

protel Voyager | protel's mobile app for the guest



Get the journey
to your guests.

Anytime,
anywhere.

protel Voyager is a mobile travel application for guests. It allows hotels to deliver a personalized service that is contextually relevant throughout their guests' hotel experience.—A single tap on a reservation on the start screen, and their journey with protel Voyager begins.



Web app for guests on the go ...

protel's Voyager app offers your guests all the information they need ... right in the palm of their hands:

- ▶ Clearly arranged menus for each point of the guest journey
- ▶ Invoices preview, shops and reservation details
- ▶ Easily bookable specials such as wellness or leisure activities
- ▶ Quick and easy access to everything the hotel has to offer
- ▶ Always up-to-date information from a single source
- ▶ No installation on the guest's device required
- ▶ No updates required
- ▶ Suitable for all mobile devices

All information, descriptions and pictures in the app can be conveniently set up in the protel Cloud Center. Any changes that you make to your contents are deployed in real-time to your guests.

The guest's journey with protel Voyager



Reservation details and pre-check-in extras

By tapping the Reservation button, guests can access the details for a selected reservation such as: reservation number, arrival and departure dates, number of nights, number and names of guests, details about the booked room type including descriptions and pictures, and the room number (if already assigned). What's more: Even before checking in, guests can choose from a selection of "Extras".



Hotel information and direct communication

Voyager allows hotel and guests to actively interact, keeping communication ongoing from the get-go. Pre-stay information such as maps, check-in details, or contact information help guests even before they arrive. During their stay, the app provides them with information about services and events in and around the hotel, while a messenger feature allows them to exchange messages with the hotel directly through the app.



Add guest details for a simplified check-in

In the Check-in menu, guests can complete or edit their guest info, add their credit card data and sign the registration card. Which information is to be mandatory, can be defined per property. Once guests have filled out these fields, they can check in.— And why not offer your guests the possibility to select a preferred room during the process?



Room service, specials and more

After check-in, the app adapts to the changed reservations status. In the main menu, the Shop button appears offering checked-in guests interesting amenities to make their stay even more comfortable. Room service, up-sells and ancillary services can be instantly purchased from various shops, helping the hotel drive revenue and guest loyalty.



All invoices at a glance

Checked-in guests can check their invoice details at any time. How much money did I spend at the bar last night? Has the breakfast buffet been charged extra? With protel Voyager, guests can answer these questions by themselves. Detailed information shows which items have been charged to their bill, advance payments, due payments, etc.



Check-out made easy

When the end of the guest's stay arrives, he can enter the "Check-out" menu. Here, he can check his invoices, and enter his credit card data, if he hasn't already done so. Once the invoices have been paid, guests can check out directly via the app, completely bypassing the checkout process at the hotels reception.

Benefits for hotel and guests

How does the hotel benefit from protel Voyager?

- ▼ Exceed your guests' expectations for mobile services: More convenience results in higher customer satisfaction and guest loyalty.
- ▼ Directly address your guests, even before they arrive.
- ▼ Send your guests updates about events or specials, automatically out of protel to their mobile devices.
- ▼ Take advantage of "your" hotel app as an additional marketing and sales channel to boost your mobile commerce.

How do guests benefit from protel Voyager?

- ▼ Guests can update their own personal details whenever they want, or check in conveniently on their way to the hotel.
- ▼ For easy navigation, a map function shows the exact location of your hotel.
- ▼ Attractions, events, or dining possibilities at the destination are available at a glance via location based services.
- ▼ Important hotel information is always at hand: Where can I park? When and where is breakfast served? By what time do I need to check out?
- ▼ Up-to-date information about special offers and events help guests make the most of their stay.

Requirements and Recommendations

- ▼ No installation
- ▼ No updates

protel Voyager is a portable web application and needs no additional installations on the guest's device.

- ▼ License "protel Voyager"
- ▼ protel Voyager runs on any web-enabled portable device (smartphones, tablets) with a touch screen.
- ▼ Communication rules set up via protel Messenger

Further information upon request.

PMS integration

- ▼ On premises
- ▼ Cloud

protel Voyager integrates with your property management system in real-time to provide simple, seamless functionality and control.

protel Voyager is available for protel Air and protel SPE/MPE.

Contact

For more information on how protel hotel apps and mobile solutions can benefit you, please contact us. We'd be happy to help!

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