a link to check-in online to send it to the guest.

■ And for those people who prefer to wait for their arrival, the hotel can provide totems or signs showing a code QR at Reception, or in the case of having contracted our Social WiFi, they will be able to register directly without having to be connected to the hotel WiFi network or install an app.

How it works

Welcome to
Hotel Paraíso

LOCATOR
HK22GFD898

Welcome to Hotel Paraíso

You can complete the step-by-step check-in process using this application if you wish. We will ask you to enter your booking information and scan your documentation to fill in your guest profile.

Do you wish to start the online check-in process?

START CHECK-IN

CONNECT TO OUR FREE WIFI

Welcome

When the guest tries to connect to the hotel WiFi, this screen will appear redirecting the browser so that they can access the check-in online and the network, should they already have a room assigned.

The guest does not need to connect to the WiFi or download an app.
They just need to select the hotel's WiFi and they will be able to auto check-in.

Search your booking
Hotel Paraíso

LOCATOR
HK22GFD898

Let's find your booking

Fill in all the required fields so we can locate your booking in our system. You can find the necessary information in the data provided when you made the booking.

NAME

...

SURNAME

...

F. CHECK-IN

...

F. CHECK-OUT

...

SEARCH BOOKING

Reservation search

Hotelinking allows flexibility when it comes to finding the reservation.

The main method is by locator but there is also the possibility to establish other search combinations to avoid the reservation code. For example, could be set as search fields name, surname, check-in date, check-out date, number of guests, etc.

From the Hotelinking platform you can define how far in advance you want to open the check-in process.

Bookings
Hotel Paraíso

LOCATOR
HK22GFD898

CHECK-IN
ADULT

Booking details

Please check that the booking found matches yours and select it.

LOCATOR:
215484214

COMPONENTS
SEE

ROOM
DOUBLE STANDARD

BOARD
ALL-INCLUSIVE

CHECK-IN DATE
28/07/ 2022

CHECK-OUT DATE
02/08/2022

SELECT BOOKING

RETURN TO SEARCH SCREEN

Booking status
Hotel Paraíso

LOCATOR
HK22GFD898

CHECK-IN
ADULT

Start your check-in

Select a guest with pending check-in to begin the process:

ADULT BOOKING HOLDER
DIANA PERICÁS

ADULT
CHECK-IN

CHILD
CHECK-IN

GO TO THE PREVIOUS STEP

Booking details

If the booking is confirmed, the guest may continue and check each guest in.

