

Introducing GuestVoucher



Transform the way you sell and manage vouchers.

GuestVoucher is a voucher and gifting platform that offers personalised and innovative solutions, allowing hoteliers to sell monetary and experience vouchers, which their guests can exchange for designated services, or simply money to be spent as the guest chooses. It enables seamless gifting experiences while ensuring recipients' satisfaction and choice.



The Challenge

Generating more upsell
opportunities and revenue
especially during low seasons



The Solution

An integrated
voucher platform

Increased Revenue

Gift vouchers provide a way to generate revenue in advance, even before guests redeem them. This can be especially helpful during low seasons when hotel occupancy may be lower.

Customer Acquisition

Gift vouchers can attract new guests who purchase them as gifts for others. This can introduce your hotel to potential guests who may not have considered staying with you otherwise.

Brand Exposure

Gift vouchers act as a form of advertising, as the recipients may see the name and branding of your hotel when receiving or redeeming the voucher.

Upselling Opportunities

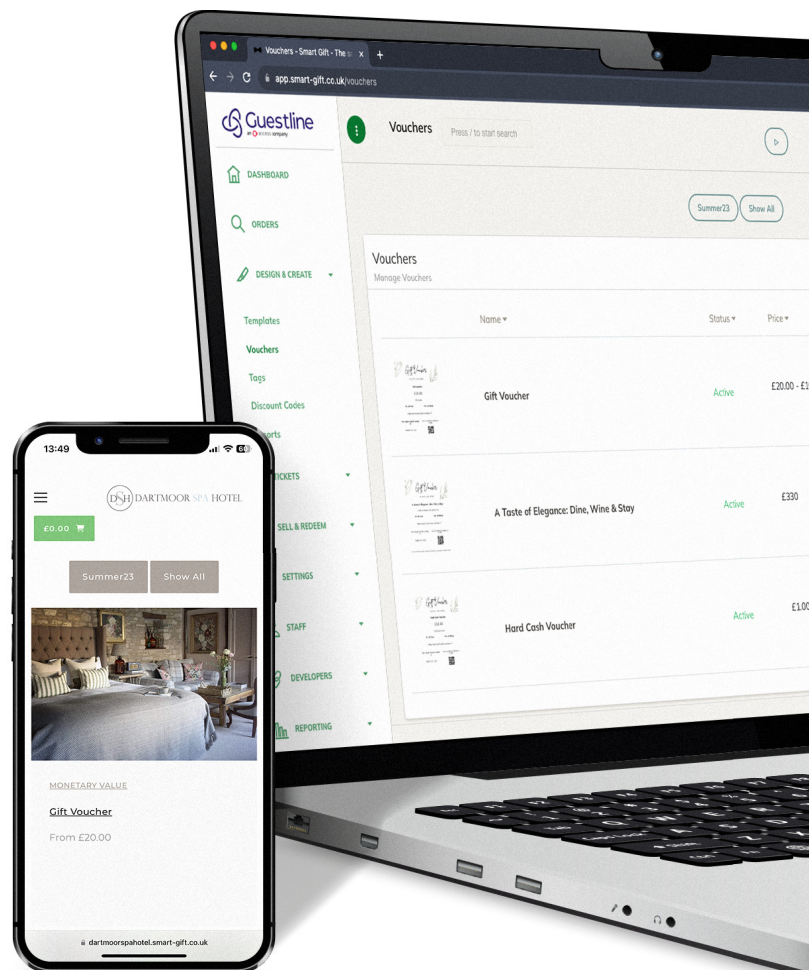
Guest who redeem gift vouchers may be more open to spending additional money on hotel amenities, dining, or upgrades, thereby increasing revenue.

Enhanced Guest Loyalty

If a guest has a positive experience using a gift voucher, they may be more likely to return as a paying customer in the future.

Seasonal Promotions

Offering gift vouchers during peak seasons or holidays can capitalise on increased gift-giving tendencies, further boosting sales.





Greater control

- Create different voucher types giving you control and the customers the flexibility to purchase the services from you have specified.
 - Monetary Vouchers – simple vouchers that have a cash redemption value.
 - Experience Vouchers – prompt packages so various parts of the business will be utilised.
- Voucher can be designed to match your hotel branding for consistency.
- Set voucher expiry rules so that you can be confident in knowing your outstanding liabilities.
- Limit sales of specific vouchers so you can control the number of vouchers available for certain promotions.
- If you are part of a group, you can control the locations that the vouchers are available to be redeemed at.



Intuitive and flexible

- Intuitive and simple to setup creating webpages that match your hotel's brand.
- A clear and simple shopping experience for your guests
- Provide voucher delivery options that you want; you can also add additional charges for them.
 - Email
 - Anything else – If you want to offer alternatives to your customers from Post to Singing Telegrams, you can.¹
- Voucher sales pages can be accessed on Desktop and Mobile devices.

- **No manual reconciliation.** Just enter the voucher number or scan at the till, and the assigned totals are declared as Sales and Redemption.²

1 Handled outside of the GuestVoucher platform.

2 Using Integrations with Newbridge EPoS and Rezlynx PMS (due Autumn/Winter '23)



Meaningful data, actionable insights

- **Compliant VAT management.** VAT on Monetary Voucher sales are declared at time of purchase, whereas vouchers that are experiences, the VAT is declared at redemption.
- **Visibility.** Powerful reporting to see your sales, your redemptions, and your liabilities.
- **Access your data and create and download your reports at your convenience from anywhere in the world.**

How it works...



An optimised, profitable and secure process flow.

- **Create your vouchers templates**
 - Create a voucher template that is used to maintain consistency in design across different vouchers.
 - Multiple templates can be created and altered on the voucher's being sold whenever you wish. Why not change with the seasons?!
 - CSS Override is available for more advanced users which allows customisation of things such as the fonts used on the voucher. Keep the voucher in line with your brand guidelines.

- **Create your vouchers**
 - Create as many vouchers as you need using the templated designs.
 - Change the voucher's status between 'active', 'hidden' and 'disabled' so you can control what is available.
 - Create your customised Experience Vouchers and further control which of your sites across your group they are available to be redeemed at.
 - Set expiry rules so that you can reduce your liability on your P&L.
- **Choose how the vouchers can be delivered to your customers**
 - Add on the different options you want that your customers can choose how they receive their vouchers.
 - Charge for different options if you want to or not.
- **Create and design your own subdomain of GuestVoucher**
 - Choose your own subdomain of GuestVoucher so you will have your own URL.
 - Share your page and add it to your main website.
- **Get Selling**
 - Add a payment provider for processing payments online. Currently Ryft is available and GuestPay by Guestline is coming online soon (Autumn/Winter 2023).
 - Set your site online and start selling!