

Maestro Facilities, Shuttle, Alternate Inventory & 3rd Party Activities

There are unique differences between the features that are offered when a property is using Spa & Activities Facilities Management, Spa & Activities Shuttle Management, Spa & Activities Alternate Inventory and Front Desk 3rd Party Activities. A brief description of each feature has been provided below to help identify the feature that would best assist a property based on their requirements.

1) Spa & Activities Facilities Management

- This feature is setup and managed in Spa & Activities.
- It can be used as a Stand Alone feature or can be integrated with Front Desk bookings.
- It can be used to manage on site or off site activities based on the number of available spaces, by time of day and by price.
- For example, this can be used to book, manage and charge guests for activities such as yoga classes, horseback riding or hiking classes.

2) Spa & Activities Shuttle Management

- This feature is setup and managed in Spa & Activities.
- It can be used as a Stand Alone feature or can be integrated with Front Desk bookings.
- This feature can be used to provide and manage multiple transportation vehicles traveling on multiple routes. Routes are determined by a Start and End of Route and will always be To and From the same locations.
- Users can manage seat availability, produce trip itineraries and apply a charge for this service.
- For example, this can be used to provide chargeable or complimentary shuttle service for guests from the property to a shopping center, hospital or off site activity and to book their return to the property.

3) Spa & Activities Alternate Inventory

- This feature is setup and managed in Spa & Activities.
- While it can be used as a Stand Alone feature, it is most often integrated into Front Desk Bookings.
- This feature is used to allow properties to track and assign non-room inventory items that may be provided to the guest
- Items may have an automatic nightly charge or may be a zero dollar value.
- All inventory items are assigned a price, a quantity on hand and can be assigned based on a Morning or Afternoon time.
- For example, this can be used to manage Rollaway beds, Cribs or Refrigerators.

4) Front Desk 3rd Party Activities

- This feature is setup and managed in Front Desk Maintenance and requires the use of Suppliers.
- Properties will create Suppliers (in Front Desk) and can then associate particular activities, rates and capacities to each supplier.
- 3rd Party Activities allows the property to assign a specific supplier and an associated activity to a guest reservation. This activity can be setup to be offered during specific date ranges and prices can be based on the time that the booking is made for based on the start time selected by the user.
- The status of an activity that has been assigned can be updated during the guest reservation process and during their stay.
- Properties can generate a report to reconcile all 3rd Party Activities that have been sold during selected date range, in order to produce payment to each supplier.
- For example, this can be used to manage off site golf course bookings, ski lift tickets or babysitting services.

For Example ...

If a property offers golf at their **on site** golf course, **Facilities** can be used to schedule tee times and to charge for the rounds of golf either on the guest folio or as a Stand Alone charge.

But

If a property offers golf at one or more **off site** golf courses, **Front Desk 3rd Party Activities** can be used to show the requested tee time and to charge the guest directly on their folio. Because these activities will take place offsite but the guest is paying for them at the property, the property can reconcile any 3rd Party Activities and can then remit payment to any applicable off site courses.