



Quick-Guide: Mobile Check-in from HelloGuest

Start Check-in App



or



Step 1:

A. Download the app from the Apple or Android Store (**name: helloguest**) or
B. Open the web app without downloading it via QR code scan or via direct link <https://vr-sap-de.helloguest.app> in the smartphone browser.



Step 2:

Use your email address and password (min 8 characters) to log in to the check-in app.

Note: If you don't have an account yet, please continue with step 3.



Step 3:

Create a guest account with name, gender, day of birth, email address and password (min 8 characters) in the check-in app. Finally, accept the terms of use.

Perform check-in



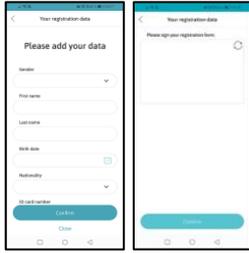
Step 4:

Search for your host in the hotel search. If you use the WebApp (without download), you can find your host directly without searching.

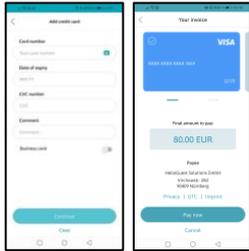


Step 5:

Add your reservation by entering your name and arrival date. If your reservation cannot be clearly assigned, please use the "Advanced search function".



Step 6: Check your registration form data. If data is not yet available, please complete it and sign your registration form digitally with your finger.

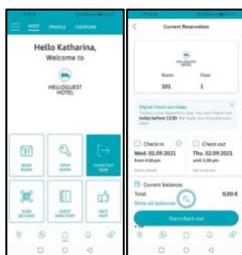


Step 7: For payment, please enter your credit card details and your preferred billing address so that we can invoice you correctly.



Step 8: Your digital room key is now generated and available. You can use it to open all necessary entrances. Please follow the instructions within the check-in app.

Perform check-out



Step 9: Start your check-out. All outstanding balances will be displayed and must be paid by credit card to complete check-out.



Step 10: After successful check-out, you will receive your invoice either by e-mail or directly in the check-in app as a PDF.

If you have any questions, please do not hesitate to contact your hotel team at +496621 9313100.