VENDÉGEM SZÁLLÁS

Self check-in User Guide

for Guests
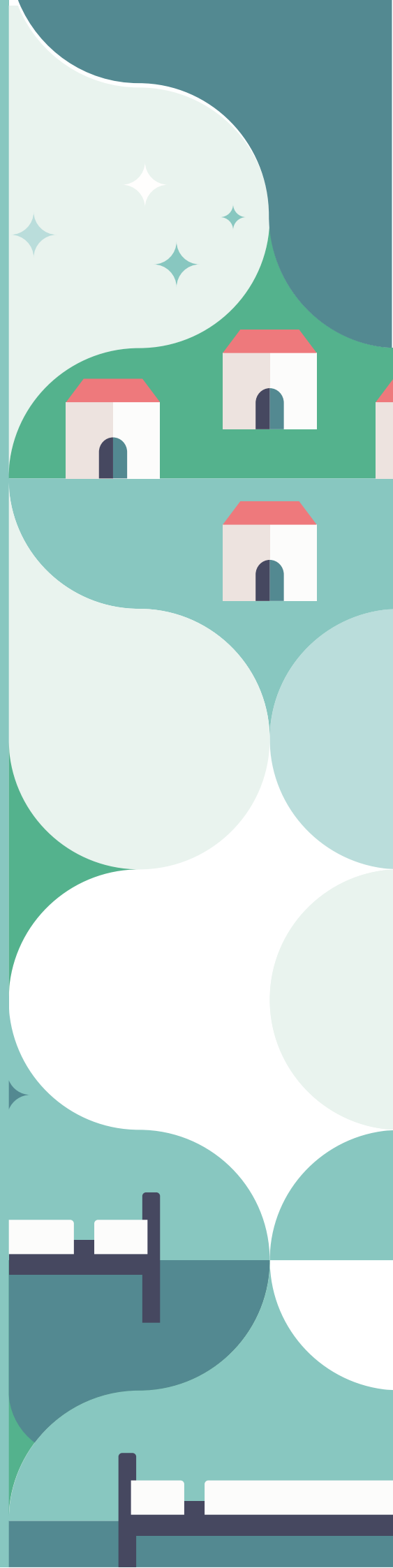
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1. Introduction

The self check-in function has been added to the VENDÉGEM Szállás application to enable entering guest data easily even before arrival to the accommodation, without requiring the accommodation provider's presence. For guests this function provides an option to independently scan the necessary identity documents for check-in. Therefore, the personal presence of the host/accommodation provider does not necessary to complete the check-in process.

2. First steps

When the reservation is made, the accommodation provider enters the reservation details in the VENDÉGEM Szállás software. After saving these reservation details in the software, an automatic e-mail notification is generated and sent out to the e-mail address that the customer provided when making the reservation.

The e-mail notification contains the following necessary information and instructions for a successful self check-in:

- o details of the accommodation provider,
- o details of the accommodation,
- o main details of the reservation,
- o the unique code,
- o and a unique link which can be used to start the self check-in process.

> **Important!**
>
> Please note that the VENDÉGEM Szállás mobile application needs to be downloaded and installed on your mobile device from the appropriate app store (Google Play or App Store). The mobile application can be downloaded by tapping on the appropriate badge in the notification e-mail. The login link included in the same e-mail can only be opened with the VENDÉGEM Szállás application and the unique code provided can also only be used for self check-in in this application.

If the accommodation provider has saved a reservation in the VENDÉGEM Szállás software, but the customer did not receive email notification about it, please contact the provider to resend it. In that case if a person makes a reservation as not a guest, the notification email should be forwarded to all the guests included in the reservation, so that guests can complete the identity document scaning without personal presence. If the customer makes a reservation for more than one person as a guest, the notification e-mail should also be forwarded to all guests included in the same reservation, to every guests can complete the identity document scaning without personal presence.
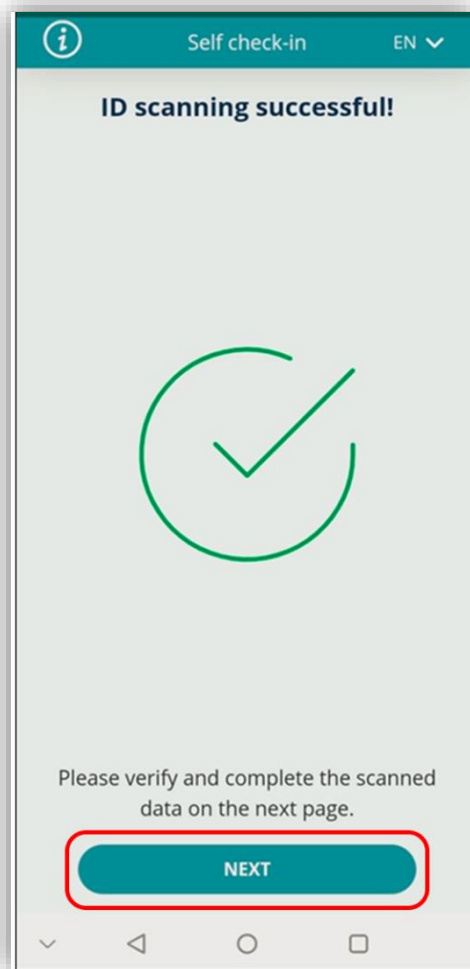
3. Self check-in process

