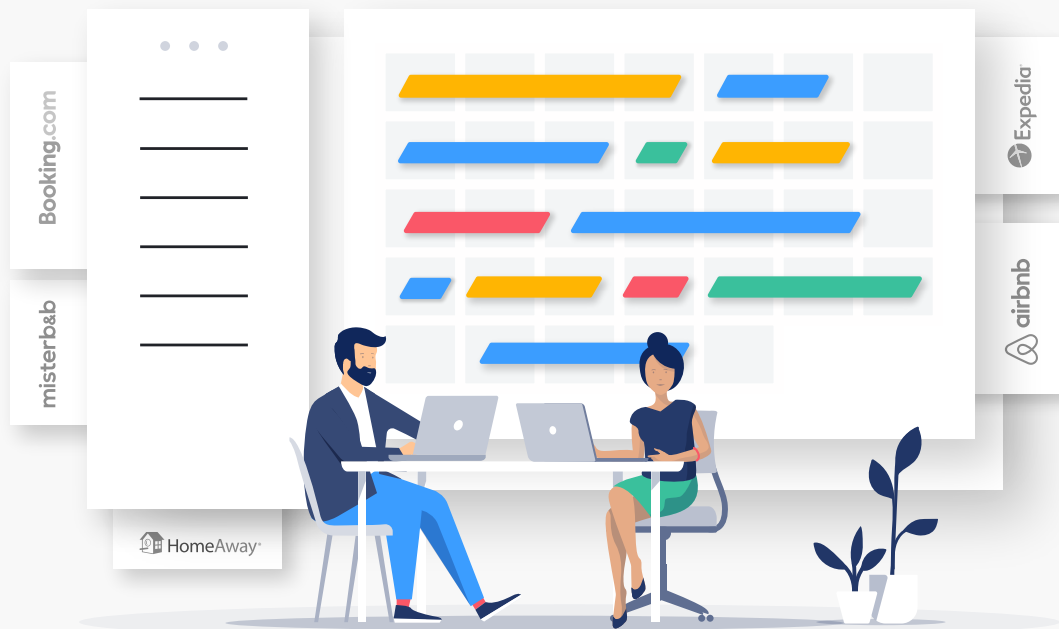# Guesty

Power Your Aparthotel Business With the Industry's Leading End-to-End Platform

Our new suite of features enable aparthotel & boutique hotels to streamline operations, increase revenue and provide high-quality guest experiences.

Why Guesty?

As leaders in the short-term rental space, Guesty has been a trusted partner for property management companies as they grow their enterprises. In order to support their growing needs and additional types of inventory management, we have developed new features that paired with our industry-leading core tools, support independent hotel management.

Join the ranks of property management companies and hoteliers from around the world that trust the Guesty platform to optimize and grow their hospitality brands.

90
member in-house
R&D team

$60M
in funding

270+
employees

8
offices
worldwide

Guesty

We know the challenges associated with operating independent hotels.

Our new tech stack for managing boutique hotels and aparthotels ensures your team works more efficiently, while you actively increase your bottom line & build your brand.

24/7 Support

Automated Guest Communication

Built-In Revenue Management

Centralized Reservation Management

Channel Manager

Cloud-Based Software

Direct Booking Website

Housekeeping & Maintenance

Financial Reporting & Analytics

Inventory Management

Pre-Stay Tools

Guesty

Distribution & Channel Management

Our direct channel integrations with the world's top OTAs will expand your brand's footprint and unlock maximum revenue potential.

Increase visibility of your units and room types with distribution made simple.

- Gain added exposure to your properties, units and room types by listing them across multiple channels, done automatically from a single dashboard.

- Seamlessly distribute your listings across major OTAs including Airbnb, Booking.com, TripAdvisor, Vrbo, Expedia and Google.

- Integrate with industry leading GDSs via SiteMinder to instantly access hundreds of additional distribution channels.

