



The Complete Guest Journey.
Unlocked.

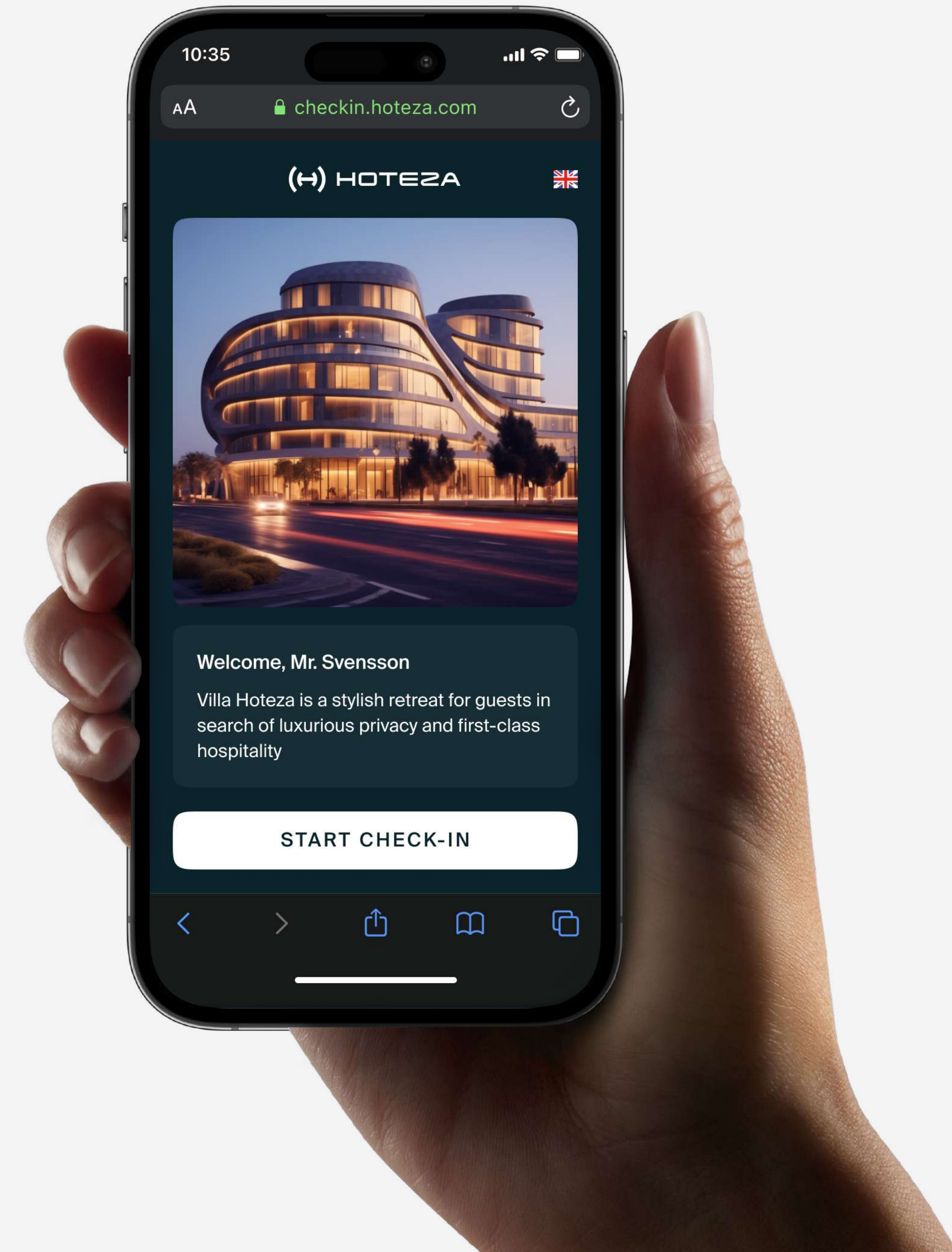
Hoteza Check-In

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BRIEF VERSION 1.0

Hoteza Check-In solution gives your guests the ability to complete check-in process before they even set foot into the hotel, providing them with a perfect opportunity to cut waiting time completely. It's designed to give your staff a chance to focus on more important tasks & be the perfect hosts when your guests arrive. Our Check-In solution is customised to be aligned with the hotel brand identity ensuring a seamless & coherent visual experience.

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HOTEZA IN NUMBERS

\$120

is the average increase in revenue, per room per month, Hoteza hotels experience after implementing Hoteza Guest Journey solutions

63%

guests prefer to have the option of self check-in & check-out when staying at a hotel

3x

less waiting at the check-in & check-out when Hoteza Guest Journey solutions are implemented.

28%

total increase in hotel services awareness, after communicating them in an interactive form through Hoteza Guest Journey solutions