It is also possible that each guest checks in individually at the same time

Booking status
Hotel Paraíso

LOCATOR
HK22GFD898

CHECK-IN
CHILD

Enter the age of child 1

DATE OF BIRTH

DD-MM-YYYY

ⓘ We gather the date of birth of the child to know the age of the underage in our properties and be ready in case of potential contingencies.
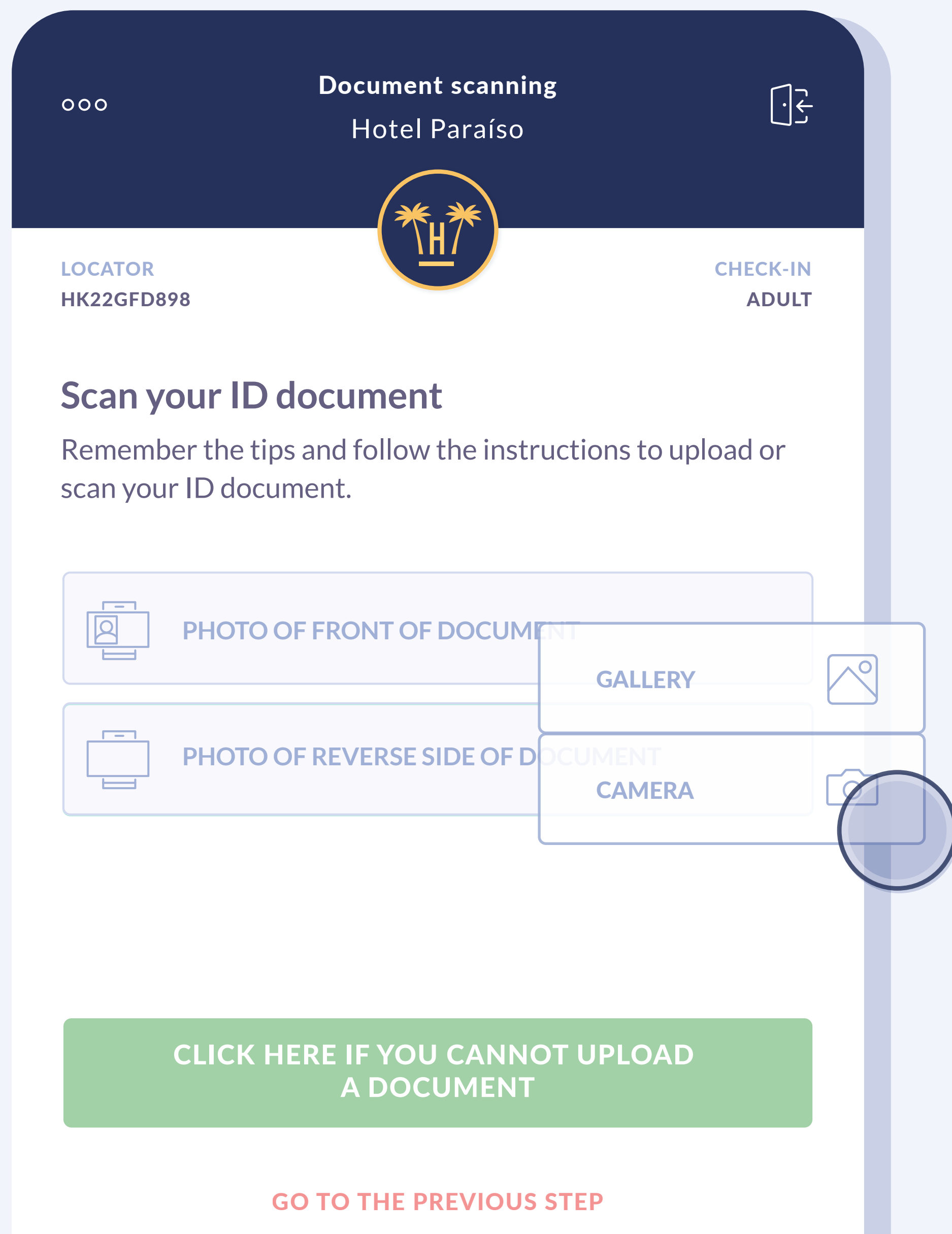
CONTINUE

Check-in: underage guests

Should there be any underage guests, **only the age of the child will be requested.**

If the system notices that the data entered are not correct, it will request that the underage's ID is scanned.

The hotel can define the age range of the minor.

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Document scanning

Once the reservation is located and the person with whom we are going to check-in, the guest has to add his identification document.

The guest will have the option to choose an image from their gallery or take a photo.

During scanning, it can automatically detect whether the image received is from an ID card or passport, as well as the guest's nationality.

The scanning process includes different smart controls which instantly verify the document's validity.

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In addition, a new system of smart controls warns of possible errors.

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Document scanning
Hotel Paraíso

LOCATOR
HK22GFD898

CHECK-IN
ADULT

Scan your ID document

Scan the front of your ID or passport

⚠

The scanned document will expire soon.

