

Stay Planner is a cloud-based digital concierge platform for hotels helping you increase your guests' average spend, while reducing pressure on reception staff. It enables your guests to browse and book spa treatments, dining options, room service, excursions and any other extra activities you offer, all from their own mobile devices or in-room tablets.

Why use Stay Planner?


- **Boost average spend** by promoting your hotel services & extras, notify guests of special offers, create a new revenue stream by opening the platform to local tour operators and businesses
- **Minimise pressure on reception staff** by allowing your guests to access all information on your services 24/7, in any language
- **Communicate with your guests** at the push of a button and receive instant feedback from them
- **Improve forecasting**, resource planning & significantly decrease last-minute


 Multilingual

 Messages & notifications

 Cloud-based

 Instant guest feedback

 Guests' mobiles and in-room tablets

 Open to partners

Benefits

Increase revenue

- Drive cross-sales by sending push notifications to your guests to promote your services & special offers
- Increase cross-sales by allowing your guests to discover what you offer at their own pace, in their native languages
- Create a new revenue stream by opening the portal to partners, tour operators & local businesses

Improve guest experience

- Offer your guests the most convenient way to access all information on your services 24/7, in their native languages
- Eliminate queues and significantly reduce the need to interact with Reception
- Allow your guests to build & view their own itineraries
- Receive instant feedback on your services

Optimise operating costs

- Reduce pressure on your Reception staff by making all information available 24/7, on guests' mobile devices and in-room tablets
- Decrease the cost of and improve communication with your guests by sending in-app messages and notifications
- Improve your forecasting and resource planning, reduce last minute cancellations
- Drive operational excellence by capturing statistical and financial information and producing detailed live reports

Embrace the Millennials

- Allow the Millennials to communicate with you the way they find most convenient
- Offer instant access to all information whenever and wherever
- Enable your guests to share their experiences on social media

How is Stay Planner different from the competition?

- The app can be used on guests' own mobile devices as well as in-room tablets
- It is cloud based so it does not require any up-front investment, nor on-premise infrastructure
- It is offered on a subscription basis, minimising impact on your CAPEX
- Stay Planner is a universal app: it works across a variety of different hotels, so your guests only need to download it once to use it during multiple stays. Yet, it may be customised to reflect your branding
- Intuitive: built in line with iOS and Android best practices, your guests will find it effortless to navigate
- Minimum effort: Stay Planner integrates seamlessly with your PMS and we offer a full range of services to ensure hassle-free rollout
- Multilingual: in the near future the app will be available in all major languages, allowing your foreign guests to view and book activities in their native languages

Technical Notes

Stay Planner is available as a native iOS app to be used on guests' mobile devices or in-room tablets. Android and web versions will follow in Q3 2016.

The Stay Planner platform consists of a guest-facing mobile app and a backend CMS used by the hotel staff. This is used to store data on all services you offer, and can be opened up to your partners, tour operators, and local businesses.

Stay Planner can be integrated with the PMS you are using and we offer a full range of services to make implementation hassle-free and seamless.

Contact us

+44 (0) 757 2641 392
info@stayplanner.com
www.stayplanner.com

Stay Planner is a trademark of Digital Crafts Agency Ltd. All rights reserved.

This datasheet is for informational purposes only. Companies, names, and/or data used in screens and sample output are fictitious, unless otherwise noted.