Features

Welcome Message

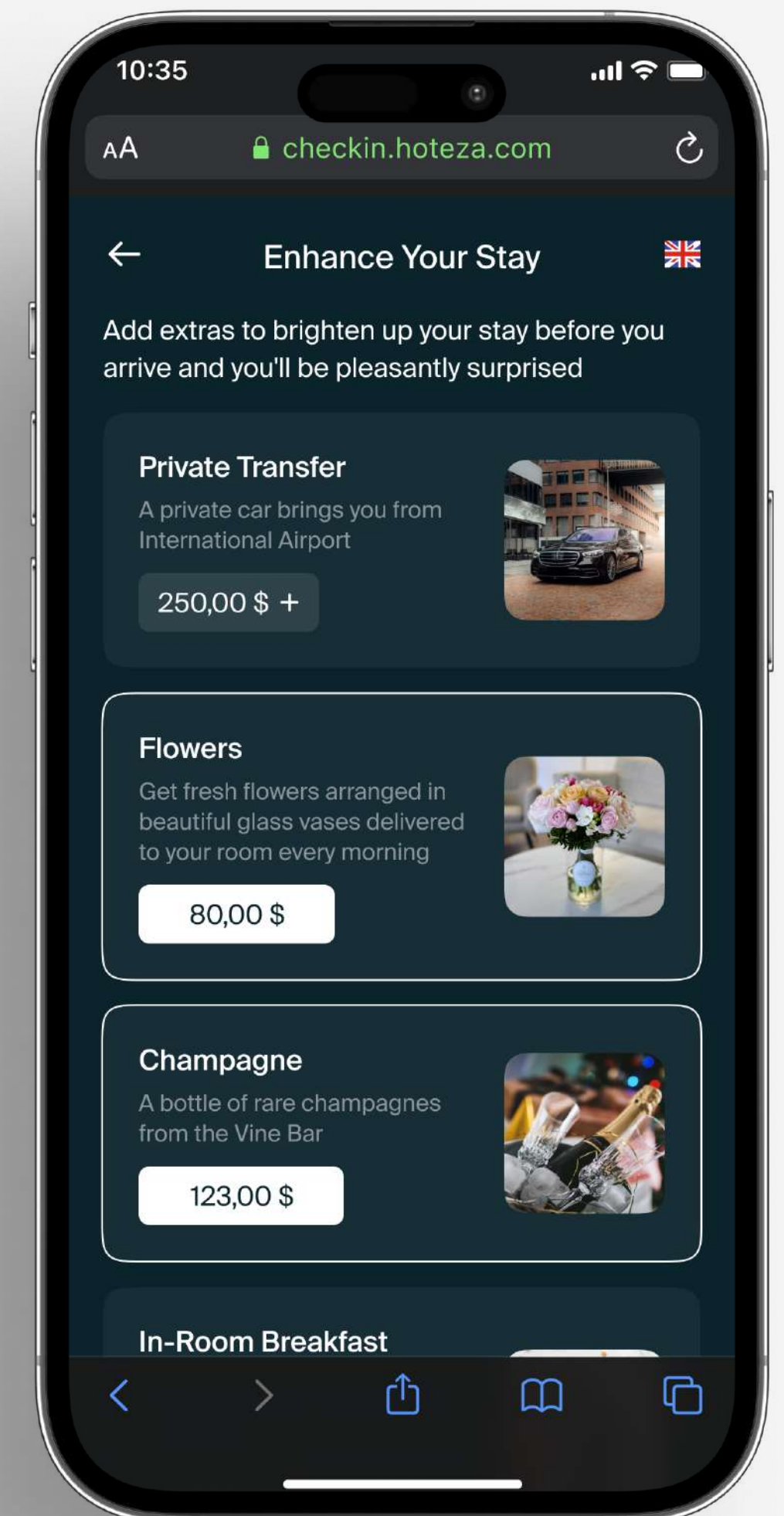
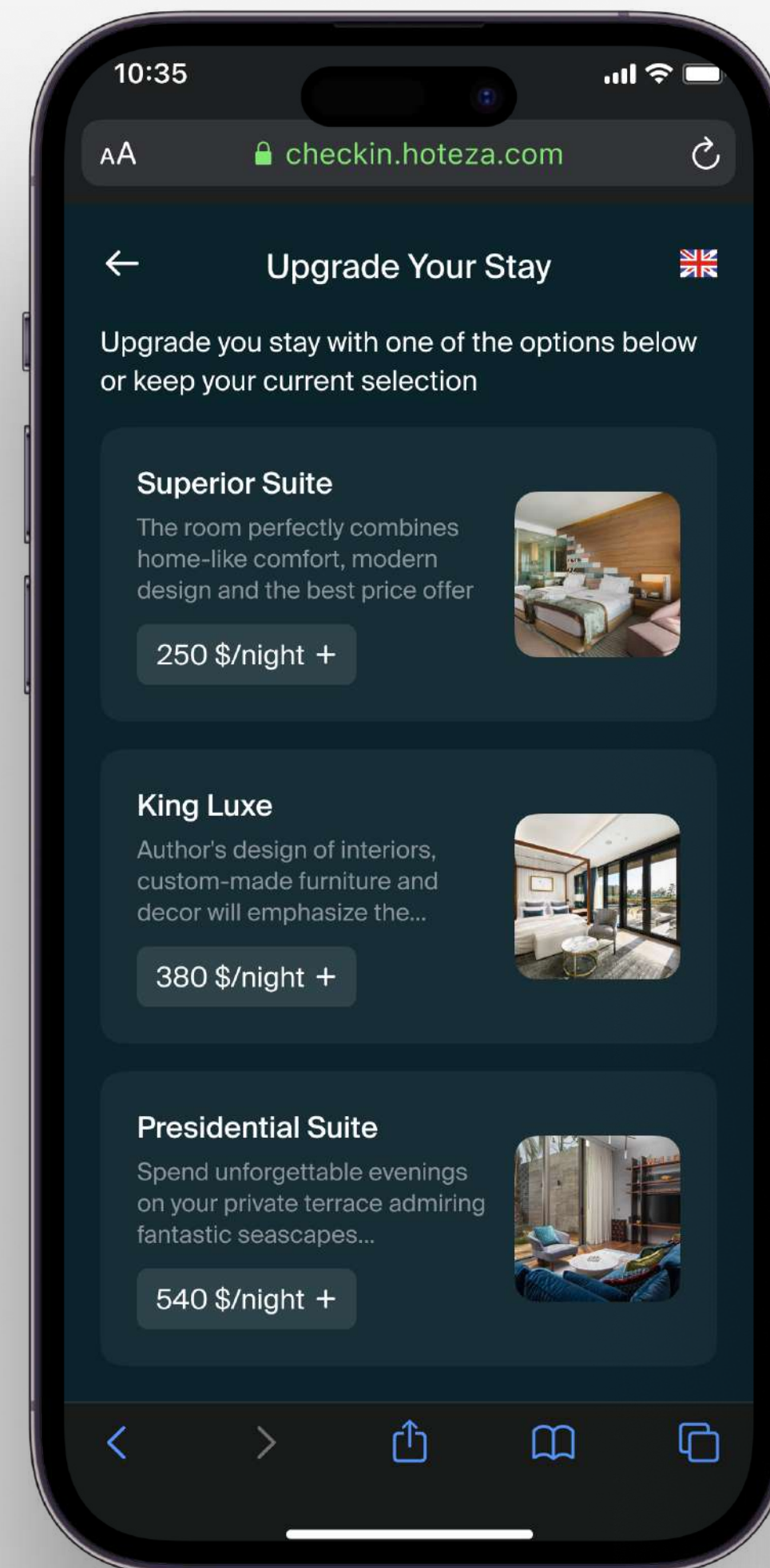
Start the check-in process with a warm welcome & a personalized link to kick-start the check-in. With an intuitive interface & easy-to-follow steps, the start will set the perfect tone for the stay.

