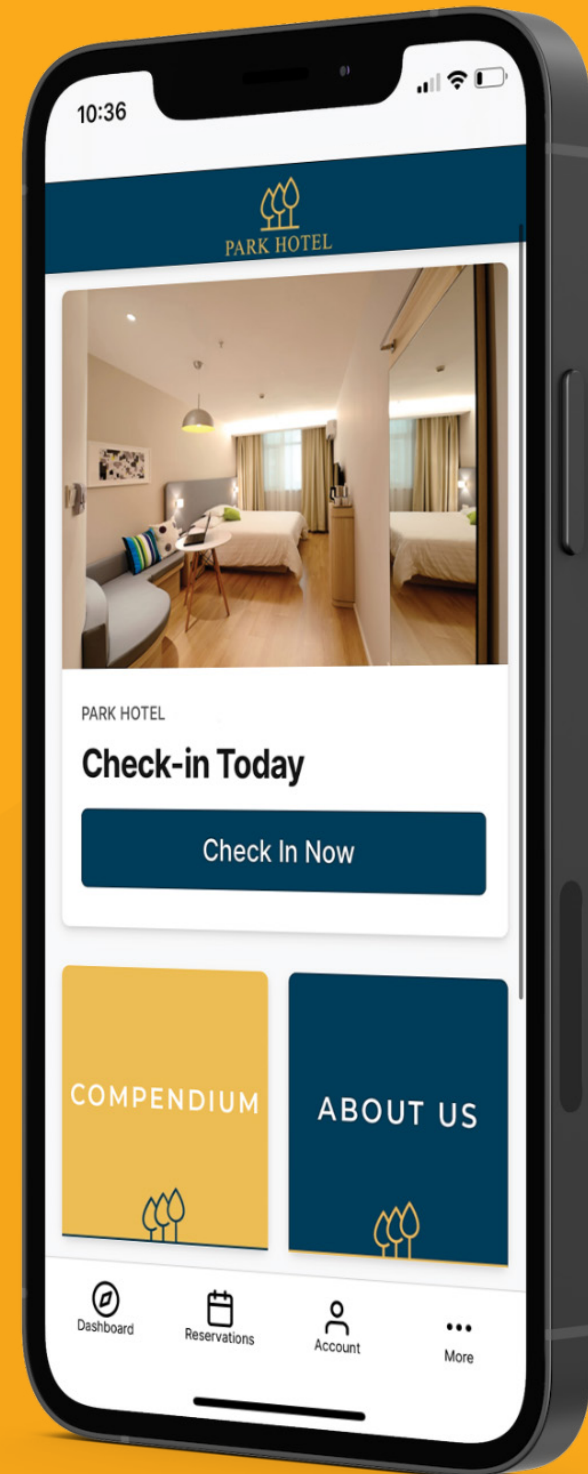


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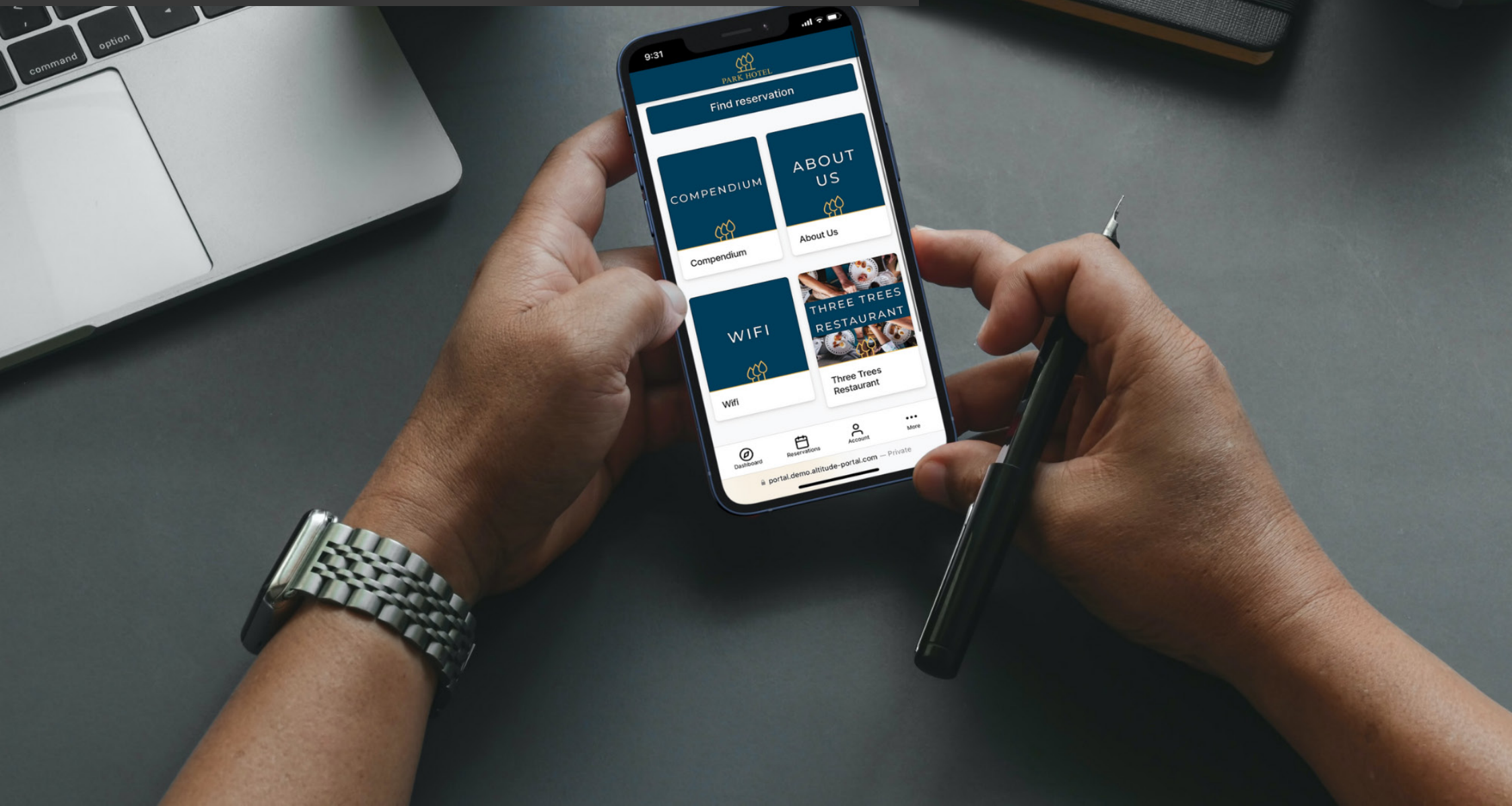
guest web portal

the smarter
accommodation
platform

www.altitudehq.com



a sustainable, easy and
efficient web solution



a powerful web portal at your guests' fingertips

At Altitude, we are focused on helping you enhance your digital guest experience. With a platform of exciting modular solutions, Altitude supports properties looking to build a seamless, contactless and automated experience, for both your guests and your staff.

With our Guest Web Portal, properties can opt for an easy to implement guest experience solution without having to require download of an app to the guests phone.

Capture important pre-arrival stay details, including guest information, marketing sign up and payment details, then either check in directly from the portal flow, or allow your guest to generate a one time QR code to collect their room key from reception or an Altitude Self-Service Kiosk.

Direct your guests to the Guest Web Portal while in house, where they can order room service, place requests or review your property compendium.

The Guest Web Portal is a truly sustainable, simple and efficient digital solution that can be implemented and customised with ease.