I UNDERSTAND

NUMERO SOPORT   VALIDEZ
CAA000000   01 01 2025

DNI 12345678R   987654

**CLICK HERE IF YOU CANNOT UPLOAD
A DOCUMENT**

GO TO THE PREVIOUS STEP
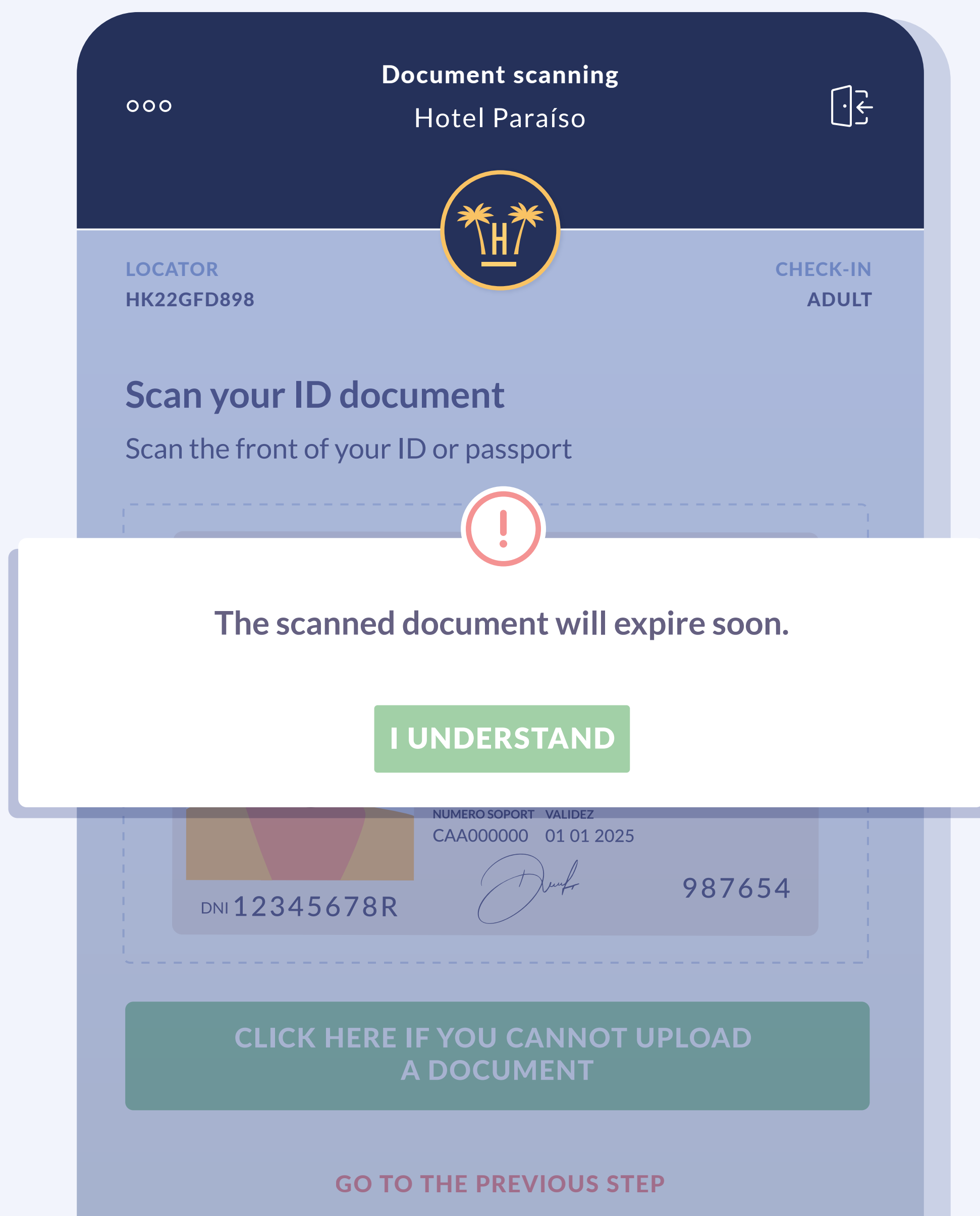
It also detects the expiration date.

The property can configure an error message and allow loading or not the document if it is expired or about to expire.

and allows only one document per person.

Check your data
Hotel Paraíso

LOCATOR
HK22GFD898

CHECK-IN
DIANA PERICÁS

Please, check and fill in the information necessary:

Name:
Diana

Surname:
Pericás

Birthdate:
26. 10. 1985

Nationality:
ES

Gender:
Woman

Passport number:
AAR0182375

CONFIRM AND CONTINUE

Data verification

All the information collected is pre-filled in the form and registered at the PMS of the hotel.

Before the check-in is completed, the guest can verify that the information gathered is correct.

In addition to the information obtained from the document, the hotel can configure another series of data that must be completed.

Document signing

Online Checkin also speeds up the signing of documents, such as the police report.

These files may be created in different languages and customised by each hotel. Specific checkboxes can be included.

The information in the documents will already be pre-completed with the correct data, extracted in previous steps.