- Build your own commission-free, branded booking website as an additional channel to drive direct bookings.
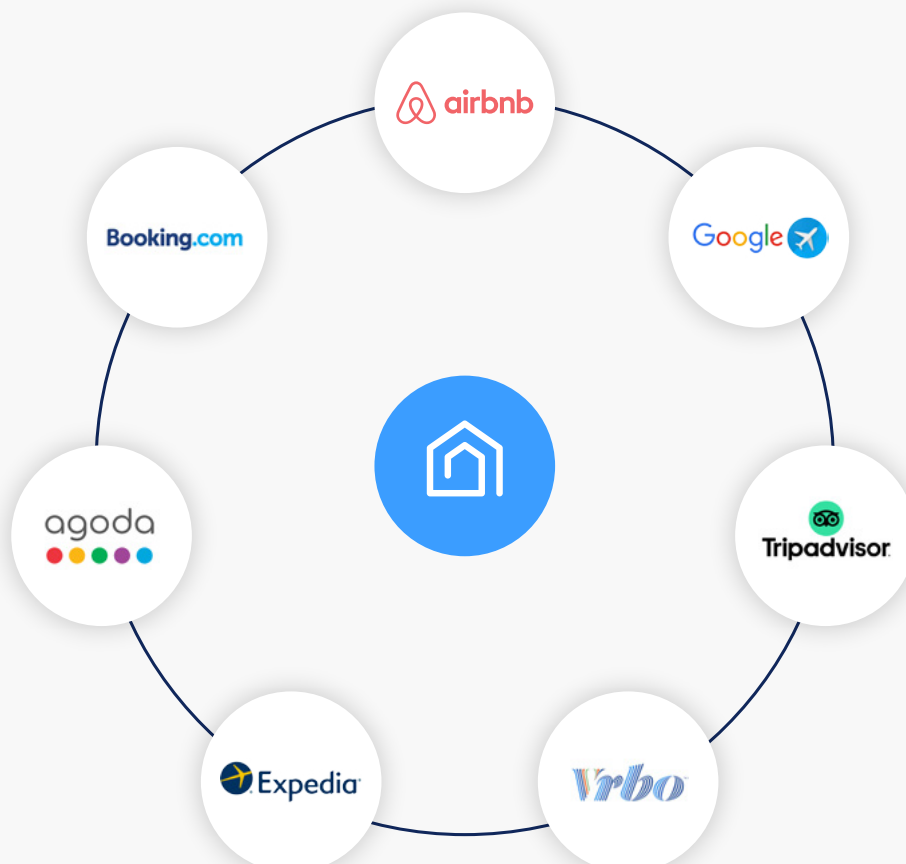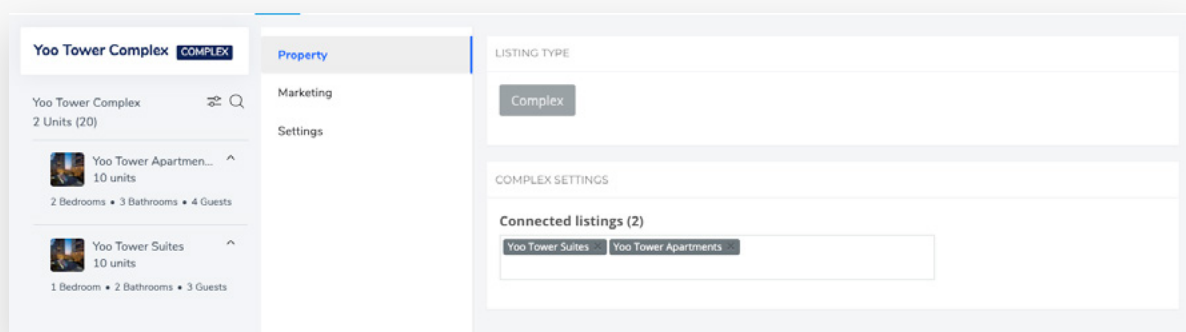
Inventory Management

All the functionalities you need to manage your units at scale and drastically reduce daily operations.