Up-Selling Options

Create opportunities for your guests to elevate your stay during the check-in process by offering them additional services. Flowers upon arrival or a limousine waiting at the airport - everything you wish to offer is displayed in an interactive menu with images & descriptions.

Upgrade Options

Give your guest a chance to upgrade their room if there are rooms available by displaying their options during their self-check-in. Two-way communication with PMS will notify your staff of the decision the guests have made in real-time.



Features

OCR & Face Match

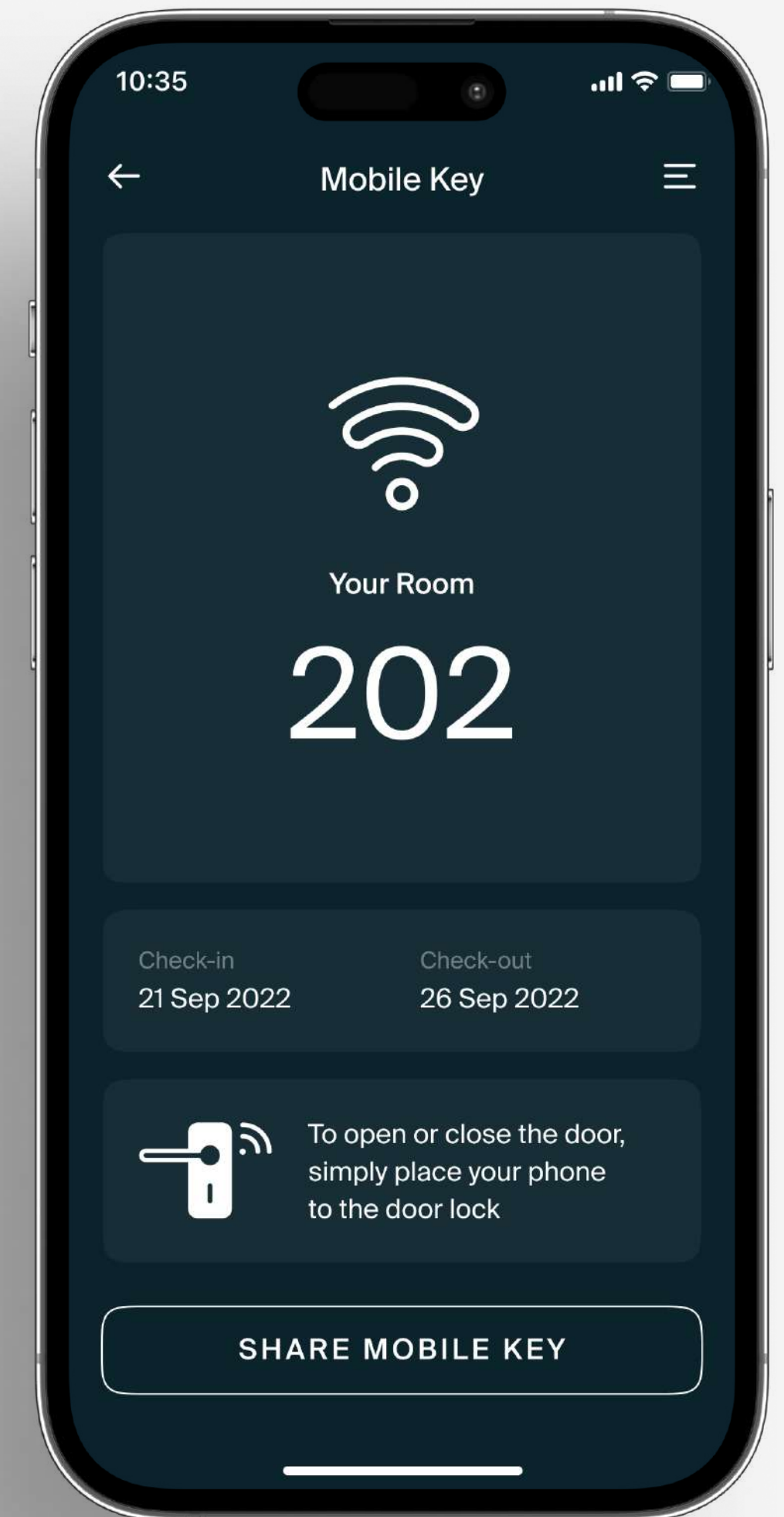
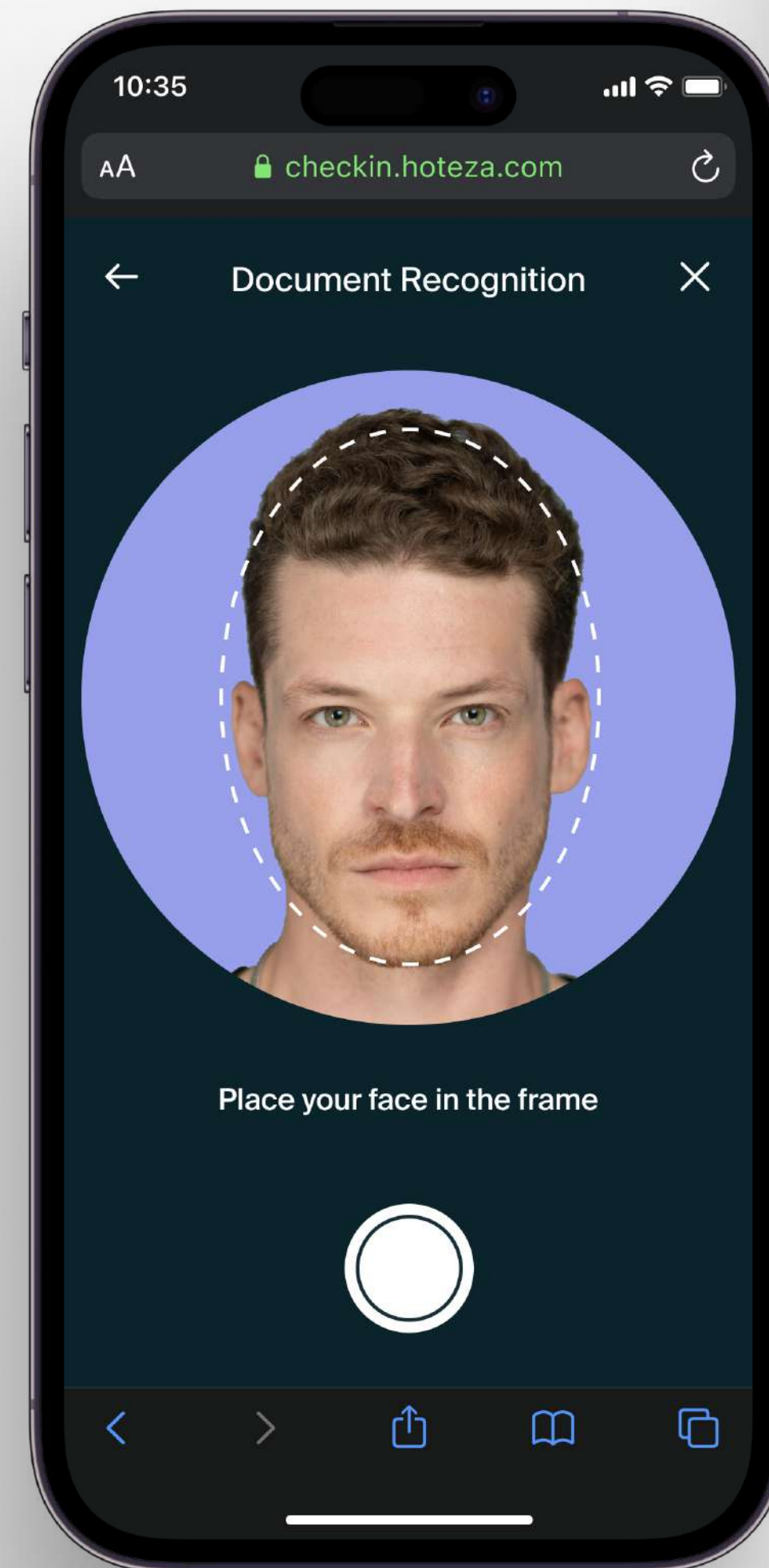
Enhance guest security & streamline the check-in. Automate data entry through OCR for quick document processing, while Face Match ensures a secure check-in, setting the stage for a delightful stay.

Mobile Key

Give guests a completely seamless check-in with Mobile Key solution, granting contactless access to their rooms via their smartphones, enhancing both safety & convenience. Elevate operational efficiency, reduce costs & delight guests with a tech-forward approach that aligns with the expectations of today's travellers.

Express Check-Out

Simplify departure with Express Check-Out, allowing guests to complete the check-out process independently. Reduce front desk congestion providing a quick & hassle-free departure, setting the tone for a positive overall impression of their stay.

