

User guide to self check-in - for Guests -

Table of contents

1. Introduction	1
2. First steps	1
3. Self check-in procedure	1
4. Arrival.....	5

1. Introduction

A self check-in function has been added to the VENDÉGEM application to enable guest data to be entered easily even without the guest being present, before they arrive at the accommodation. This function gives guests the option of scanning the identity documents needed for check-in themselves. In this way, the accommodation provider need not be present in person when their guest arrives.

2. First steps

When a reservation is made for accommodation, the accommodation provider enters the details of this in the VENDÉGEM software. After the booking details are entered, the customer will be notified by an automatically generated e-mail sent to the e-mail address provided by the customer.

The e-mail notification has all the information and instructions needed for successful self check-in, as follows:

- the accommodation provider's details,
- address of the accommodation,
- main details on the booking,
- the Unique code,
- and a link where the self check-in process can be launched.

Important!

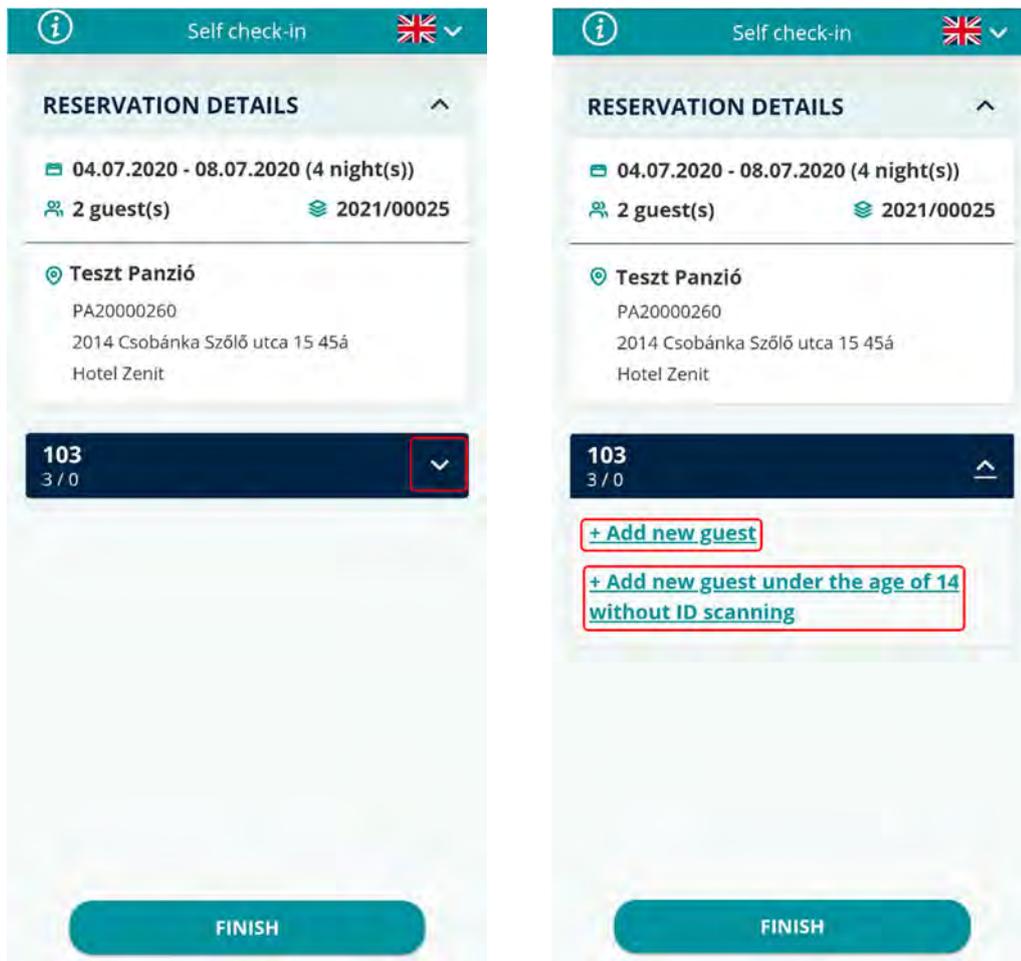
Please note that the VENDÉGEM mobile application must be downloaded and installed on your mobile device from the correct app store (Google Play or App Store). The mobile application can be downloaded by tapping on the reference in the e-mail notification. The login link in the same e-mail can only be opened with the VENDÉGEM application and the unique code provided can also only be entered in the proper field in this application.

If a reservation has been made in the VENDÉGEM software but the customer does not receive e-mail notification, they should contact the accommodation provider to have it resent. If the customer making the reservation will not be staying at the accommodation, they should forward the e-mail to the guests. If the customer is also a guest, they can forward this e-mail notification to all the others too so that they can scan their own identity documents individually if necessary.