- Group your multi-units and single units to create a hotel complex.
- Streamline the creation of identical listings, room types and units.
- Group interchangeable properties under one umbrella.

Bulk Editing of Multi-Units

- After grouping your similar units as multi-units, the sub-units will all inherit the values of one primary unit - allowing you to make singular actions that affect multiple units at once.
- Adjust nightly rates and maximum/minimum nights at scale.

Guesty
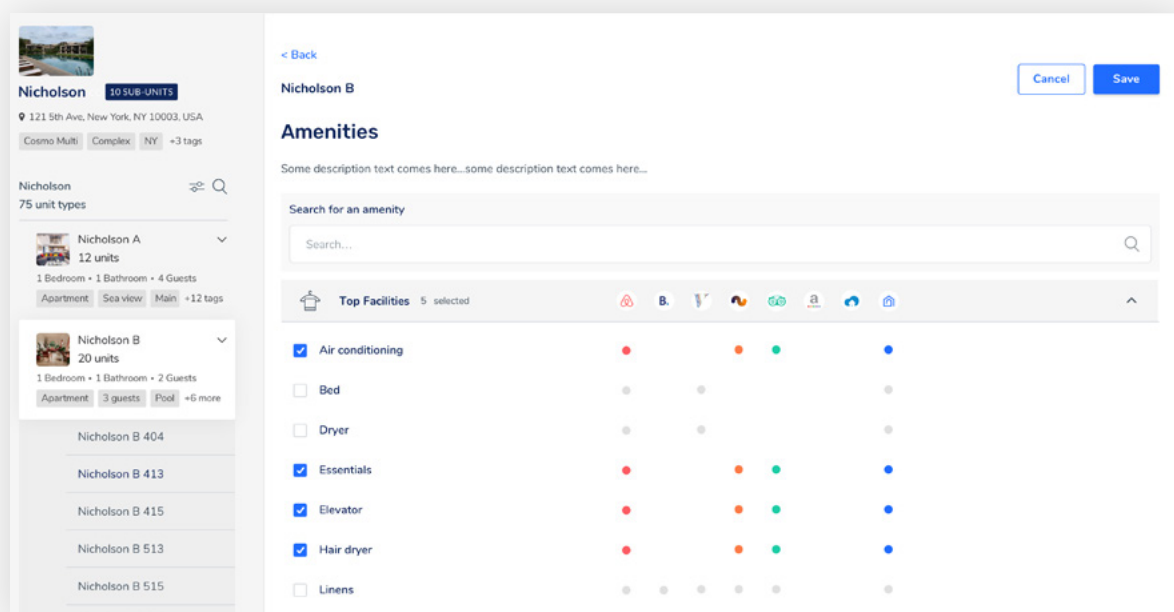
Centralized Reservation System

Manage reservations from all sources using our centralized Multi-Calendar for added ease and accuracy.
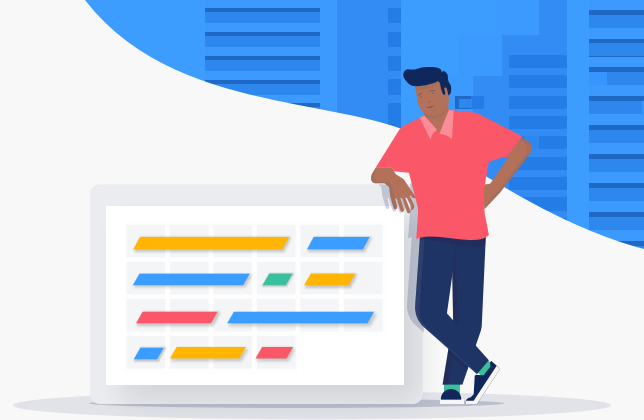
- Manage reservations within your multi-units directly from our Multi-Calendar.