www.altitudehq.com



benefits



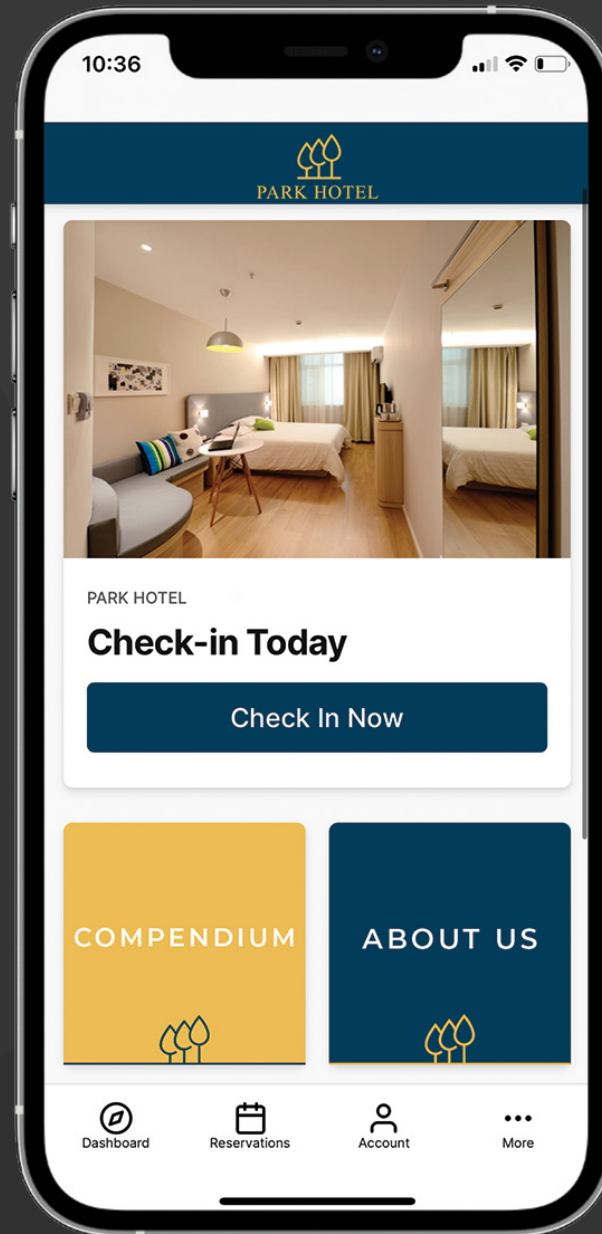
Easy to Use



Fully Customisable



Time-Saving



Cost-Saving



Multi Property and
Multi Language



Reporting and Back of
House Management

features



Comprehensive
Pre-Arrival, Arrival, In
House and Departure
Features



Enable Mobile Keys



Scheduled Email
Campaigns



Property Compendium
and Local Area Events



Room Service Ordering
and Requests



Identification
Verification



Real-time Feedback
and Communication



Manage Billing Methods
and Services

guest experience

pre-arrival and arrival

Allow guests to easily begin their pre-arrival and arrival steps. Send **automated emails** to arriving guests at custom intervals and encourage guests to begin completing their arrival steps.

