CAMPSPOT

Express Check-In

FEATURE OVERVIEW:

This feature allows for contactless express check-in through automated communication and electronic signature capabilities. Guests can check in online within 24 hours prior to arrival, provided they have paid their balances in full and accepted the Terms & Conditions.

EXPRESS CHECK-IN ACTION ITEMS FOR STAFF:

To turn on express check-in, you will need to navigate to the Campground Setup section and General sub-page to check these boxes: 'Online Check-In' and 'Electronic Signatures.'

While the 'Electronic Signatures' feature can function independently, you will want to check both of these boxes to take full advantage of the express check-in feature.

Online Check-In

☑ Allow guests to check themselves in online 24 hours before they arrive

Electronic Signatures

☑ Allow online acceptance and tracking of your guest's Terms & Conditions acceptance

Once the 'Online Check-In' box is checked, guests will receive an email 24 hours prior to arrival with their express check-in instructions and have until their arrival time to take action. Under the Campground Setup section and Messaging sub-page, you will now see the ability to customize express check-in emails to guests. These emails include 'Online Check-In Email Message' (the initial email guests receive) and 'Online Check-In Confirmation' (which is sent after guests successfully complete their to-dos). Customization of email messages is optional.

By enabling this feature, guests are now required to accept the Terms & Conditions before they can check in online or in-person. While a guest cannot check in online if they have an outstanding balance, staff can still check in a guest on the Reservation Details page if they have an outstanding balance (as usual). It should not be the general responsibility of staff to check in a guest online on their behalf.

How to View New Feature as a Customer Service Representative (CSR):

If staff would like to view this new feature from a guest's perspective, there are two ways to do so:

1. Locate the guest reservation in question. Navigate to the Billing Tab of the Reservation Detail modal. Click the 'LINK' button to open a new browser tab that summarizes the guest's order details and invoice charges. These are the same order details available to the guest.

2. Navigate to the Front Desk page of the Booking modal. Click 'ARRIVALS.' Locate the guest reservation in question and click 'Balance.' Then click the 'LINK' button to open a new browser tab to see the guest's order details.

EXPRESS CHECK-IN ACTION ITEMS FOR GUESTS:

Step 1: Pay Balance

If there is an outstanding balance on the account, the system will ask the guest to 'Pay Balance.'

It's time to check in!

Please review your reservation details before checking in.
If you have any questions or comments contact us at (830) 256-0088.

Outstanding Balance of $128.73 Balance must be paid in full before check-in.	Pay Balance

Terms & Conditions have not been accepted Terms & Conditions must be accepted before check-in.	Accept Terms & Conditions

If a guest clicks 'Pay Balance,' they will be redirected to the payment page on your campground's consumer site. For a CSR to process payment on behalf of the guest instead, return to the Billing Tab and click the 'PAY' button.

If there is no balance due on the account, the system will not require any action, as seen below.

It's time to check in!

Please review your reservation details before checking in.
If you have any questions or comments contact us at (830) 256-0088.

✓ **Balance has been fully paid**

Terms & Conditions have not been accepted Terms & Conditions must be accepted before check-in.	Accept Terms & Conditions

Need Help? Shoot us an email at support@campspot.com

Step 2: Accept Terms & Conditions

If the guest has not accepted the Terms & Conditions, the system will ask them to 'Accept Terms & Conditions.' If the guest clicks 'Accept Terms & Conditions,' the system will navigate to the bottom of the page to agree to the Terms & Conditions.

Guest Name Signature:

| Clear | Sign Above | Type Signature |

I Accept the Terms & Conditions

Guest Name Signature:

Guest Name

| Clear | Type Above | Sign Signature |

I Accept the Terms & Conditions

By default, the electronic signature is set for someone to sign. To type a signature, click 'Type Signature.' If the Terms & Conditions have been accepted, the system will not require any action, as seen below.

It's time to check in!

Please review your reservation details before checking in.
If you have any questions or comments contact us at (830) 256-0088.

✔ **Balance has been fully paid**

✔ **Terms & Conditions have been accepted**

Complete Check In

Step 3: Complete Check In

To complete the check in process, the guest must click 'Complete Check In' (see button in screenshot above).

After this point, the guest Status will appear under Reservation Items as 'Checked-In (Online).'