- Streamline the creation of identical listings, room types and units.

- Manage overbookings, optimize occupancy and maximize revenue by prioritizing room allocation and creating space for more reservations.

- See upcoming availability of all units in a user-friendly calendar and make smarter pricing decisions.

- Create reservation allocation rules that automatically assign and re-assign reservations directly within our Multi-Calendar to meet unexpected scenarios or guest requests.

Automated Guest Communication

Our robust communication management tools unify and automate one of the most time-consuming areas of your daily operations.

- Merge your guest communications from all sources (email, OTA inboxes, SMS, WhatsApp and more) into a single inbox.

- Respond to inquiries quickly by creating customized templates for automated messages and responses, sent out according to triggers you set.

- Enhance every stage of a guest's journey with automated messages sent pre-stay, in-stay, and post-stay from our Unified Inbox.

- View reserved dates and listing details directly within our Unified Inbox to make manual messaging easier and assure guests aren't left waiting.

Guesty

Pre-Stay Tools

Easily collect important information from guests before they arrive without sacrificing customer service.

- **Check-In Form:** Automatically collect guest details and other specific requests pre-stay to keep your business and its assets protected at all costs.

- **Rental Agreements:** Automatically send guests personalized agreements with your terms and conditions to sign digitally - reducing your vulnerability to fraud, helping you fight false chargeback claims, and limiting unwanted guest behavior.

- **Authority Reporting:** Put your pre-stay registration processes on auto-pilot to ensure full legal compliance with local authorities without any extra stress.

Document manager Beta

STATUS REPORT   AGREEMENTS   CHECK-IN FORM

Guest information

Please upload photo identification of the primary guest listed on this reservation (e.g. passport, driver's license).

Hide description

First name
John

Last name
Doe

Email
john.doe@email.com

Phone number
+1

Address   Hide

Street and number   City

Add your fields

Drag and drop fields like 'Signature' from the sidebar on to your document

Fit Width   See Shortcuts   Continue

Fields

Signature

Initials

Date Signed

Textbox

Checkbox

Dropdown

Radio Group

Rental Agreement

This Short Term Rental Agreement (hereinafter: the "**Agreement**") is entered into and made effective as of the signing date by and between the Property Owner/Operator ("**Owner**") and the Guest (together - the "**Parties**"). Terms not specified in this Agreement shall be in accordance with the House rules or the Reservation policies which are provided separately by the Owner.

The parties agree as follows:

Accommodation Terms

1. The Guest agrees to abide by all rules and regulations set forth by local laws.

2. The Guest shall behave in a respectful manner and shall be good neighbors respecting the rights of the surrounding property owners. Creating a disturbance of the above nature shall be grounds for immediate termination of this agreement.

3. The Guest commits not to use the property for any illegal or commercial purpose, including but not limited to sub-lease the property or otherwise allowing anyone or more

Documents

ncxpnzw2...cd5z.pdf

Guesty

Revenue Management

Manage and automate nightly rates and availability from a single dashboard to boost bookings and increase profitability.

- Update nightly and minimum rates of your grouped units in bulk across all channels.

- Leverage automated pricing rules to fill occupancy gaps and adjust seasonal pricing.

- Integrate with dynamic pricing tools to adjust base rates according to real-time market performance.

- Connect multiple Stripe accounts to Guesty to collect payments with ease.

Create rate plans and promotions based on seasonality, special events, recurring days, and more, then sync them across all listings on Booking.com.

Coming soon to other OTAs we integrate with.

Choose a pre-defined Rate Plan or create your own   Best practices

Fully flexible
Boost bookings by allowing free Cancellation up to 1 day before check-in

Non-refundable
Reduce Cancellations by offering a cheaper plan

Custom
Create your own pricing plan to match your needs

Create a Rate Plan

Selected cancellation policy for this Rate Plan:

Fully flexible   Change

Include meals in this rate plan

Meals

- ☑ Breakfast
- ☐ Lunch
- ☐ Dinner
- ☐ All-inclusive

💡 **Keep in mind**
Most bookings are made without meals. You can always offer meals to guests when they check in.