Through easy to use check in flows, guests can **confirm payment methods**, **verify identity documents**, add any additional **upsells or extras**, then receive a **QR code to collect their room key** from either reception or a self-service kiosk.



Schedule automated pre-arrival emails



Upload and verify identification as required by the property



Complete real-time feedback and surveys



Real-time communication via chat, email, phone and more



Completely customisable content with HTML, PDF and External Link pages



Property compendium and guest information



Notification of completed pre-arrival forms and check-in



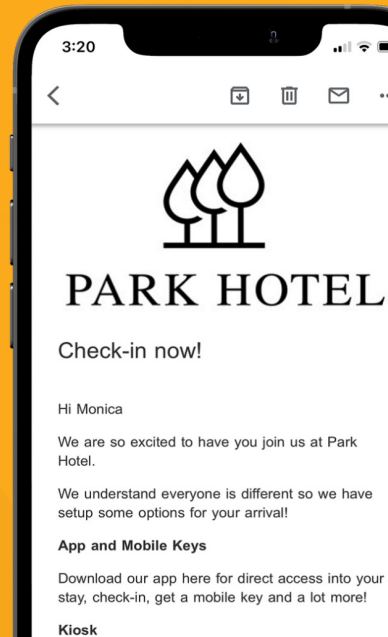
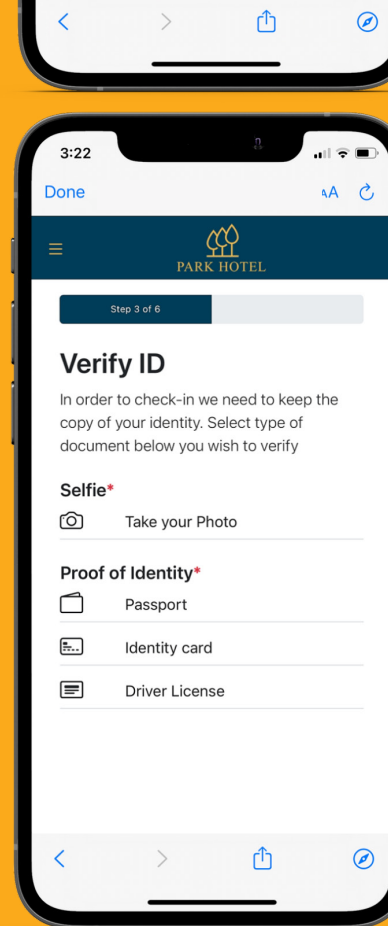
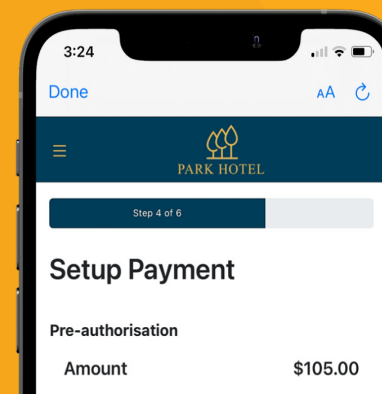
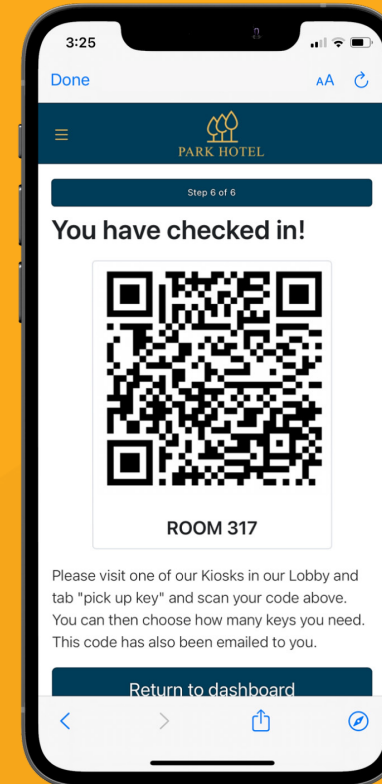
Automatically update PMS with guest details



