

AERO
GUEST

AeroGuest Flow

Click demo 

To make time for
what matters





Hotel Mermaid

Live



Operations



Reservations



Direct bookings



Inbox



Pay by link



Upsell



Dashboards

Communication



Message templates



Automations



Audience



Campaigns



Property setup



AeroGuest Support



Log out



Kate Russel

Project Manager



Reservations



Create group



Add reservation



Arrivals

247

25 less than the previous week



Email/SMS available

222 90% of arrivals

34 less than the previous week



AeroGuest check-in

247 11% of arrivals

48 less than the previous week

Arrival date

1. Aug. 2024



Departure date

2. Aug. 2024



Search guest name or booking number



Arrivals

Checked-in

Checked-out

Cancelled

Guest	Phone number	Email	Arrival date	Departure date	Room	Journey status
-------	--------------	-------	--------------	----------------	------	----------------



John Smith
123456

+45 12345678

john@gmail.com

20. Aug. 2025

21. Aug. 2025

123

Missing contact info



John Smith
123456

+45 12345678

john@gmail.com

20. Aug. 2025

21. Aug. 2025

123

Missing contact info



John Smith
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20. Aug. 2025

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 Hotel Mermaid
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▼

Operations

☰ Reservations

📅 Direct bookings

📧 Inbox

☰ Pay by link

📈 Upsell ▼

📊 Dashboards

Communication

📧 Message templates

⚡ Automations


👥 Audience ▼

📄 Campaigns

⚙️ Property setup

🔍 AeroGuest Support

🚪 Log out

 Kate Russel
Project Manager

>

Pay by Link

+ New payment link

20. Jun. 2025 – 20. Jul. 2025



Search for name or reservation number



Filters



Payment links

☰ Created	☰ Name	Type	Amount	Reason	PMS status	Status
⚡ 20. Apr. 2025	Alena Septimus	Guest	1.200,00 DKK	Food & Beverages	⌚ Configured	✚ Created
📄 18. Apr. 2025	Maren Passaquindi...	Guest	600,00 DKK	Deposit	✅ Posted	✅ Paid
📄 10. Apr. 2025	Miracle Rosser	Visitor	8.800,00 DKK	Other	⊖ Not configured	❌ Failed
⚡ 10. Apr. 2025	Zaire Septimus	Guest	2.200,00 DKK	SPA	⊖ Not configured	🔓 Opened
📄 9. Apr. 2025	Desirae Dorwart	Visitor	860,00 DKK	Food & Beverages	⊖ Not configured	❌ Disabled
⚡ 9. Apr. 2025	Randy Dokidis	Guest	1.200,00 DKK	Food & Beverages	❌ Failed to post	⌚ Expired
⚡ 20. Apr. 2025	Kadin Press	Guest	1.200,00 DKK	Food & Beverages	✅ Posted	✅ Paid
⚡ 20. Apr. 2025	Aspen Geidt	Guest	1.200,00 DKK	Food & Beverages	✅ Posted	✅ Paid



Hotel Mermaid

Live



Audience

Synced: 1. Aug. 2024, 11:43



Export CSV

Operations



Reservations



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Sign-up forms



Campaigns



Property setup



AeroGuest Support



Log out



Kate Russel

Project Manager



Total

3247

273 new this week



Opted in this week

273

78% of arrivals

34 less than the previous week



Skipped this week

42

12% of members

8 less than the previous week

Opt in date
20. Jul. 2025



Search name or email



Filter



Contacts

Opt-in date

Name

Email

Channel

Synced with Apsis

10. Jun. 2025

Ethan Evans

noah.carter@example.com

AeroGuest

Yes

10. Jun. 2025

Sophia Bennett

sophia.bennett@example.com

Manual import

No



10. Jun. 2025

Ava Foster

ava.foster@example.com

AeroGuest

Yes

10. Jun. 2025

Liam Anderson

ethan.evans@example.com

Manual import

No

10. Jun. 2025

Olivia Davis

olivia.davis@example.com

Manual import

No

10. Jun. 2025

Noah Carter

liam.anderson@example.com

AeroGuest

Yes



Mermaid Hotel

Live



Reservations



Inbox



Communication



Pay by Link



Room service



Audience

Sign-up forms



Reports



Hotel Directory



Property setup



Cathryn

Front Desk Manager




Name	Channel	Created by	Last edited
10% off your next stay Gorem ipsum dolor sit amet, consectetur adipiscing elit.	Check-in	AeroGuest	22. Jun. 2025 at 12:34
10% off your next stay Gorem ipsum dolor sit amet, consectetur adipiscing elit.	Check-in	AeroGuest	22. Jun. 2025 at 12:34
10% off your next stay Gorem ipsum dolor sit amet, consectetur adipiscing elit.	Check-in	AeroGuest	22. Jun.

Edit

Duplicate

Delete







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AeroGuest Support



Log out



Kate Russell

Project Manager

+ New message


Search for name or booking number

Messages

Archive

Ratings

•

 **All users who checked in 12. Jan. 2025**
Dear Guests, we would like to... 08:45

Wenzel Washington
Hello! Can I get a new towel i... 08:02

HW Hanna Workman What is the Wi-Fi password? Fri · 09:02

AS Talan Korsgaard
Can you please send housek... Wed · 22:02


Jordyn D., Erin V., Anna B., Dan T. + 8 guests
Dear Guests, due to unexpect... Tue - 11:02

JG James George
Yes, I'd like that. Thank you fo... 4 Mar.

