Mobile Pre-Registration

An online tool allowing guests to pre-register for their stay.

- New ability to add or change a credit card on the reservation
- Pre-registration mobile tool can be either placed directly on the property's website or embedded as a link in confirmation or pre-arrival emails.
- Pre-registration secured log in recognizes third party confirmation numbers.
- The pre-registration process allows guests to pre-register for their stay without checking them into the property and provides operations with valuable insight about the guest's needs.
- Data obtained via the portal, is automatically updated in Maestro and is available on operational reports include:
  - Guest address, email, phone number, and marketing opt-in
  - If there is no credit card on file a credit card can be added or current credit card changed
  - Additional guest names and optional DOB
  - Arrival time, supporting strategic room number assignment & housekeeping scheduling
  - Transportation requests
  - Vehicle information
  - Client profile & reservation user defined fields to collect property specific information about the guest, such as allergies or personal preferences
  - Special requests as services
  - Inhouse communication preference (email or text)
  - Confirmation of hotel policies, terms & conditions
- The thank you page presented upon completion can be used to merchandize and suggest sell booking of ancillary revenues. As an example, the page can contain links to restaurant reservations, and spa or activities bookings.

Mobile Pre-Payment Portal

This portal allows guests or groups to pre-pay for room reservations online.

- The pre-payment mobile tool can be placed directly on the property's website or embedded as a link in confirmation or pre-arrival emails.
- The pre-payment secured log in recognizes third party confirmation numbers.
- The client profile address and contact information can be updated.
- Total expected charges including spa and activities, deposits due, previous payments received and total balance due are auto displayed based on the reservations assigned deposit policies.
- Advance deposits requested section can include the description line.
- The ability for the guest to charge a charitable donation or property wide gratuity is an optional feature.

- Guests can choose to pay full or partial balances due prior to arrival.
- Payments work with the hotel's credit card gateway for secure payments.
- Guests will automatically receive an emailed PDF receipt of payment.
- It is available for groups, allowing group planners to make full or partial payments against group reservations.

Mobile Check-In

This tool provides guests with the ability to self-check-in on their own device and is available with or without mobile key download.

- Configurable mobile check in time allowed. Front desk maintenance > Interface> CRS/Web Interfaces > Maestro Mobile > Disallow check in before time of day can be configured. It can be property specific using Options Menu > By property. This controls the time-of-day Mobile check in can commence. Check in attempts prior to this time will receive an error message of properties chosen verbiage.
- Guests will receive an automated email or SMS* (with GuestXMS*) inviting them to self-check-in.
- Mobile check-in invitation recipients can be controlled by guest type and / or room type.
- Compatible with automatic or manual room assignment.
- Mobile check-in replicates the mobile registration card details and data collection.
- Ability to capture additional Guest name, DOB and user defined fields
- Follows credit card gateway configured rules for pre-authorization / charge
- The process collects guest digital signature and acknowledgement of property's terms & conditions
- Supports soft check-in, auto notifying housekeeping of soft check in room number and guest of room readiness.
- The completion page supports links for digital room key download or directional verbiage for room key pick up.
- Property personalized verbiage for any error messaging can be served to your guests. Examples include "Attempt too early", "Room not ready", and "Credit card declined".

Mobile Registration Card

The mobile digital registration card is an excellent option to eliminate paper.

- The mobile registration card is a replica of the paper card with signature capture and agreement to terms and conditions.
- The mobile registration card can be sent via email or SMS* (with GuestXMS*) to guests for completion on their own device or presented on arrival on a tablet. Both methods support thumb nail and / or stylus signature capture.
- The guest can enter or update address data, email, phone, email opt-in or out and vehicle information, additional guest names &/or DOB and can also include Client or Reservation user defined fields. All entries will automatically update the reservation and client profile.
- The digital registration card works with any tablet / device with Wi-Fi.
- Guest reservation screen and check-in dashboard display flags alerting of guests who have already signed their registration card. There are also trace notifications that can be configured alerting of guest completed registration cards.

Mobile Registration Card Retrieval

- This mobile tool provides the ability to retrieve, view and print signed digital registration cards.

- Access is secured via Maestro clerk code access and permissions.
- The ability to look up, by property, by reservation number or a check-in date range, allows for the viewing of applicable signed registration cards.
- Mobile registration card retrieval can be made accessible from the Guest Reservation screen using the user configurable button.

Spa and Facilities Mobile Intake form

- Spa medical in-take or Facilities registration forms can be emailed or SMS* (with GuestXMS*) to guests for completion prior to arrival or presented to the guest on a tablet at location of arrival.
- Digital signature capture is supported with thumb nail &/or stylus.
- Intake form questions are property configurable in Maestro.
- Single or multiple forms are supported with the ability to have specific forms by spa service, package or facility type.
- Completed intake forms can be viewed by the therapist or instructor on a tablet, via the Intake form retrieval link.
- Completed forms remain with the booking.
- Global system option to control if previously completed forms data is to be carried forward to a new form for same service. Global System option 850. When set to "Y" upon the next visit, when booking with guest history for the same client profile, the previously completed form will be presented, and previous responses can be updated by the guest with new date & signature capture.
- Completed forms can also be printed via the intake form retrieval link.

Mobile Check-Out
Mobile check-out offers guests the ability to self-check-out from any mobile device.
- Guests will receive an automated email or SMS* (with GuestXMS*) inviting them to self check-out.
- The email will contain a PDF of the folio as of the completion of Night Audit and a link to the browser Mobile Check Out application
- The Mobile Check Out application provides a live detailed folio. This means guests can view the folio, continue to charge items to the folio, and revisit the folio via email/text and see most recent changes.
- An optional feature offers the ability to collect property gratuities or charitable donations, with auto post to folio.
- Guests can choose "Check Out", and the charges will be processed via the property's credit card gateway. The folio will be settled and closed, and the guest room will be physically checked out.
- Guests will automatically receive via email a paid zero balance PDF of the folio.

Mobile Check out recognizes:
- Individual Pay Own folios vs A/R folios, and will only display to the guest the folio they are responsible for
- In the event of insufficient credit, the guest will be served messaging, which property can define, alerting guests to seek assistance.
- Cash paying guests will not receive the mobile check out invitation.
- If properties checkout time is past, guests are provided with a message to visit the front desk