Set an alternative minimum nights setting than the Standard Rate

Minimum nights

Select minimum nights   5   ⌄   nights

💡 This will be the minimum nights default for the next 2 years. You can change this anytime.

Guesty

Financial Reporting & Analytics

Keep tabs on key performance indicators and generate accurate financial reports to gain insight into your business's performance.
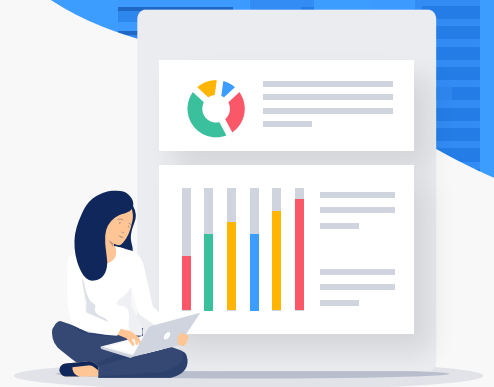
- Use our Analytics dashboard to see real-time, actionable insights about your workflows and operations.

- Track KPIs like Average Daily Rate (ADR), RevPAL, occupancy rates, revenue, OTA ratings, response time, and many more with our powerful analytics dashboards.

- Generate customized, detailed reports using hundreds of data points and filtering the data as you select.

- Share reports with your team using automated emails that are set to pull the latest reports as often as you choose.

- Track and report on all your financial data through our automated GAAP-based double entry bookkeeping system.

Guest Experience

We built our platform with customer service in mind, making sure we are enabling your team to provide the highest-quality customer service around the clock.
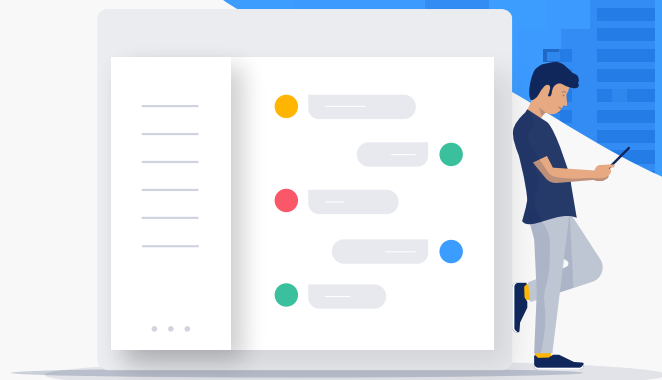
- Use our communication automation tools to reply to guest inquiries as quickly as possible, while minimizing the risk of any possible oversight that could affect the customer's experience.

- Integrate tech tools into your business that further promote a better guest experience and enable contact-free stays to limit human interaction.