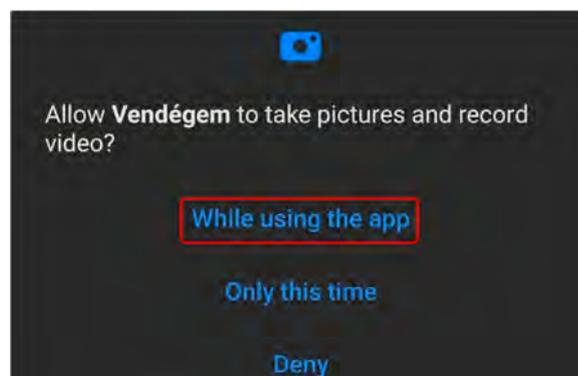
3. Self check-in procedure

When logging in to the VENDÉGEM application for the first time, a page is displayed requiring consent regarding the handling of data by the application. After clicking on ACCEPT, details of the accommodation and the reservation will be displayed. The maximum number of guest rows displayed on the interface is the same as the number of people that the reservation was made for.

The ID scanning process can be started by tapping on the name of the housing unit and clicking the **ADD NEW GUEST** button.



(When using the ID scanner for the first time, the VENDÉGEM application needs to be granted permission to use the mobile device's camera.) For complete guest data entry, both sides of the identity document must be scanned. After scanning the first side of the document, an animation shows that the document must be turned over.





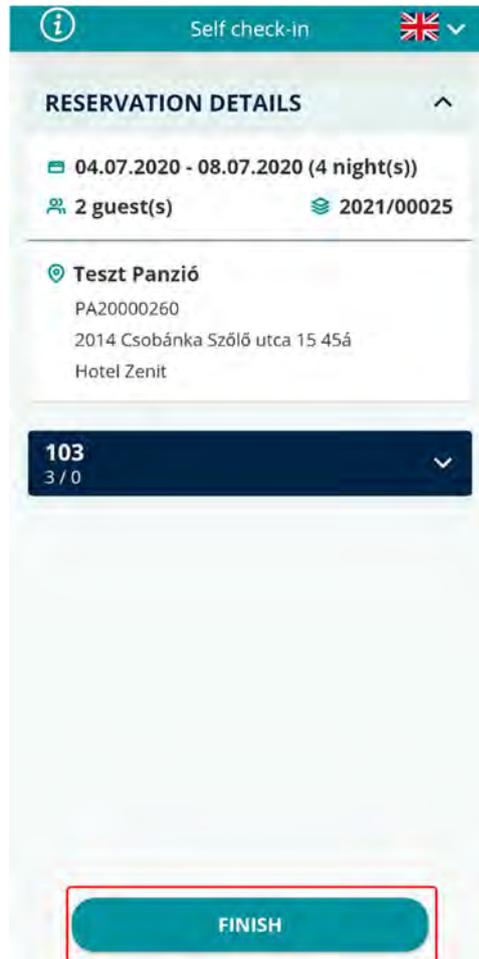
After the scanning step, the scanned data are displayed and can be corrected manually in case of scanning errors, and any missing data can be added.

If the option ADD NEW CHILD WITHOUT SCANNING ID is selected, the data for guests under the age of 14 can be entered manually. After entering the information into the required fields, the data for guests under 14 can be saved.

It is important to note that after guest data are saved in this way, they cannot be modified by the user. Guest data may only be modified or corrected by the accommodation provider after this point. Data entered by guest(s) may also be deleted by the service provider, and after this guests may enter the required data again, but these corrections can only be made before checking in. The VENDÉGEM application does not allow the same identity document number to be entered twice for one reservation.

The required data are saved for guests one by one, so the data scanned and saved earlier for other guests are not lost if the application is closed by accident. The application does not store the names of guests, so on logging out of the application or when opening the booking link on another mobile device, only the status of these guests is displayed. The link in the e-mail notification can be used to return to the self check-in interface at any time, but only the status of the guests will be displayed. If it is uncertain which guests have already been entered, the accommodation provider can provide information on this.

The self check-in procedure is finalised when the guest taps on the “FINISH” button. If guest data were not entered for all the guests in the reservation, the link in the 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 customer may request that the registration e-mail be resent.



If you cannot see the requested booking after logging into the VENDÉGEM mobile application, the interface will display precise reasons for the error. The accommodation provider should be contacted with this information in order to fix the problem. The service provider can then check the details of the reservation and if everything is in order, the e-mail notification can be resent to the guest.

Only the data defined by legislation are stored from ID documents in every case. The VENDÉGEM application does not store any other data from the identity document, either as an image or in any processed format.

4. Arrival

On arrival at the accommodation, guests must contact the accommodation provider by one of the means given in the e-mail notification, without using the VENDÉGEM

application. The accommodation provider thus verifies the identity of the guests and then registers their arrival in the VENDÉGEM application.