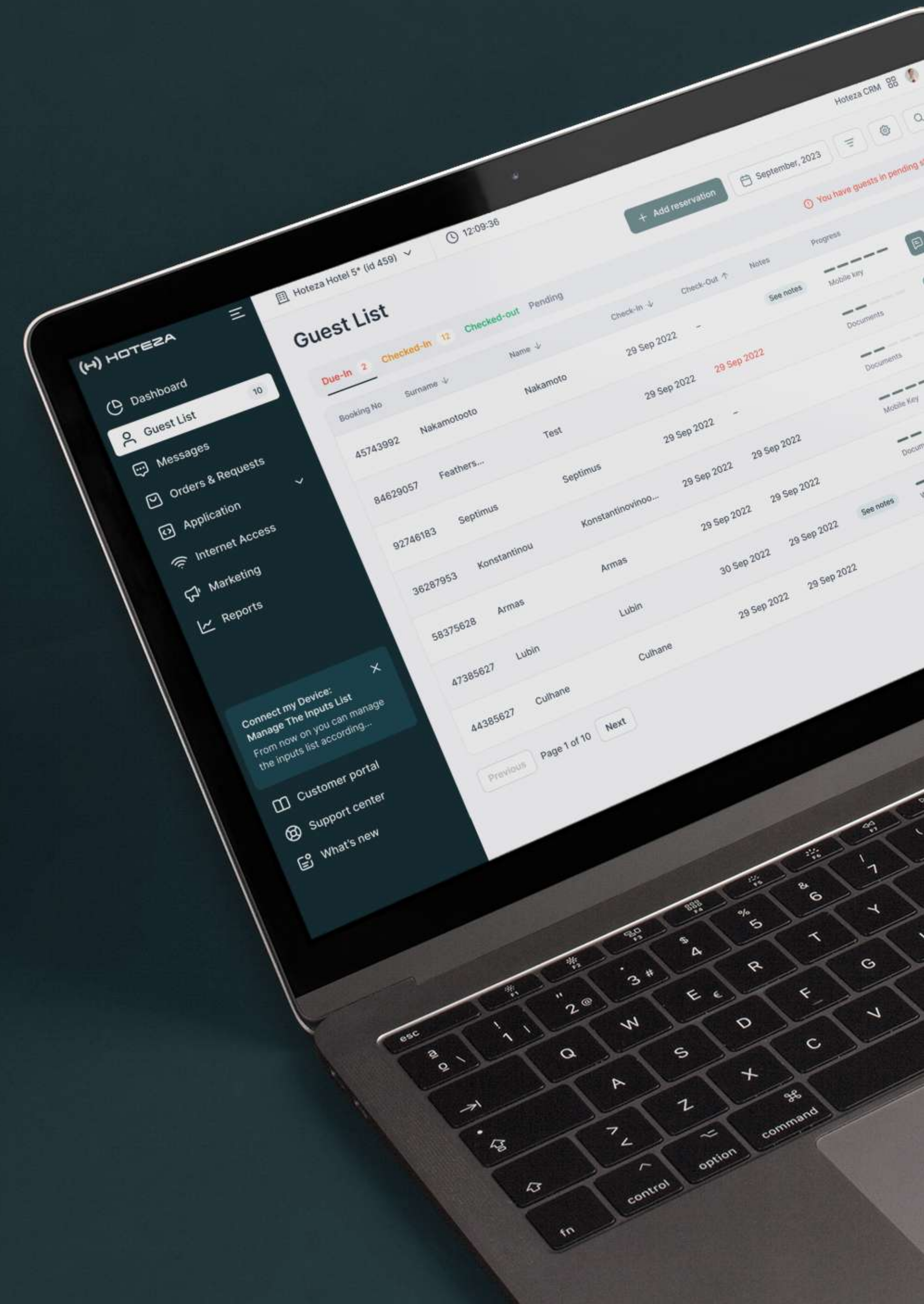


Hoteza Cloud-Based CMS

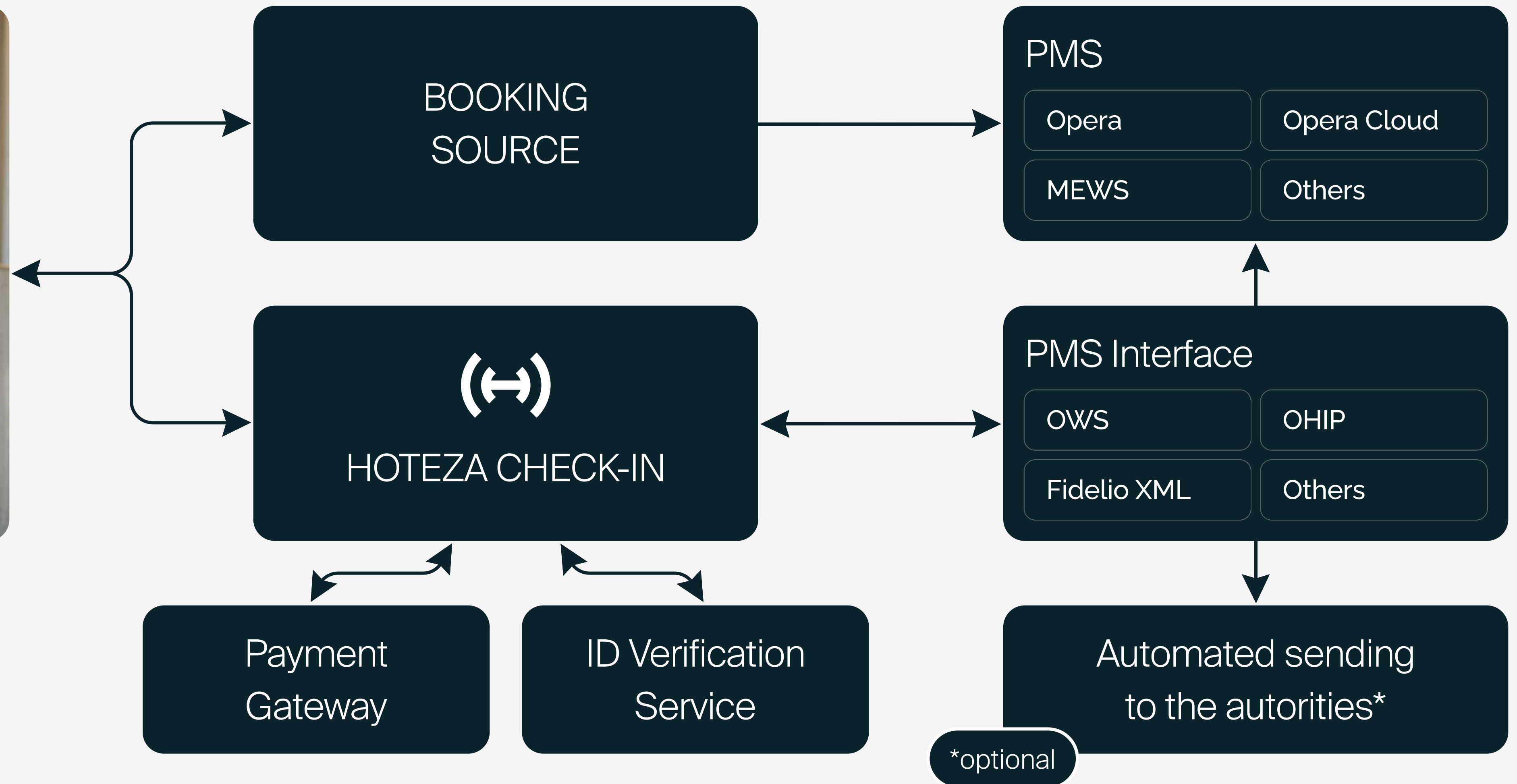
Hoteza CMS works with our Guest Journey platform as it provides perfect management software which is easy to use & intuitive for hotel staff, allowing them to create unlimited number of different tier users & much more.