Gather payment methods with billing management



QR code key pick up



guest experience

during stay

a perfect, easily accessible
in-house experience solution

Altitude's Guest Web Portal provides guests with a web-based in house experience, similar to Altitude's Guest Mobile App. Guests can **communicate with staff** in real-time, **place requests** and view the **property's compendium** all from the easy to use portal.



View and filter events and local area information



Complete real-time feedback and surveys



Real-time communication via chat, email, phone and more



Property compendium and guest information



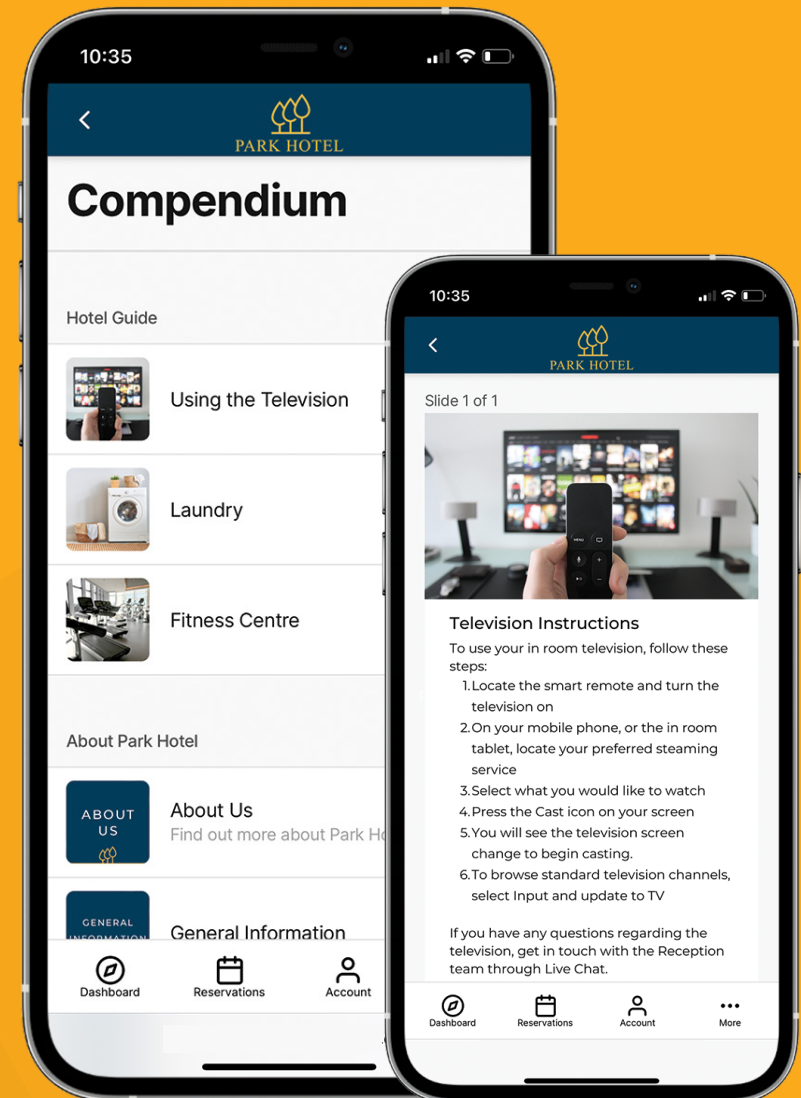
Integrated systems



Minibar management



Web-based ordering and store



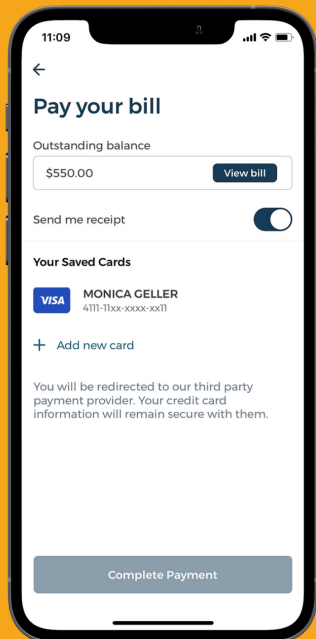
guest experience

departure

On the day of departure, guests are able to check out of their room from the **web-based departure flow**. Guests are guided through all steps, from **declaring minibar** through to final **payment** and **post departure feedback** from a single workflow.

Properties are free to enable or disable different features throughout the departure process to reflect your **sequence of service**.

Powerful **billing management** ensures guest charges are presented and finalised correctly as reflected in the PMS.

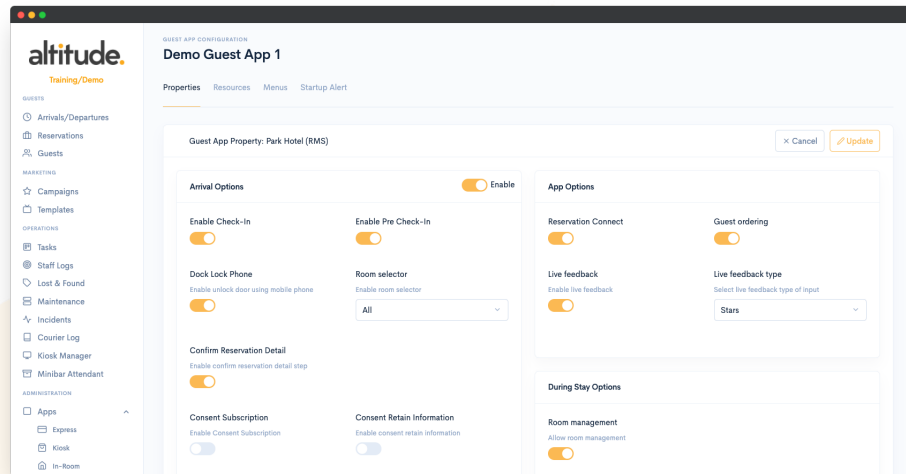


- ➔ Check out
- + Declare minibar
- \$ Process final payments
- 😊 Live feedback and NPS
- ✍️ Departure surveys



back-of-house experience

altitude cloud



Intuitive user interfaces allow easy customisation of your guest experience



Integrated features mean real-time updates to your PMS, doors, payment gateways and more.

