VENDÉGEM
SZÁLLÁS

Self check-in User Guide

for Accommodation Providers
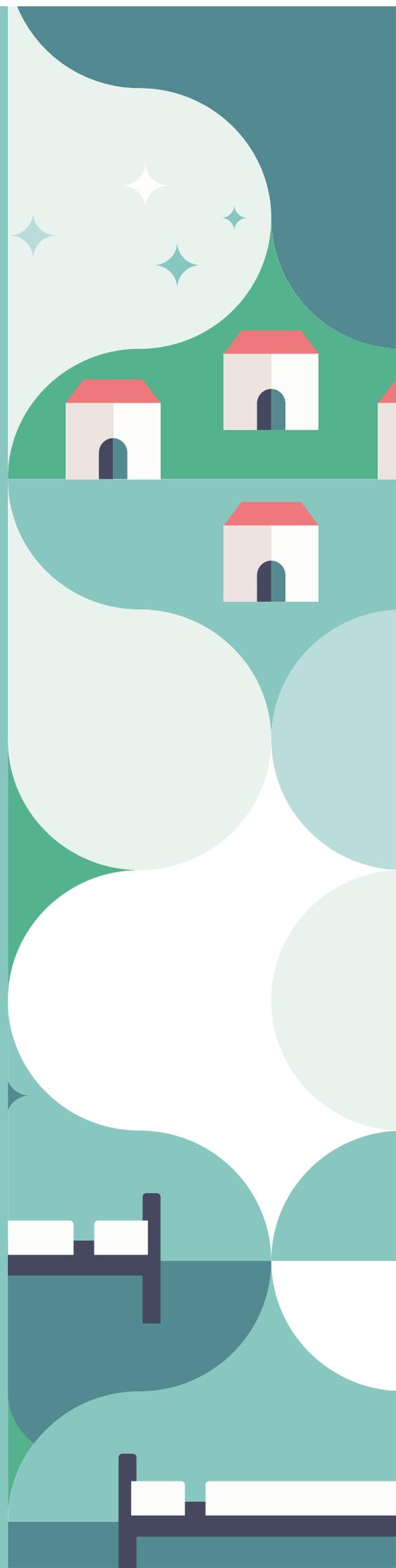
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1. Introduction

To simplify the accommodation renting out procedure without the presence of the guests, the preliminary guest data entry function (self check-in) has been added to the VENDÉGEM Szállás application. This function provides an option for the guests to scan their own passport/ID themselves, thereby not requiring the accommodation provider to be present in person when the guest arrives. The accommodation provider is allowed to record data of guests under the age of 14 based on the statement of their legal representative (e.g. parent, guardian).