Hoteza CMS gives insights into reports, statistics, management for guest communication & requests in real time & available for all users.

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Integration option



Online Payments

Elevate the guest experience by enabling online payments during the self-check-in. With a secure & efficient transaction system, guests can settle their bills effortlessly, promoting a contactless & convenient experience tailored to modern traveller expectations..

Currently integrated Payment Gateways:

Stripe

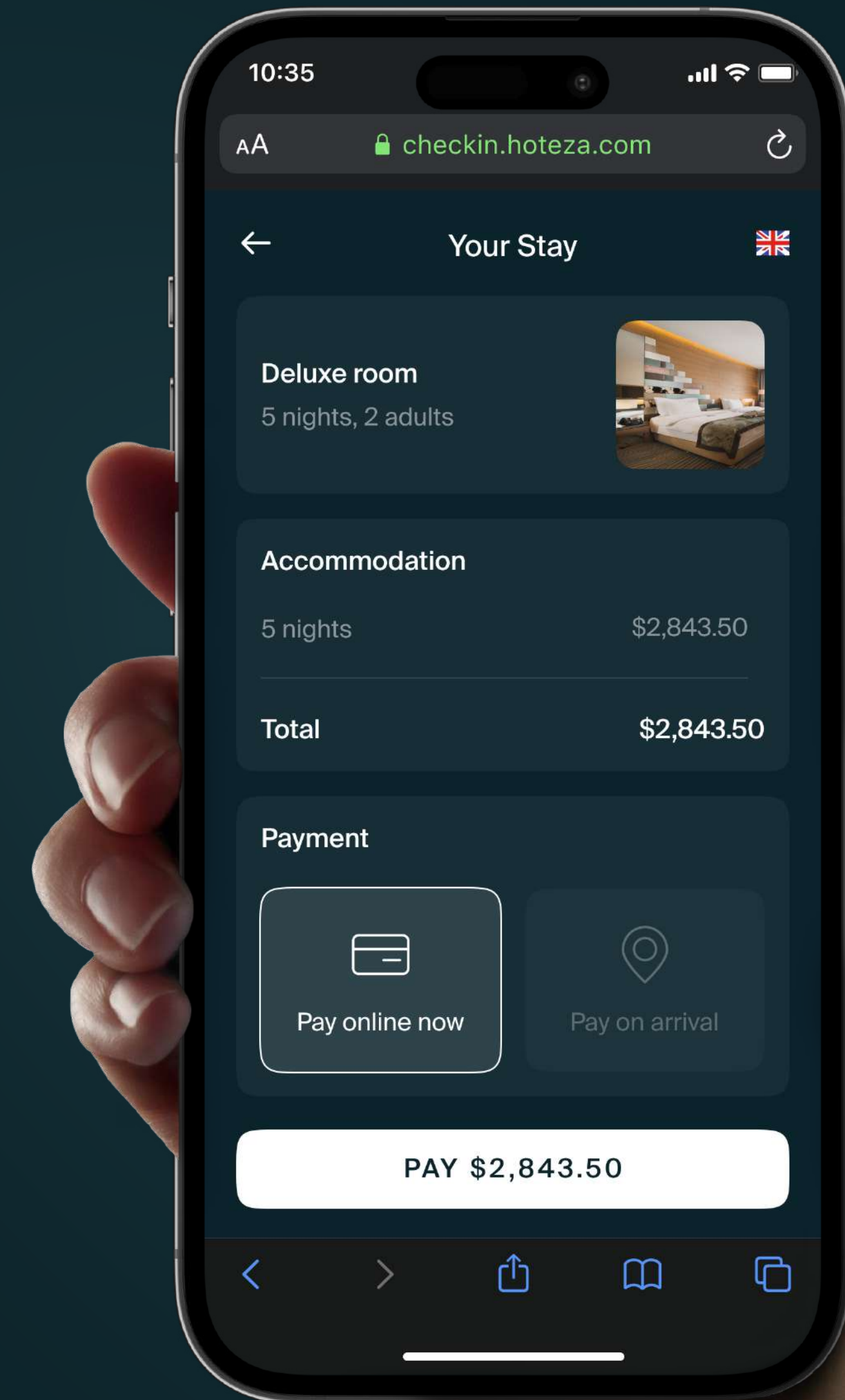
Worldline

Ecommpay

Wspay

ClickPay

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Compatible PMS

Integration with the world leading PMS ensures efficiency & constant flow of information. Two-way integration saves time & ensures the most seamless process of communication between Hoteza Check-In & hotel PMS.

