

## Track 1 | Mobile & Contactless Tools

### Session: ResWave Spa, Activities, Member, Owner & Loyalty

#### ResWave à la carte

ResWave, being a unique booking engine, allows properties to pick and choose which pieces of the booking engine they wish to use. This means that if there is a preferred alternate booking engine for guest room reservations, but the property would like to also offer online spa, activities, or other items, the two online portals can work in tandem. A la carte ResWave online opportunities include:

- Online spa or activities
- Online groups
- Group meeting planner access to monitor/edit rooming list and group block
- Online loyalty
- Online member portal
- Online owner portal

#### Online Spa & Activities

- New Styling available
- Bookings can be made as part of the room reservation journey, as day guests or linked to an already existing room reservation. Third party confirmation numbers are recognized for linking to existing room reservations
- Real-time rates & availability are displayed
- Ability to control lead time for online reservations
- Ability to offer specific treatments or activities
- Ability to book multiple guests in a single session
- Email confirmations, pre-arrival (with link to medical in-take forms), post stay and insurance receipts are available. Details of bookings can also be included in room confirmations and guest itinerary.
- All email templates can include links to other ancillary revenue opportunities & offerings.

## Online Groups (attendees and meeting planner)

- ResWave group landing pages can be used in tandem with any rooms booking engine.
- Individual custom landing pages can be created, with direct access to group block, rates, and dates.
- Each landing page is custom created and can be merchandised with the group or event branding and images.
- Group attendees can reserve rooms from the group block at the group rate with group specific terms, conditions & policies.
- Meeting planner portal access is individually controlled on a group-by-group basis.
- The property can control the level of access meeting planner can have.
  - View only grants permission to view the rooming list
  - Add/modify/delete reservations permission allows planner to be able to book, modify or cancel reservations, see the room availability within the group block as well as view the rooming list.

## Online Owner portal

- New color coding for Owner's calendar; Green = Guest use, Red = Owner use, Gray = Comp, Purple = Off market
- New Work order format
- New optional fields are available on the Owner Unit Reservation display. ADR & Room Revenue can be shown
- New ability to control the Owner's cancellation period. Configured in the Reswave Setup screen, "Owner minimum cxcl days"
- The owner portal establishes a secure log in via the owner profile email and owner selected password
- Owners can make reservations online in their own unit or if property offers, create owner guest reservations
- Owners can review future availability of their unit
- Owners can view statements and work orders within the portal

## Online Member portal

- Member portal offers a secure log in via member profile email and member selected password
- Maestro's member profile screen provides a "Portal Y/N" flag to easily activate
- Members can view statements

## Online Loyalty

- This feature is driven by Maestro's Loyalty engine.
- Registration for the Loyalty program can be completed online. Links to register for the program can be included in Maestro email correspondence.
- Loyalty members have online access to check points balance, loyalty ID, and tier level.
- Loyalty members can be allowed to book discount rates based on their loyalty level.
- Members can edit personal information and preferences with auto-updating of Maestro profile.