

Product Information Sheet

Cookiebite allows hotels to present their guests with a unified guest reservation portal. Guests can then view and modify existing bookings, add new reservations, or book any other activities, attributes or add-ons that your venue has to offer.



Making all the right connections

Cookiebite Vault™ is designed to **bring together reservation records from multiple systems** that you already use, for:

1 use by your guests. It doesn't matter anymore where a guest made a reservation, or even what it is they booked! Bookers can now find all their reservations in one place, directly on your website, securely stored and ready to be managed.

2 cross-product bookings. When one of your offers (such as spa, golf, restaurant, room or other ancillary products) is not already booked, cookiebite guides the guest to make more reservations, always on the direct channel.

3 unifying guest confirmations. With every booking made, guests receive reservation confirmation updates, rather than new and separate confirmation e-mails. This way everything they booked, is all conveniently placed in one e-mail.

4 orchestrating reservation records. Each modification made by a guest, can be updated appropriately in each impacted system within the hotel's ecosystem.

5 reaching bookers on online travel agencies. When a guest has booked a room with one of the OTAs, they receive targeted personalised messages, inviting them to come to the direct channel, where they can manage their reservations and customise their experience.

6 increasing revenue and guest satisfaction. You have the ability to offer your bookers a 'one-stop solution', unifying your reservation communications, and offering options that are truly personalised and relevant to each booker and their stay.



THE ROYAL HOTEL

YOUR ROOM RESERVATION

SUPERIOR KING WITH CITY VIEW £ 423.00
From: 24 NOV 24
To: 26 NOV 24
Name: Ms Joy Killmar
Ppt: 2 Adults
1 Child 8-12 years

EXECUTIVE DOUBLE £ 132.00
From: 24 NOV 24
To: 26 NOV 24
Name: Ms Joy Killmar
Ppt: 1 Adult

RESERVATION SUMMARY

Rooms: GV21FXXH1A
1 x Superior King with City View
1 x Executive DOUBLE

Spa: GY66NFG1A
1 x Stone Therapy Massage

Grand Total: £ 607.00

YOUR SPA BOOKINGS

STONE THERAPY MASSAGE £ 52.00
On: 25 NOV 24
At: 17:00
Name: Ms Joy Killmar
Therapist: Ms. Deena Jones

YOUR TABLE BOOKINGS

- No Table Reservations found -

24 NOV 24 No Bookings Found BOOK NOW
25 NOV 24 No Bookings Found BOOK NOW
26 NOV 24 No Bookings Found BOOK NOW
27 NOV 24 No Bookings Found BOOK NOW

1 Connecting all reservations

All reservations for rooms, spa, golf, restaurants or any other add-ons sold, are placed in the same secure shopping cart, for your bookers to view, and from where they can manage or reserve more!

2 Selling on all channels

We actively switch bookers to the **direct channel**. It doesn't matter if it is a spa booking made on your call centre, or a room reservation on Expedia. We reach every booker, and offer them the chance to do more with your business, directly.

3 Bringing it all together

We unify and update bookings after every reservation or upgrade is made. We ensure all sales are correctly placed in all your existing systems, and that mapping is done with precision. We also specialise in building interfaces with your existing hospitality partners, ensuring zero disruption to your existing processes.