Review the documentation
Hotel Paraíso

LOCATOR
HK22GFD898

CHECK-IN
DIANA PERICÁS

Review the documentation

To be signed in the next step

POLICE REPORT ✓

PRIVACY POLICY ✓

GO TO SIGNATURE

GO TO THE PREVIOUS STEP

Read the information
Hotel Paraíso

LOCATOR
HK22GFD898

CHECK-IN
DIANA PERICÁS

Police report

The Spanish national police force requires you to read and sign this document regarding your stay in this property.

Your stay from 02-07-2022 to 09-07-2022, with a total of 2 nights, with booking code HK22GFD898.

You confirm that your name is Diana, and your surname is Pericás, that you are a Spanish national, born on 20-07-1983, and that you are the holder of ID card number 54575733V with issue date 08-08-2013.

Your information will be forwarded to the relevant authorities today.

READ AND UNDERSTOOD

GO TO THE PREVIOUS STEP

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Sign in the documentation
Hotel Paraíso

LOCATOR
HK22GFD898

CHECK-IN
DIANA PERICÁS

Please sign in the box.

We will give you the signed documentation at the end of the process

PLEASE SIGN AGAIN

CONTINUE

GO TO THE PREVIOUS STEP

After signing, both the documents and the signature are sent to the PMS cardex, either jointly or separately.

Receive the documentation
Hotel Paraíso

LOCATOR
HK22GFD898

CHECK-IN
DIANA PERICÁS

Would you like us to send the signed documentation to your email?

EMAIL   (OPTIONAL)

@ Email

CONTINUE

The guest can receive all the signed documentation by entering their email address.

When the guest enters their email, it is verified in real time, as is the case with our Social Wi-Fi.

It is important to enter the email address correctly, as all the guest's signed documentation will then be sent to this address.

Phone number
Hotel Paraíso

LOCATOR
HK22GFD898

CHECK-IN
DIANA PERICÁS

Stay informed during your stay

We can send you notifications about when your room is ready, or other important information during your stay.

AREA CODE

Spain (+34)

PHONE NUMBER

Number

* We will send you an SMS to inform you of anything that we think you might wish to know.

CONTINUE

Phone number
Hotel Paraíso

LOCATOR
HK22GFD898

CHECK-IN
DIANA PERICÁS

Verify your phone number

We have sent you a code by SMS. Please enter it to verify your phone number.

VERIFICATION CODE

841246

CONTINUE

SMS notifications

There is also the option to ask for your phone number. To confirm that it is correct, a code sent to the number provided must be entered.

The hotel staff can therefore send you a message to tell you that your room is ready.

Comments
Hotel Paraíso

LOCATOR
HK22GFD898

CHECK-IN
DIANA PERICÁS

Would you like to share anything with the property?

COMMENT (OPTIONAL)