1.1. First steps

The accommodation provider first needs to activate the preliminary guest data entry function in the **BEÁLLÍTÁSOK / Előzetes vendégadat rögzítése menu** of the VENDÉGEM Szállás software.
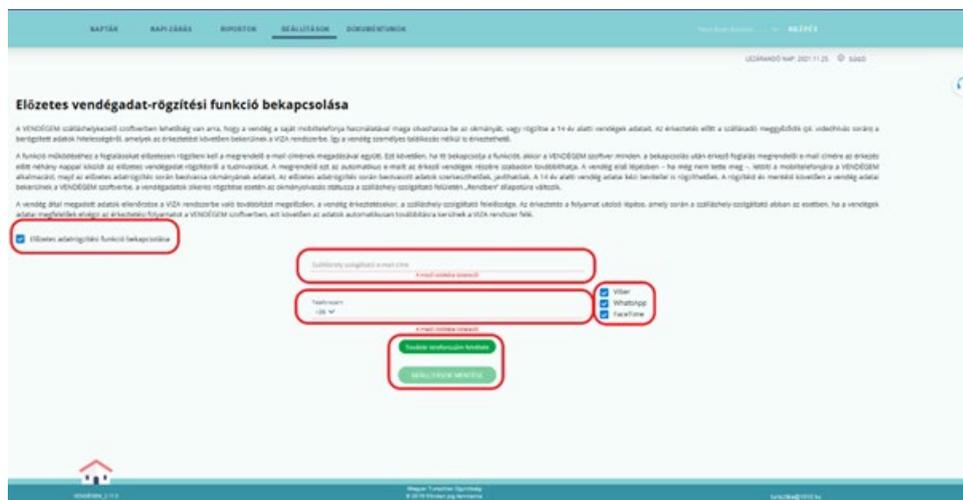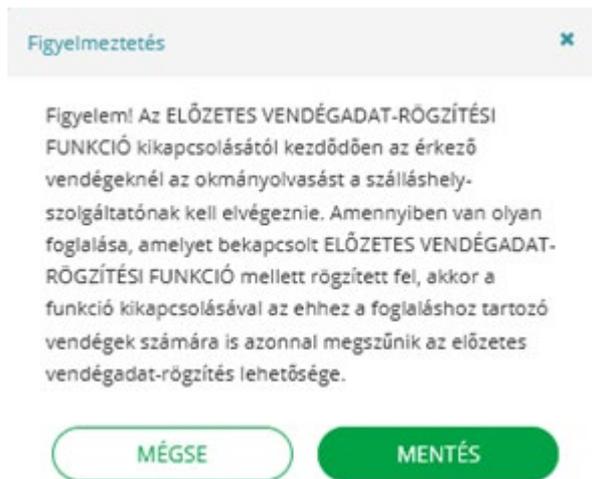

To select your preferred communication channel and to enter your contact information, you should tick the checkbox "**Előzetes vendégadat-rögzítés bekapcsolása**" .

- o Contact information will be sent to the e-mail address provided here.
- o In addition to entering the phone number, you must also select the application you want to use for the video call (WhatsApp, Viber, FaceTime).
- o You can also save a secondary phone number by clicking on the "**További telefonszám felvétele**" button.

To save your setting, click on the **BEÁLLÍTÁSOK MENTÉSE** button. The preliminary guest data entry function will be applicable for all future reservations as long as you do not change this setting.

If you remove the tick from the checkbox "**Előzetes vendégadat-rögzítés bekapcsolása**", the following warning will appear when clicking the **BEÁLLÍTÁSOK MENTÉSE** button:

Figyelmeztetés ✕

Figyelem! Az ELŐZETES VENDÉGADAT-RÖGZÍTÉSI FUNKCIÓ kikapcsolásától kezdődően az érkező vendégeknél az okmányolvasást a szálláshely-szolgáltatónak kell elvégeznie. Amennyiben van olyan foglalása, amelyet bekapcsolt ELŐZETES VENDÉGADAT-RÖGZÍTÉSI FUNKCIÓ mellett rögzített fel, akkor a funkció kikapcsolásával az ehhez a foglaláshoz tartozó vendégek számára is azonnal megszűnik az előzetes vendégadat-rögzítés lehetősége.

MÉGSE   MENTÉS

Important!
Should you switch off the preliminary guest data
entry function, you must do the
identification document scanning yourself for all future reservations.

Activating the function does not limit the base document scanning functionality, meaning that the accommodation provider does have the option to still do it in person.

However, even in this case, it is necessary to make a declaration that the accommodation provider has successfully identified the guest. (A detailed description of successful guest identification can be found in point 5 of this manual.)

2. Booking confirmation

Upon entering the reservation details in VENDÉGEM Szállás, it is mandatory for the accommodation provider to enter the e-mail address of the person making the reservation. The booking confirmation including the unique code of the booking to enter the self check-in page will be sent to this e-mail address.

Should any data of the booking be modified, the booking confirmation may be resent upon request . The resend function "Értesítő e-mail újraküldése" is available on the page "**Foglalás szerkesztése**".

3. Preliminary guest data entry

When the reservation details are saved by the accommodation provider, the person arranging the accommodation will receive an automatically generated confirmation letter to the previously given e-mail address, which contains the details of the booking, as well as the unique code and link necessary for entering the self check-in page. This e-mail can be forwarded to the guest(s) arriving to the reservation if the person arranging the accommodation does not wish to record all the guests' data.