After the first successful login to the VENDÉGEM Szállás application, an information window will appear about the data management declaration of the preliminary guest data recording. After accepting the declaration, the identification data of the accommodation and the

reservation will be displayed. The maximum number of displayed rows is the same as the number of guests recorded in the reservation.

The ID scanning process can be started by tapping on the room's name and choosing the **ADD NEW GUEST** button.
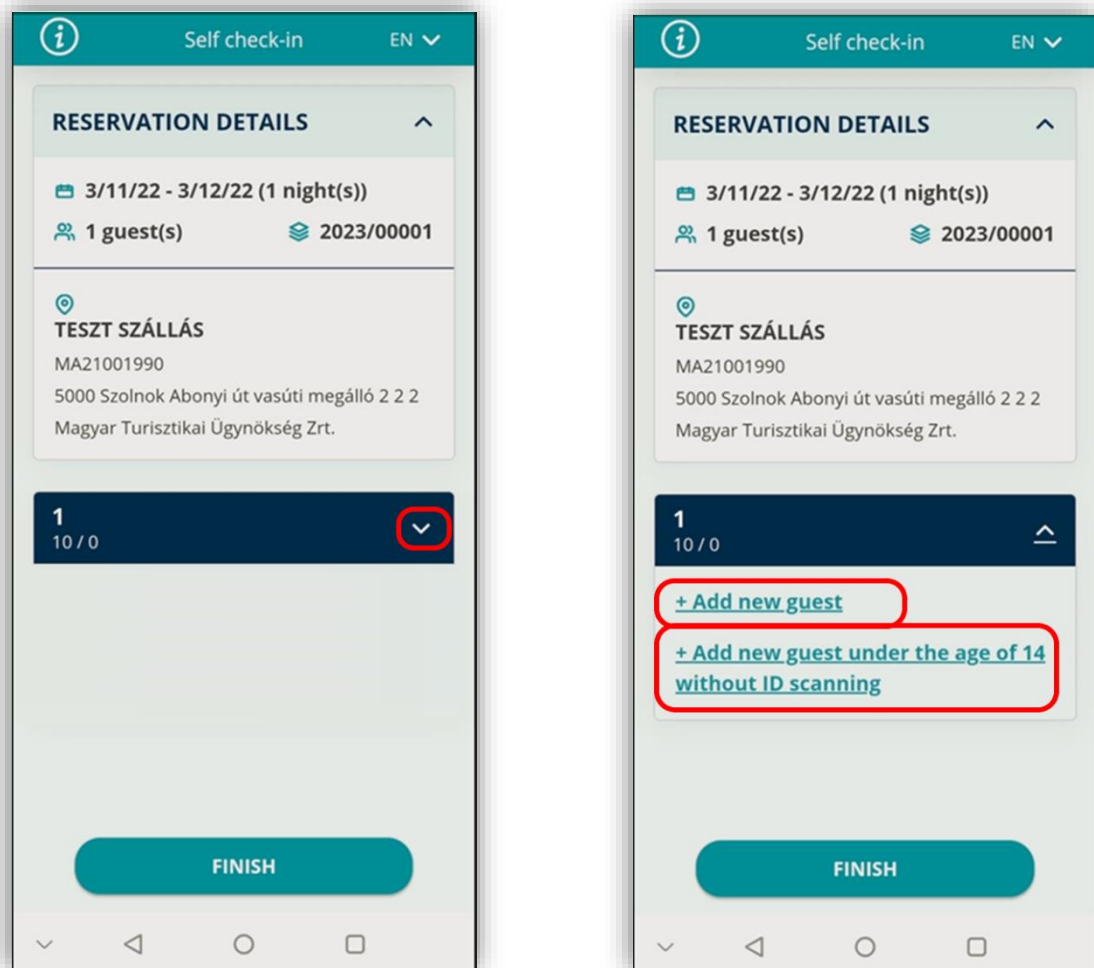
(For the first time use of ID scanner, permission needs to be granted to the VENDÉGEM Szállás application to use the mobile device's camera for ID scanning.). Both sides of the document must be scanned for complete the recording successfully. After scanning the first side of the document successfully, the application displays an animation to indicate that the document needs to be turned over.