Currently integrated PMS:

Opera OnPremise (OWS)

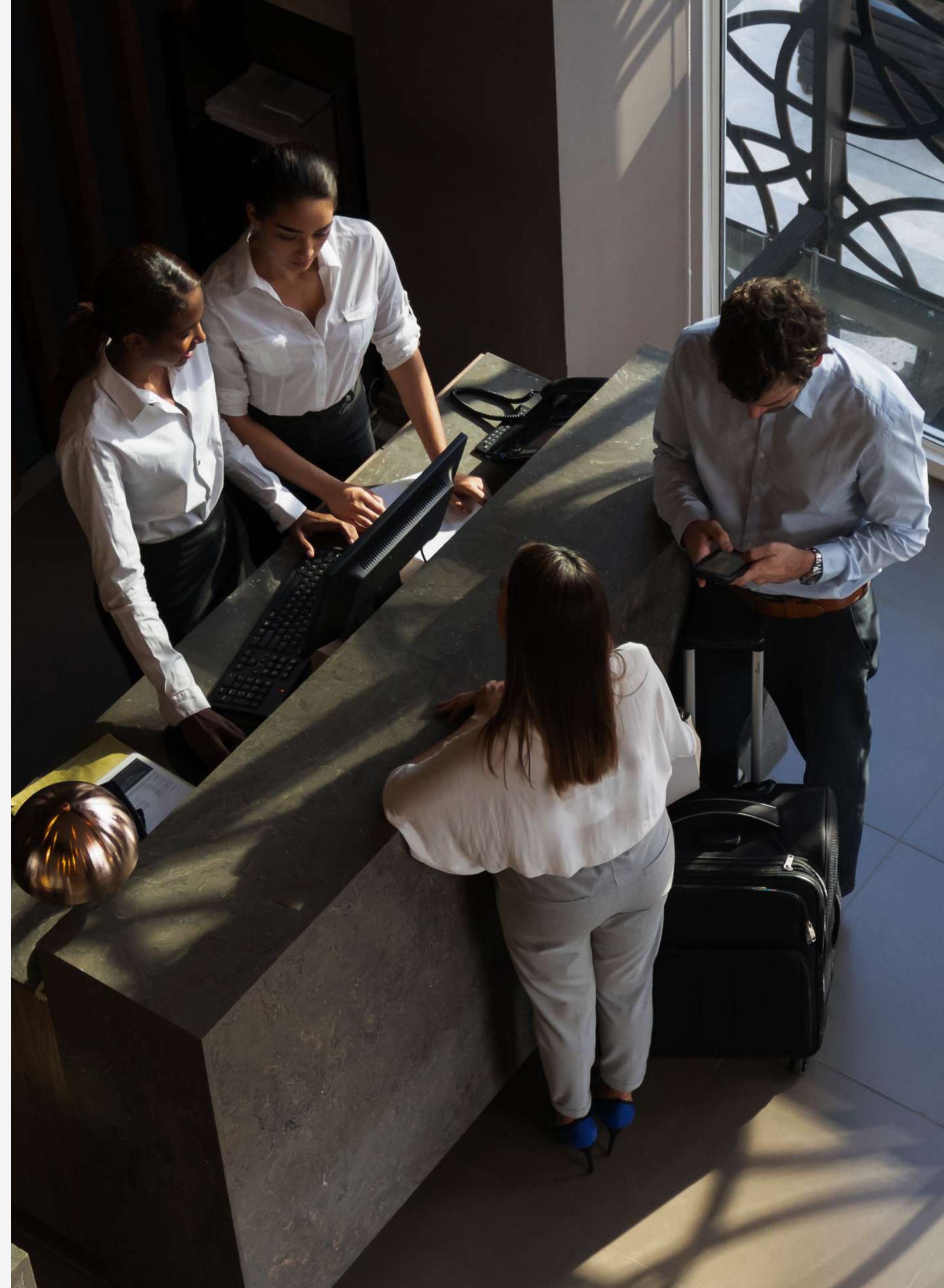
Fidelio (Suit8)

Opera Cloud (OHIP)

MEWS

ClockPMS+

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Compatible Door Locks (Mobile Key)

Eliminate the need for plastic key cards by using Hoteza Mobile Key. Allow your guests to use their own device to open the room door, providing them with a secure & convenient solution.

Vingcard

Omnitec

Salto

Onity

Forze

Roomio

Blacknova

Dormakaba

Tesa

Adria Electronics

GCS Locks

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Supported Languages

Hoteza Guest Journey is supported in over 50 world languages, with more languages available upon request.

简体中文

English

العربية

Hrvatski

Français

日本語

Italiano

Svenska

Türkçe

Tiếng Việt

Português

Ελληνικά

Deutsch

Қазақ тілі

한국어

Український

فارسی

Español

Русский

Slovenščina

Basic

Basic plan includes 1-way PMS integration & Scheduled Email Campaigns, plus guest details collection & support.

