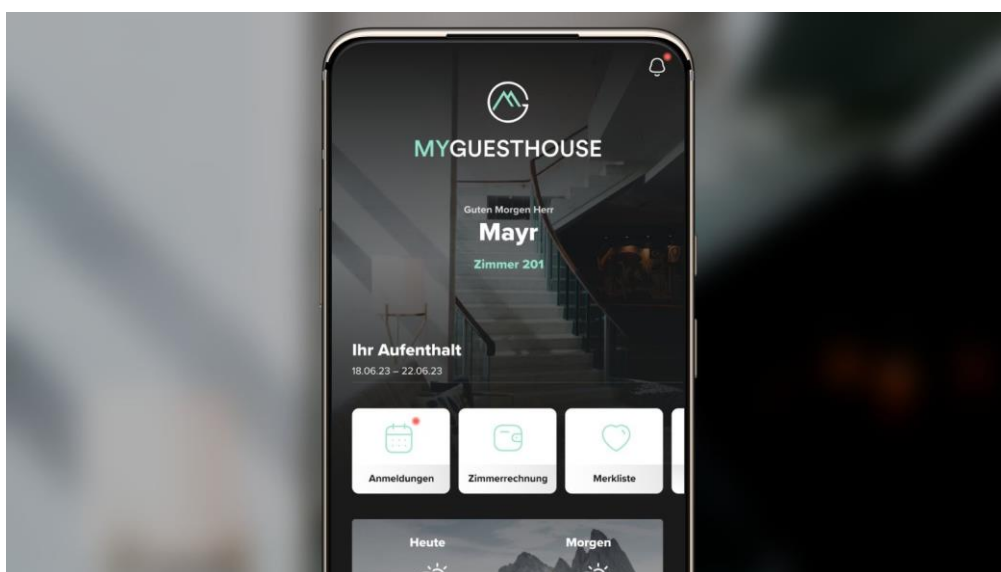# Guestnet- apaleo: Integration Onboarding Guide



## What is Guestnet for?

With mobile access to services, Guestnet ensures high guest engagement and boosts sales, making it the preferred choice for hoteliers, from prestigious chains to independent hotels. Explore Guestnet and simplify hotel operations for everyone. The web app is fully personalized for the guest through the PMS integration, allowing them to check their room bill, manage activity bookings, or access additional information in their personal area.

- **Guest app:** All information around the stay, the facilities, house rules and own content
- **Destination Content:** Get access to content from your designated area via API.
- **Upselling**: Create upsell opportunities to increase your revenue with a shop, SPA & co.
- **Culinary Orders**: Integrate your food & beverage bookings like room service or breakfast.
- **Analytics**: Optimize your offering and workflows with the data of your transactions

## What data will be shared between apaleo and Guestnet?

- All relevant guest and reservation data
- Folio data for guests

## How do I open a Guestnet account?

The account can be opened via an email to [support@guest.net](mailto:support@guest.net)

## What is the best way to trial Guestnet?

We strongly recommend that you set up a demo call with a Guestnet representative under [support@guest.net](mailto:support@guest.net)

With access to our demo environment, you can discover the tooling and features of Guestnet.

Guestnet is accessible on a computer, tablet or smartphone in a browser as a Web App.

## Is there any training available?

An Onboarding call is part of your subscription where you and your team can familiarize with Guestnet, how the integration with Apaleo works and can start the setup of your account.

- We consistently offer Webinars, where we present actual and new features as well as answer questions.
- From the Guestnet customer backend you can access our Help and Knowledge-Hub where you find distinctive features, modules and how to use them.
- If you need help or have any questions you can always contact support@guest.net.

Later on, you can always access the videos and articles as well as the Onboarding Guide to help you get the most out of Guestnet+apaleo.

## How much does Guestnet cost?

This depends on the number of features you desire to have in your App. We offer 3 packages with a differentiating number of features included (Essential, Premium and Professional). The exact quote will be determined by a Guestnet sales representative.

## How do I disconnect Guestnet?

You can close your Guestnet account at any point by contacting the Guestnet team.