- Use our Guest Book to access all guest and reservation information in one place - like contact details or booking and communication history - for all the information you need to provide a high quality of service and avoid any errors.
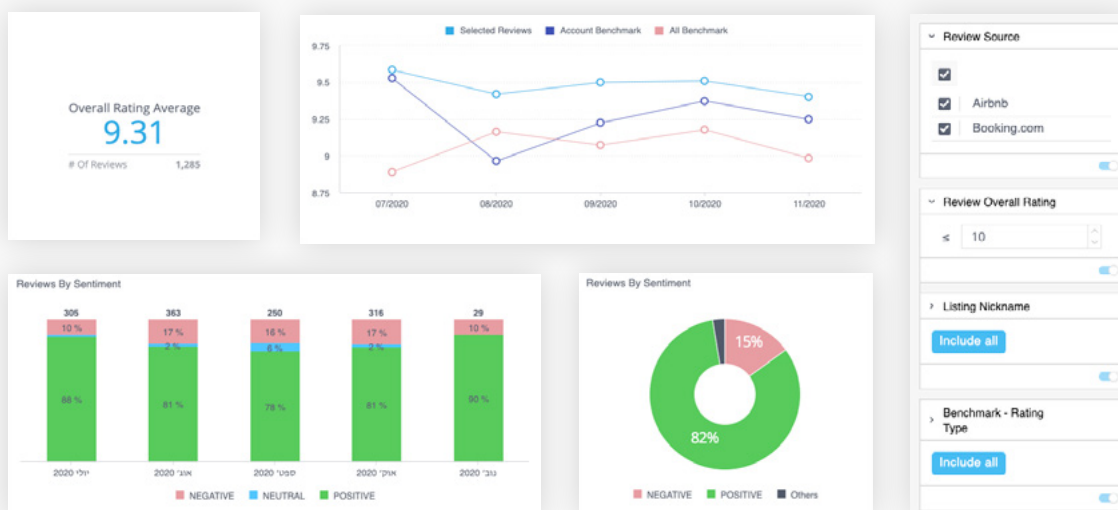
Prefer to take guest communication off your plate entirely?
Our 24/7 Guest Communication Services have you covered.

Our team of communication experts will take over your guest communication entirely, or just during your team's off-hours, to make sure no guests are kept waiting. Choose from our two options:

24/7 Guest Communication Service

Off-Hours Guest Communication Service

[Learn More](#)

Guesty

Custom Direct Booking Website

Skip commissions and further promote your brand by building your own direct booking website, powered by the Guesty platform.

Set your own rules when it comes to your bookings.

Create your own branded, direct booking website for free on Guesty to book guests without the added channel fees, while further establishing your business as a leading hospitality brand.
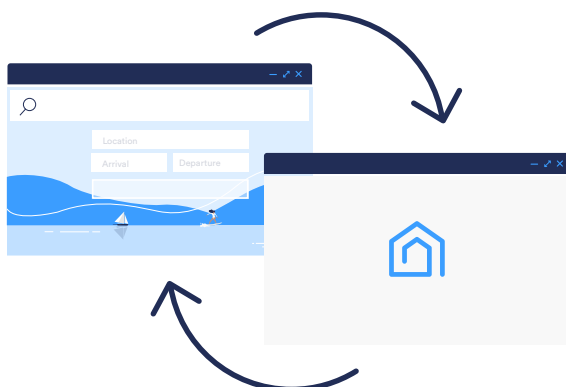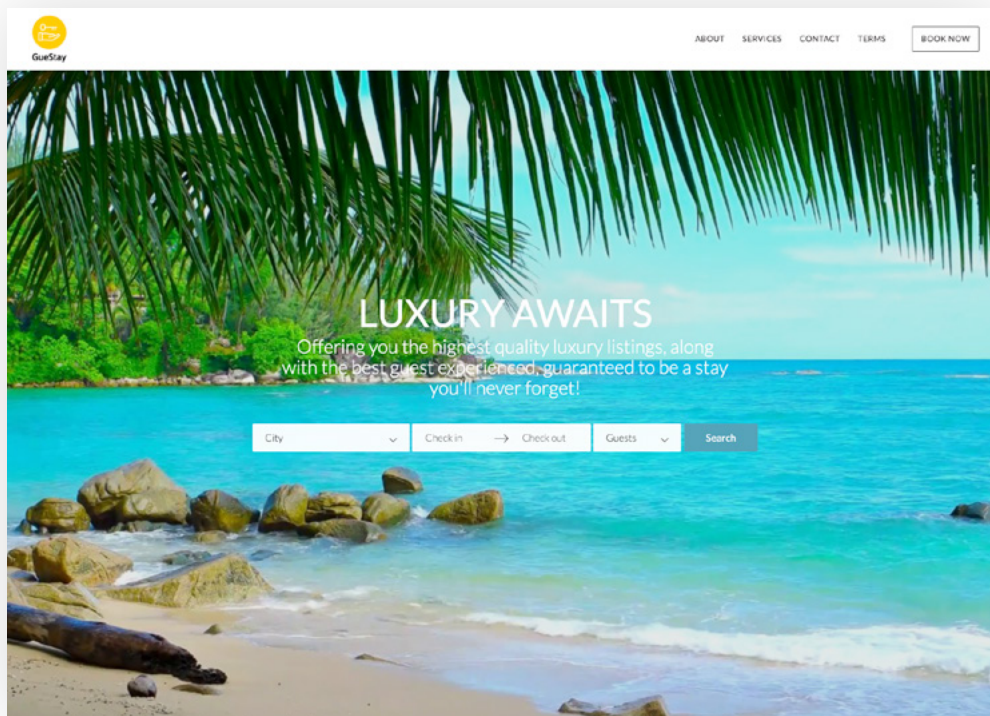
## Already have a branded booking website?