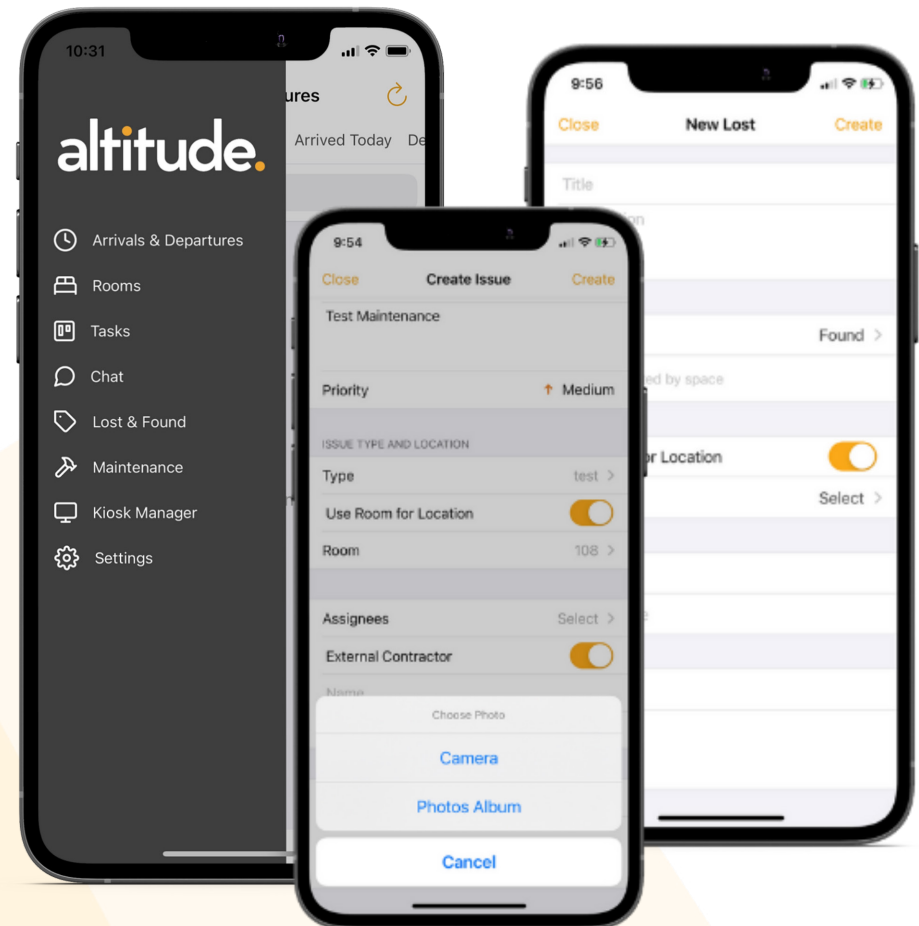
admin app



Manage scheduled and requested maintenance

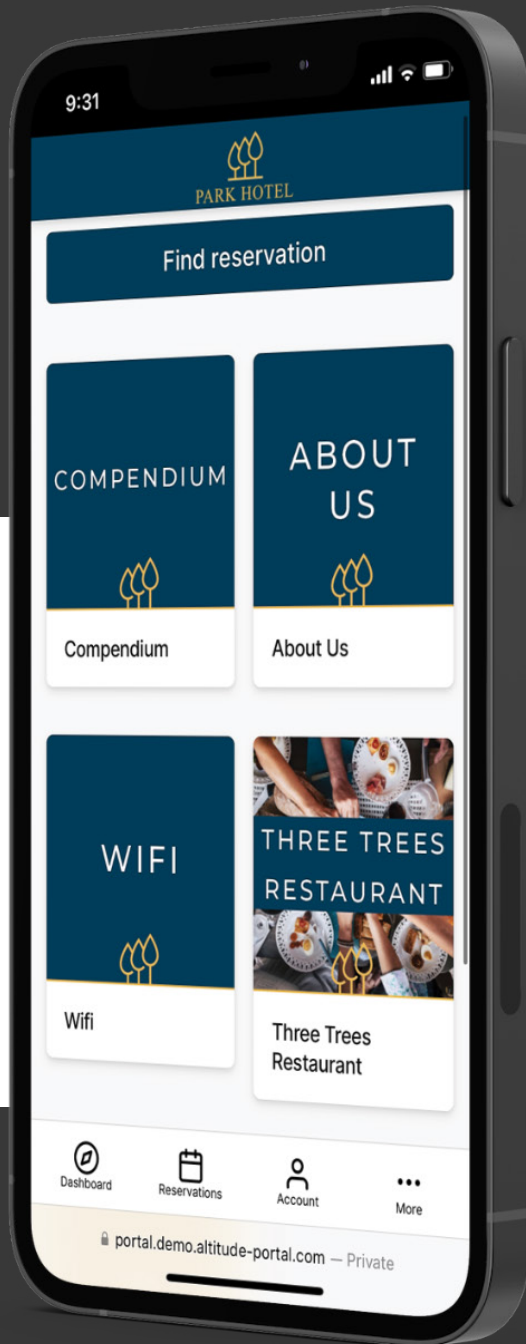


Manage lost property



altitude.

guest web portal



Thank you for taking the time to read our Guest Web Portal overview. We are really excited about the endless opportunities this solution offers in support of accommodation operators looking to enhance their digital guest experience.

If you would like to learn more about Altitude, what we do, or take a deep dive into the guest mobile app functionality and features, get in touch with us by visiting www.altitudehq.com, or emailing hello@altitudehq.com. We would love to hear your feedback on the work we do and work with you to find the right solution for your property.

Thank you again and we look forward to working with you!

- Altitude Team

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*Park Hotel is a fictional property, developed by the Altitude team for demonstration and marketing purposes.