Leave a comment for the property...
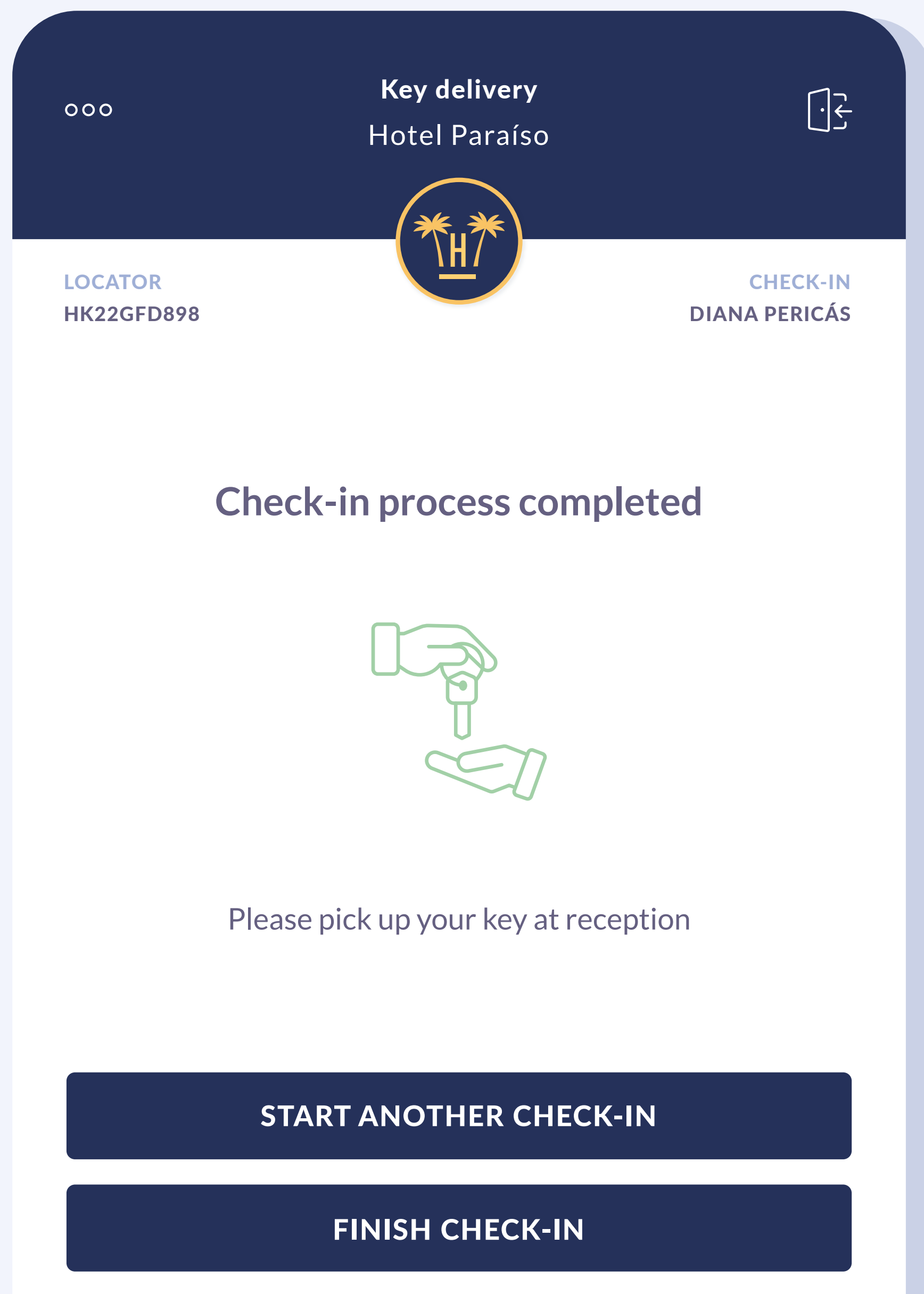
ARRIVAL TIME (OPTIONAL)

HH : MM

CONTINUE

Time of arrival and comments

If the guest checks in before the arrival to the hotel, they can define an arrival time and add comments for special requests they may have. The information will be automatically sent to the PMS.

Key delivery
Hotel Paraíso

LOCATOR
HK22GFD898

CHECK-IN
DIANA PERICÁS

Check-in process completed

Please pick up your key at reception

START ANOTHER CHECK-IN

FINISH CHECK-IN

Booking confirmation

This screen is fully editable. We can set it to display a message inviting you to go to Reception to pick up your room key or offer a link to a door-opening app.

If the hotel has QR code-operated door opening, the QR code can be displayed on this screen so that the guest does not have to go to Reception.

Share your booking
Hotel Paraíso

LOCATOR
HK22GFD898

CHECK-IN
DIANA PERICÁS

Would you like to share your booking with your travel companions and save them a few steps?

CLICK TO COPY LINK   (OPTIONAL)

https:// bit.ly?v=1233ev

(i) * This link is only valid while the current check-in process is in progress.

(i) * Only share this link only with people in the same booking.

CONTINUE

Data of companions

If the booking includes more people in addition to family members, the system also allows to perform the same check-in process for each one of them, and it even allows to share a link so that check-ins can be performed at the same time.

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Booking status
Hotel Paraíso

LOCATOR
HK22GFD898

CHECK-IN
DIANA PERICÁS

Thanks!

The check-in process is now complete.
We do not need further information.

We wish you a pleasant stay!

FINISH

If there are no more guests in the booking, you can finish the process.

Related content

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Enable Online Checkin For Booking guests

Online Checkout

Digital payments

Online Checkin video

Suite of contactless tools for hotels

Contactless technology for hotels

hotelinking

CONTACTLESS TECH TO CONNECT WITH YOUR GUESTS

Carretera de Valldemossa, Km. 7,4 Parc Bit. Edifici Disset 3ª Planta Puerta D7, 07120

www.hotelinking.com | help@hotelinking.com