Sync it with the Guesty platform through an embeddable widget and manage those direct bookings with our time-saving tools.

Mobile Management App

Our mobile app allows you to manage operations on-the-go and take action at any time, making sure you leave no urgent matters waiting.

- Access your Guesty-powered inbox, calendar, tasks, contacts and more all from the convenience of a mobile application.

- 24/7 oversight of availability, rates, reservation details, messages and more.

- Schedule any repeated operational task automatically, such as a check-out cleaning.

- Available in 15+ languages to make sure all members of your team are able to monitor and track their designated tasks.
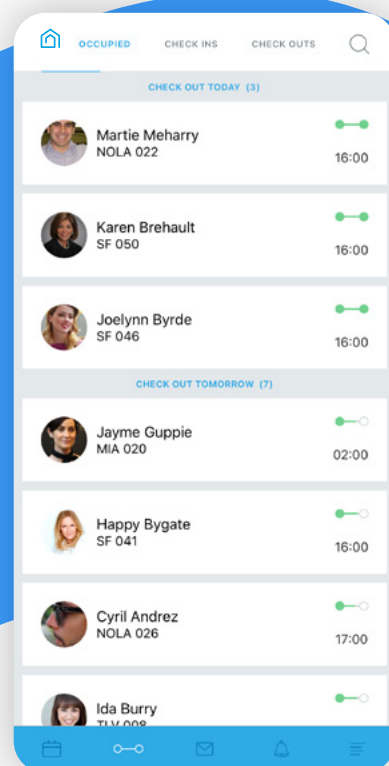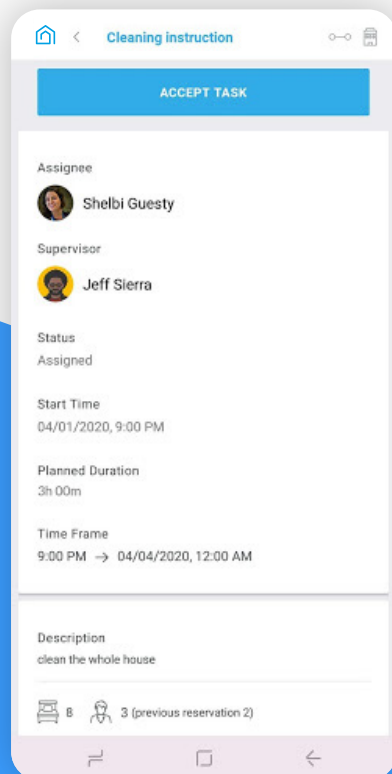
About Guesty

Guesty is the leading disruptor of property management software with a cutting-edge platform that automates, streamlines and simplifies the most time-consuming and growth-facilitating tasks involved in managing aparthotels, boutique hotels and serviced apartments.

With features built in-house that provide a positive user experience, our platform serves as a strong, reliable and adaptable partner for property management companies to grow and optimize their businesses.

Guesty