<div style="background-color:#f8cccc; padding:10px;">

IMPORTANT!

Once the guest data is saved, they cannot be modified. It is the accommodation provider who can modify them or delete guest data saved as a draft. Only after it is possible for the guest to record their data again before the actual arrival.

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In order to use the preliminary guest data entry function, the VENDÉGEM Szállás application must be downloaded to the phone from one of the App Store or Google Play stores. If, for any reason, the guest cannot enter the booking with the unique code received in the confirmation e-mail, he/she must contact the accommodation provider, who can resend the booking confirmation.

The self check-in page can be accessed at any time before and throughout the duration of the reservation through the link in the confirmation e-mail. The status of the guests arriving to the reservation is displayed for information but the personal data entered is anonymized to comply with the GDPR. If needed, it is the accommodation provider who can check the guest data in the VENDÉGEM Szállás system and confirm whose reservation details are yet to complete.

In case the e-mail address of the person arranging the reservation is not saved for the booking, the system sends push notifications on the incomplete reservation details by e-mail, every day.

The daily notification e-mail contains the data of all active bookings for which the e-mail address of the person making the booking has not been entered yet.

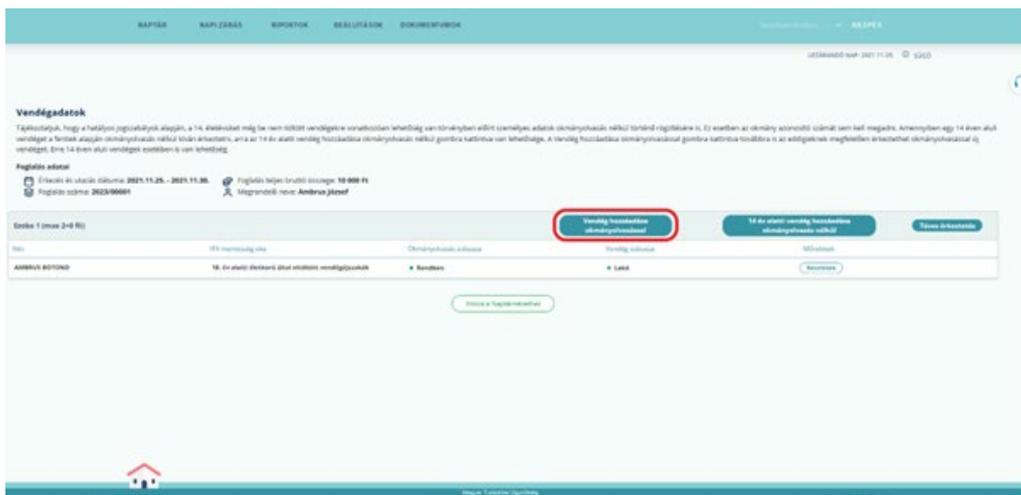# 4. Guest identification by accommodation provider

The requirement of the Ministry of Internal Affairs is that the accommodation provider must identify the guest, i.e. check the guest's identity based on his/her personal identification document.

As part of the arrival process, the accommodation provider must always declare that the guest's identity has been verified and that it corresponds to the recorded data.

The identity check is not carried out in the VENDÉGEM Szállás system. Please find the detailed instructions in the chapter "Check-in process".

5. Check-in process

The check-in process consists of the following steps: the guest informs the accommodation provider about his/her arrival via a channel outside of the application (e.g. telephone). The accommodation provider then checks the personal data provided by the guest in a video-call using the self check-in function of VENDÉGEM Szállás and makes the declaration that the data is correct and corresponds to the guest's identity.

The declaration is to be made by ticking the checkbox on the guest data page. Having made the declaration, the VENDÉGEM Szállás application receives and anonymizes the recorded personal data before forwarding it to the NTAK (National Tourism Data Supply Centre) and VIZA (Closed Guest Information Database) systems.

> **IMPORTANT!**
>
> Guests' data can be recorded in advance even if the new guest joins a guest who had already checked in and their reservation is on-going.