



StayPlanner
Concierge Yourself!

StayPlanner for Hotels

Overview

An hotelier aims to provide his customers with an overall good experience; Part of it is in the destination information offered by dedicated concierge and other hotel employees.

The internet enables customers to search for information even before their arrival. Hotels can use this opportunity to provide pre arrival highly relevant information whilst maintaining a continuance relationship with its customer's right after the booking process.

The StayPlanner

The StayPlanner helps hotel customers to plan their stay, search and book leisure activities in the destination right after they have finalized the booking process.

Implement dynamic links or banners on booking confirmations, 'Thank you pages', pre-arrival messages and any other e-communications you send to your customers and offer them the destination, not just the hotel room.

StayPlanner offers online bookable services in the following categories: Restaurants, Music & Sports events, Classic events, Shuttles, Excursions, Shops, Going out and others.

In addition, hotels can benefit even more by promoting their own services (in-house restaurants, SPA and other services, partner services such as car rental, shuttles services) and earning additional revenues.

After the booking, the Hotel place will be presented on the map as staying location and the calendar will be opened with relevant dates. Search results will take into account: dates, hotel location, and stars level – hotel generated content will be presented with priority.



Features

Back Office – Hotel Personalization Tools

As a B2B2C platform, the StayPlanner enables each hotel to include different content and provide personalized experience to the customers while maintaining the brand service level. Content customization can be done through:

- White Label/ Iframe
- Add hotel services (SPA, Restaurant)
- Add hotel partner services (car rental, shuttle service...)
- Choose presented categories from StayPlanner services
- Recommend services in the destination
- Create Readymade StayPlanners (based on: concierge recommendation, client profile, conference/seminar, hotel guests StayPlanners - mini social network)
- Add 'call for free' feature
- Personalized pop up window

Features	SP Light	SP Advanced	SP Complete
Staying location placed on the calendar	✓	✓	✓
Relevant dates in the calendar	✓	✓	✓
All leisure services categories	✓	✓	✓
Personalized results based on traveler profile	✓	✓	✓
Add hotel services (i.e. SPA)		✓ 3 services	✓
Add 'call for free' to hotel services		✓ 30 calls	✓ 60 calls
Add 'call for free' to the concierge services		✓ 30 calls	✓ 60 calls
Add hotel partner services (car rental, shuttles)		✓ 3 services	✓
Manage Service Categories		✓	✓
Concierge Readymade StayPlanner		✓	✓
Conference StayPlanner		✓	✓
Guest service recommendations		✓	✓
Guest StayPlanner	✓	✓	✓
Traffic and activity Reports	✓	✓	✓
Personalize Pop up		✓	✓
Calendar promotion – for hotel services			✓
Dynamic packages			✓
Revenue Share	✓	✓	✓
White Label		✓	✓

Demo

Please click here for an online demo of the functionality from the traveler perspectives:

www.stayplanner.com/help.htm