	Description	Dates	Guests	Locked?	Status
☐	Electric/Water Tent Site 406	Apr 9 - Apr 12, 2020	Children (4-17): 2 Adults (18-64): 2	🔓 Unlocked	Checked-In (Online)
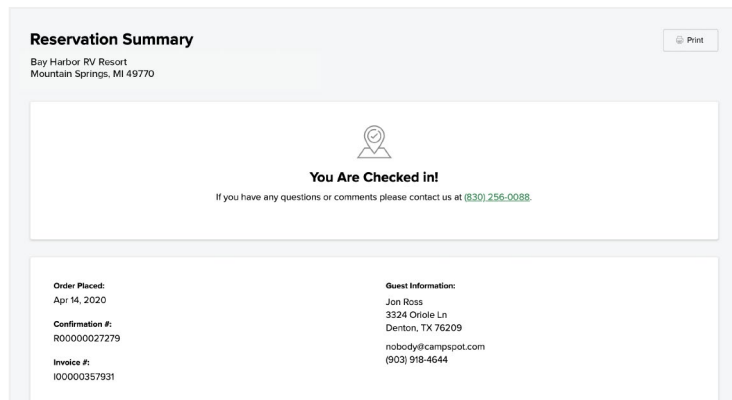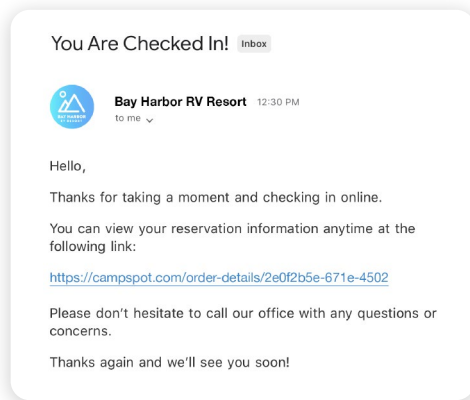
Above to the left is an example of the automatic confirmation email a guest will receive after online check-in. The hyperlink in the body of the email is where the guest can click to view their order details, which you can see in the image above to the right.

Once the guest has physically arrived, you can mark their status as 'Checked-In' to the system as usual via the Front Desk page of the Booking section or through the Reservations Details modal.

NEW FEATURE FAQ FOR CSRs

Is this a feature that you can turn on or off?
Yes, this feature can be turned on or off. You can turn the feature on or off by going to Campground Setup > General > Online Check-In OR Electronic Signatures.

How soon can a guest check in prior to arrival?
Guests will receive an email 24 hours prior to arrival. You can customize this email by going to Campground Setup > Messaging.

Is the only way to access e-sign for the Terms & Conditions through the confirmation link?
Yes. At this time, the only way to agree to the Terms & Conditions electronically is through the confirmation link.

Does this capture the date and time of the signature?
Yes, the submission of the signature produces a record of the date and time of agreement based on the park's timezone.

Need Help? Shoot us an email at support@campspot.com

After acknowledging the Terms & Conditions, does the guest receive a notification of acknowledgment?
No, the guests will not receive a notice that they agreed to the Terms & Conditions. However, they may access their acknowledged terms at any time by navigating to the bottom of their confirmation link.

The guest has paid their balance and signed the Terms & Conditions, will they receive a notification that they are checked in?
Yes. Once 'Complete Check In' has been clicked, the guest will receive an email titled, "You Are Checked In". You can customize this email by going to Campground Setup > Messaging.

If the guest signed a paper copy of the Terms & Conditions, how can I log that in the system so that the Front Desk shows "Accepted"?
You may acknowledge a paper copy was signed by navigating to Reservations Modal under Terms & Conditions > Edit and then checking the "Guest signed printed paper copy" box. When this box is marked, the system will generate a PDF populated with the Terms & Conditions, but it will not produce a signature and therefore is not legally binding. When combined with the signed paper agreement, only then do these documents together constitute a legally binding acknowledgement of your Terms & Conditions.

Where do I access a copy of the electronically signed agreement?
CSRs can find the signed agreement on the Reservation Detail modal under Terms & Conditions, as well as in the Reservation History. Both CSRs and guests can locate the signed agreement at the bottom of a guest's reservation confirmation link.

DEFAULT MESSAGING FOR EXPRESS CHECK-IN

Online Check-In Email Message

Hello (guest first name),

Visit the following link to get started with online check-in:

(system will populate web link to guest's reservation detail)

Please take a moment to review your reservation details before checking in, and call us immediately if there are any changes.

Thanks again and we'll see you soon!

Online Check-In Confirmation

Hello (guest first name),

Thanks for taking a moment and checking in online.

You can view your reservation information anytime at the following link:

(system will populate web link to guest's reservation detail)

Please don't hesitate to call our office with any questions or concerns.

Thanks again and we'll see you soon!

Online Re-Check in Email

Hello (guest first name),

Your reservation details have changed. You'll need to complete online check-in again.

Visit the following link to check in online again:

(system will populate web link to guest's reservation detail)

Please don't hesitate to call our office with any questions or concerns.

Thanks again and we'll see you soon!

Terms & Conditions Email

Hello (guest first name),

Thank you for choosing (system will insert park name) as your upcoming vacation destination.

By signing the Terms & Conditions ahead of time, you allow us to speed up our check in time for you and other guests.

When you have the opportunity, please take a moment and accept the Terms & Conditions at the following link:

(system will populate web link to guest's reservation detail)

Looking forward to seeing you!

Re-Accept Terms & Conditions Email

Hello (guest first name),

Your reservation details have been updated. Please accept your updated Terms & Conditions.

Visit the following link to accept your Terms & Conditions:

(system will populate web link to guest's reservation detail)

Please don't hesitate to call our office with any questions or concerns.

Thanks again and we'll see you soon!

Need Help? Shoot us an email at support@campspot.com