HOW GUESTS DOWNLOAD YOUR APP!

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EMAIL TEMPLATE

We've created an email template that you can use to send Vamoos out to your guests before they arrive.

The template allows you to personalise for your guest, include your USER ID for them to log in and allows you to sign off with your email signature. It also highlights key features and includes download links to the App and Google Play Stores.

View all essential information such as directory, room guide, WiFi details and more

Instantly communicate with us for any and all of your needs during your trip

Explore our online and offline maps and view our curated local recommendations

Set your 'Do-Not-Disturb' status virtually

All you need to do is fill in the marked sections to personalise it for your guest (GUEST NAME, USER ID, SIGNATURE).

This email template will be sent to you during your first week with us.

IN-PROPERTY CARDS

If your guests have not downloaded the app before arrival, it is important to make it as easy as possible for them to download Vamoos once at your property.
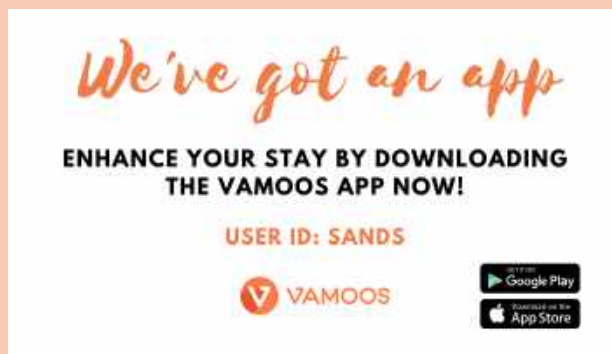
BUSINESS CARDS

One way of doing this is having business cards at reception, in communal areas or in each room.

We recommend that you go to your existing business card supplier and they will be able to print these. You can use our example above for inspiration.

ROOM KEY CARDS

Instructions of how to download the app can also be added to room key cards.

QR CODES

APP STORE

GOOGLE PLAY

IN-PROPERTY COLLATERAL

In-property collateral is a great way to promote your app and all of the exciting services you offer.

Some examples are:

1 Posters in communal areas (dining areas, gym, spa)

2 Stands on front desk and within reception areas

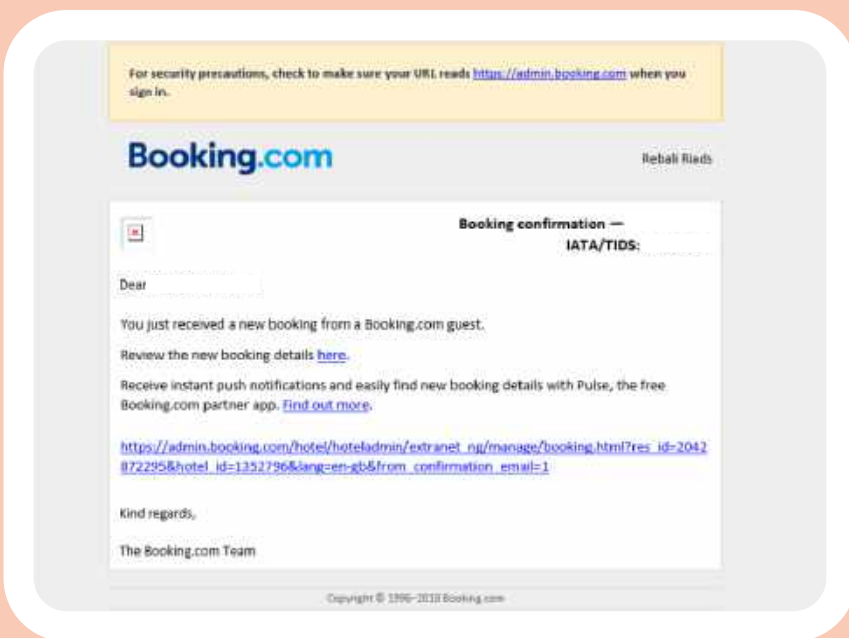**3** Video presentations of the app in communal areas

If you have any questions then please get in touch with us at properties@vamoos.com

SENDING APP INSTRUCTIONS VIA BOOKING.COM

Should your guests book their stay with you through Booking.com, you will still have the opportunity to email them instructions to download the app in advance of their stay.

When a booking is made via Booking.com you will receive an email confirming this. It will look like this example.

For security precautions, check to make sure your URL reads https://admin.booking.com when you sign in.

Booking.com   Rebali Riads

Booking confirmation —
IATA/TIDS:

Dear

You just received a new booking from a Booking.com guest.

Review the new booking details here.

Receive instant push notifications and easily find new booking details with Pulse, the free Booking.com partner app. Find out more.

https://admin.booking.com/hotel/hoteladmin/extranet_ng/manage/booking.html?res_id=2042872295&hotel_id=1352796&lang=en-gb&from_confirmation_email=1

Kind regards,

The Booking.com Team

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Follow the link in the email, it will take you to the reservation section. From here Booking.com will generate an email that you can then use to directly communicate with your guest and send over instructions of how to download your app.

The email you are looking for will be similar to the below.

E-mail: bpodbi.733454@guest.booking.com

MAKE DOWNLOADING THE APP ESSENTIAL

As you now have an exciting and interactive app that showcases all of the great things about your property, you want to give your guests as many reasons as possible to download the app.

KEY INFORMATION

It is important to let your clients know that all of the key information for their stay can only be accessed via the app.

EXCLUSIVE OFFERS

We recommend that you add exclusive offers and promotions that can only be accessed through the app.

VOUCHERS & ACTIVITIES

Provide your guests with up to date vouchers, daily activities, menus and important information that they won't be able to find elsewhere.

ACCESS TO MESSAGING & DO-NOT-DISTURB

Many guests will want to access these two exciting and essential services. It is important that guests know the only way to access these is through using the Vamoos app.

HOW TO TRACK YOUR APP DOWNLOADS

TRACK USAGE

Vamoos allows you to track how many people are using your app through two main features:

DOWNLOAD COUNTER

On your Vamoos List for Stays, you will see a live download counter that will update each time someone uses your User ID to login to the app

Property name	Address	User ID	Downloads
Sands Hotel	Essaouira, Morocco	SANDS	284

EMAIL NOTIFICATIONS

You can receive email notifications to one set email to let you know when a guest logs into the app.

You will receive an email only when a user logs in with your User ID and also inputs their name and dates of their stay.

To add the email you want these notifications to be set to, go to the person icon in the upper right of the Vamoos portal - Account Settings - then add the email to Contact Email.