Allow **Vendégem** to take pictures and record video?

WHILE USING THE APP

ONLY THIS TIME

DENY

SCAN IDENTITY DOCUMENT

Avoid glare on the document

SCAN IDENTITY DOCUMENT

After the scanning step, the data is displayed and the user can check and manually correct any data that may have been incorrectly read, or to add in any missing data.

If the option ADD NEW GUEST UNDER THE AGE OF 14 WITHOUT ID SCANNING is selected, the data can be filled manually for guests under the age of 14. After adding the required information, the guest data can be saved.

It is important to note that after saving the guest data using these methods, there is no option for modification. After this point the modification or correction of the guest data can only be done by the accommodation providers. They also have the option to delete the data entered by the guest(s) and after this deletion they may enter the required data again. These corrections can only be done before the check-in. The VENDÉGEM Szállás application does not allow entering the same identity document number twice for one reservation.

The required data of the guests is saved one by one, so even if the application is accidentally closed, the previously recorded guest data will not be lost. After closing the VENDEGEM it's important to note that the application does not store the name of the guests that were entered earlier. To protect privacy rights, only the status of these guests is displayed after exiting the application or when using the same unique link on a different mobile device. The link received in the notification e-mail can be used at any time to return to the self check-in process. In this case only the status of the guests is going to be displayed. If needed, the accommodation provider can give further information about which guest's data has already been entered.

The self check-in process is finished when the guest taps on the "FINISH" button. If guest data was not entered for all the guests in the reservation, the link in the notification e-mail can be used to continue this process at any time. To modify any detail of the reservation, the accommodation provider should be contacted. After the accommodation provider has modified the reservation, the notification e-mail can be sent to the customer again if they request it.
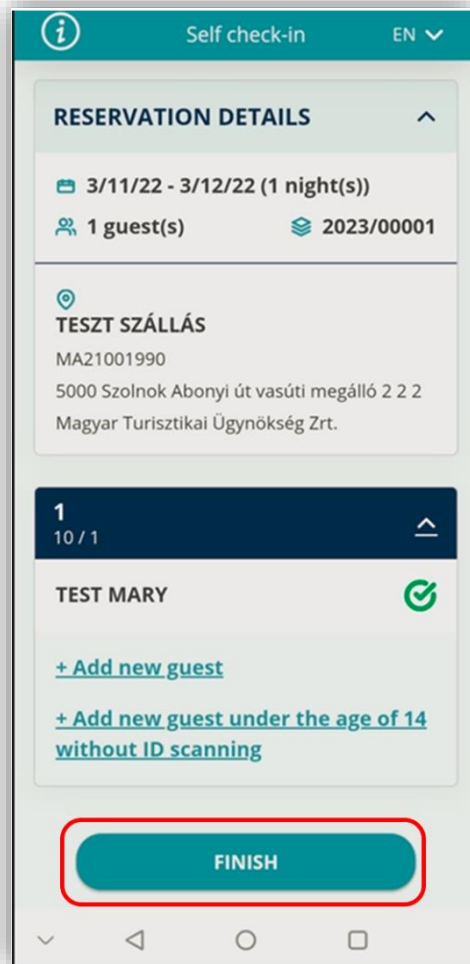
If the booking requested cannot be found in the VENDÉGEM Szállás mobile application after the login process, detailed messages are going to be displayed containing the reason for the error. About the error the guest should contact with the accommodation provider to solve the problem. The provider checks the details of the reservation, an if the error has been corrected and everything is fine the host can resend the notification e-mail about the self check-in.

Important to know for each scanned personal ID document only the legally determined data are stored. The VENDÉGEM Szállás application does not store any other data from the identity document either as an image or in any other format.

4. Arrival

Upon arrival to the accommodation the guests must contact the accommodation provider outside the VENDÉGEM Szállás application, using one of the contact details included in the notification e-mail. The accommodation provider verifies the identity of the guests during this call and then finalises their check-in in the VENDÉGEM Szállás application.