- 1-way PMS Integration
- Scheduled Email Campaigns
- Collect Guest Details
- Multilingual Support

Lite

Lite plan includes 2-way PMS integration, digital registration card, & all the features included in Basic, plus:

- 2-way PMS Integration
- Customised URL
- Digital Registration Card
- E-Sign
- Digital Agreements
- Hoteza Guest App Integration
- WhatsApp Business Integration
- Website Online Check-In Link
- Custom Fields
- Online Payments

Pro

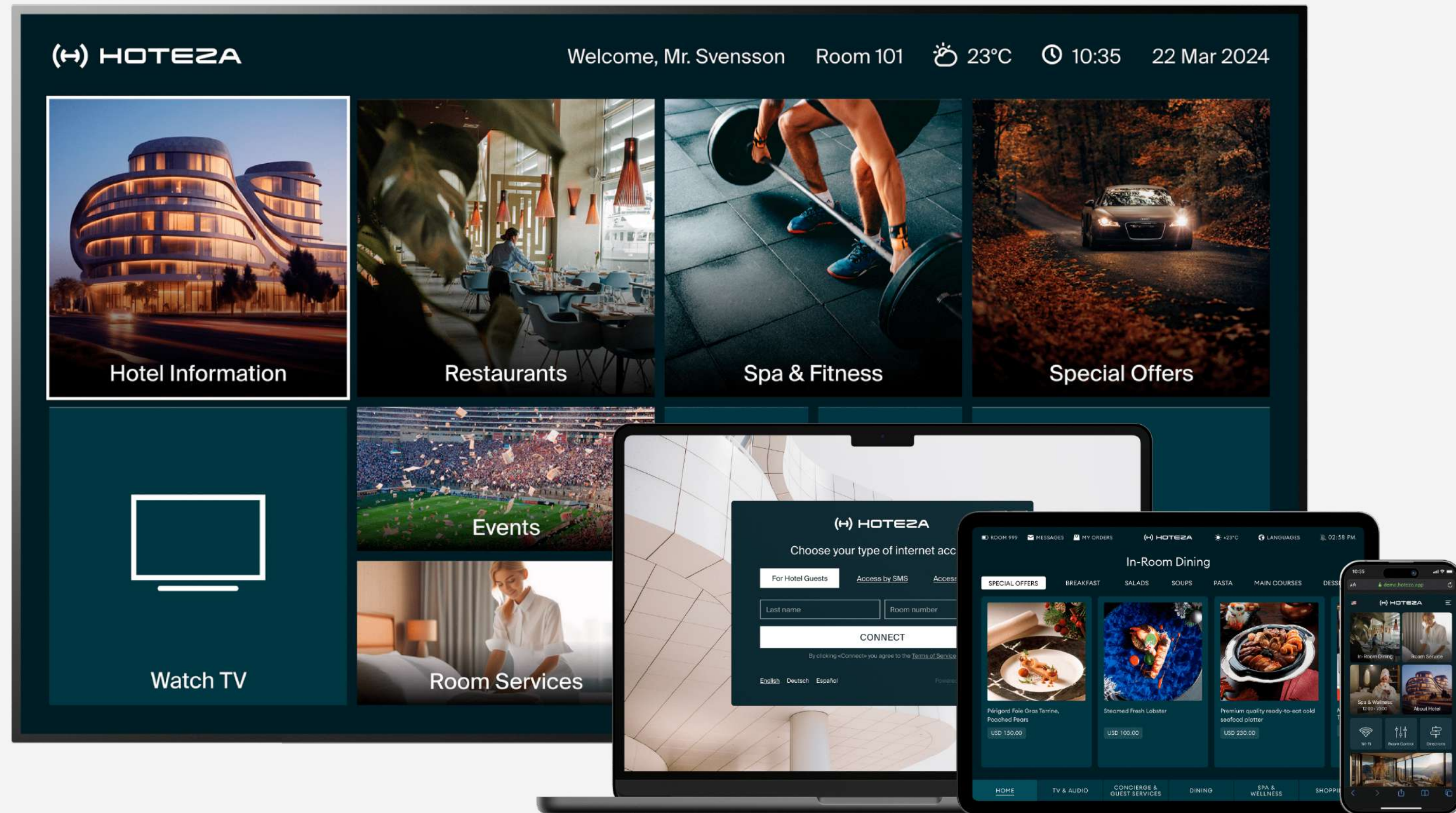
Pro plan includes options to upgrade & upsell, everything included in Lite plan, plus:

- Mobile Key Integration
- Check-Out Option
- Room Upgrade
- Upsell Service

Add-Ons

- OCR - Document Reading
- OCR + Face Match
- WhatsApp Business

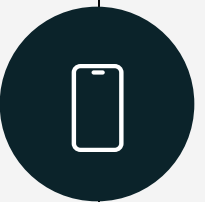
Experience the Full Guest Journey with Hoteza



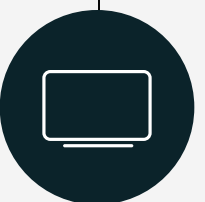
Hoteza Check-In
Self Check-In Solution



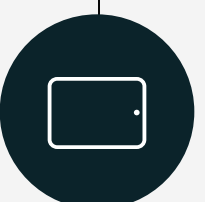
Hoteza Guest App
Mobile & Web Apps



Hoteza TV
Interactive IPTV System



Hoteza HotPad
In-Room Tablets



Hoteza HSIA
High Speed Internet Access



Hoteza HotSign
Digital Signage





Explore Hoteza features
for an enhanced guest journey
& streamlined operations

Try Our Demo