Erin Vaccaro
Dear Erin, we've upgraded you to a new plan. 3. Mar.

AS Aspen Saris
Good morning. I'd like to book... 22 Oct 2024

Jaxson Lipshutz
How much is a thai massage... 21 Oct 2024

 **Cheyenne Vaccaro**
Thank you, Cheyenne, we will... 20 Oct 2024



Wenzel Washington

✉ wenzel@bakers.co.uk

+44 1234 564789

124

19. Feb. at 16:45

Hello! Can i get a new towel in my room?
Also, I think I may have broken the
hairdryer...

Sent

Case resolved? [Archive it now](#)

Write a message



ALGO DRAG

Hotel Directory

Draft

Page: Home

Saved: 11:43

Preview

Save

Close

Publish

Insert

Layers

Pages

English (Default)

Translation mode

Section

Section

Text

H1

Header

H2

Subheader

Paragraph

Buttons

Button

Button list

Media

Image

Collage

Collage

Carousel

Video

Layouts

Hotel name

Room type name

Check-in

Day, Mon. DD, Year

hh:mm

Check-out

Day, Mon. DD, Year

hh:mm

Hotel Directory

Welcome! On behalf of the entire team, I would like to welcome you to Tivoli Hotel & Congress Center. I wish you a pleasant stay here in Copenhagen and at the hotel. Please do not hesitate to contact a team member if there is anything we can do for you during your stay.

Yours sincerely

Jakob Ellermann

General Manager

tivolihotel@arp-hansen.dk

Drag and drop layouts here.

←

Property setup

Search

Property

Label

Rooms

Employees

Communication

Messages

Automations

Booking

Payment

Upselling

Notification center

Advanced

Property setup > Communication > Automations

+ Create automation

Search for automation name

Sort by
Last updated

Status
All statuses

Objective
All objectives

Check in invitation

A great description of what this email is all about and can do to drive an action.

Active Check-in invitation

Created by: AeroQuest Last edit: 22 May 2023 by Cathryn

Reservation confirmed

A great description of what this email is all about and can do to drive an action.

Draft Share information

Created by: AeroQuest Last edit: 22 May 2023 by Cathryn

Unlocked room

A great description of what this email is all about and can do to drive an action.

Paused Re-engage audience

Created by: AeroQuest Last edit: 22 May 2023 by Cathryn

Check in invitation

A great description of what this email is all about and can do to drive an action.

Active Check-in invitation

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←

Property setup

Search

Property

Label

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Automations

Booking

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Upselling

Notification center

Advanced

Property setup > Communication > Messages

Create messagege

Search for message name

Sort by Last updated

Channel All channels

Status All statuses

Objective All objectives

Check in now

A great description of what this email is all about and can do to drive an action.

Email

Published

Unpublished changes

Check-in invitation

Created by: AeroQuest Last edit: 22 May 2023 by Cathryn

Edit

Duplicate

Archive

Delete

Reservation confirmed

A great description of what this email is all about and can do to drive an action.

Email

Published

Unpublished changes

Share information

Created by: AeroQuest Last edit: 22 May 2023 by Cathryn

Unlocked room

A great description of what this email is all about and can do to drive an action.

Email

Archived

Share information

Created by: AeroQuest Last edit: 22 May 2023 by Cathryn

Order Room service in app

A great description of what this email is all about and can do to drive an action.

App

Published

Unpublished changes

Share information

Created by: AeroQuest Last edit: 22 May 2023 by Cathryn

Order Room service in app

A great description of what this email is all about and can do to drive an action.

SMS

Published

Upselling

Created by: AeroQuest Last edit: 22 May 2023 by Cathryn



Property setup

Search



Menu setup

Payments

Choose room

Point of Sale

Room service

Minibar

Upselling

Advanced

Check-in & out configu...

Hotel rules

Site configuration

Blacklist phone

Blacklist email

Data synchronization

Notifications

Notification center

Property setup > Upselling

+ Add service

General settings Categories Services

Category 1

Name	Touchpoint	Price (DKK)	Availability	Enabled
..... Parking	Before & during stay	1500,00 1000,00	M T W T F S S	<input checked="" type="checkbox"/>
..... Champagne on arrival	During stay	1500,00 1000,00	M T W T F S S	<input type="checkbox"/>
..... Parking	Before & during stay	1500,00 1000,00	M T W T F S S	<input checked="" type="checkbox"/>
..... Parking	Before & during stay	1500,00 1000,00	M T W T F S S	<input checked="" type="checkbox"/>
..... Parking	Before & during stay	1500,00 1000,00	M T W T F S S	<input checked="" type="checkbox"/>

Sports & recreation

Name	Touchpoint	Price (DKK)	Availability	Enabled
..... Parking	Before & during stay	1500,00 1000,00	M T W T F S S	<input checked="" type="checkbox"/>
..... Champagne on arrival	During stay	1500,00 1000,00	M T W T F S S	<input type="checkbox"/>
..... Parking	Before & during stay	1500,00 1000,00	M T W T F S S	<input checked="" type="checkbox"/>