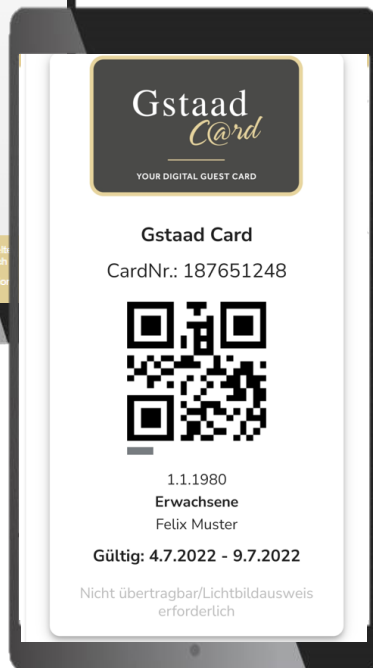
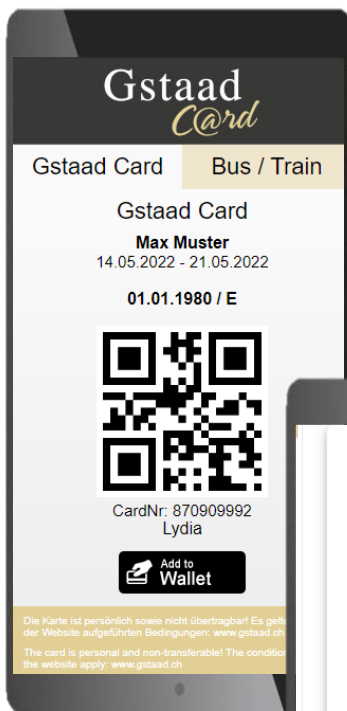


interCreating Gstaad Cards (guest cards) in the WebClient4



IHRE GSTAAD CARD VOTRE GSTAAD CARD YOUR GSTAAD CARD

<p>Herzlich Willkommen in Gstaad! Genießen Sie mit Ihrer Gstaad Card die Vielfalt der Region und entdecken Sie viele attraktive Erlebnisse: www.gstaad.ch/gstaadcard Wir wünschen Ihnen einen gelungenen Aufenthalt in Gstaad. Ihr Tourismsteam Gstaad</p>	<p>Bienvenue à Gstaad ! Profitez de la diversité de la région avec votre Gstaad Card et découvrez de nombreuses offres attractives: www.gstaad.ch/gstaadcard Nous vous souhaitons un agréable séjour à Gstaad. Votre équipe de tourisme de Gstaad</p>	<p>Welcome to Gstaad! Enjoy the diversity of the region with your Gstaad Card and discover many tempting offers: www.gstaad.ch/gstaadcard We wish you an enjoyable stay in Gstaad. Your Gstaad Tourism Team</p>
---	--	--

Allgemeine Bedingungen:
Die Gästekarte ist persönlich sowie nicht übertragbar und nur gültig mit Anreise-/Abreisetermin, Vor- und Nachname sowie Geburtsdatum des Inhabers als auch Name des Beherbergers. Auf Verlangen des Kontrollpersonals hat sich der Gast zuweisen. Missbrauch wird bestraft. Änderungen vorbehalten.

Conditions générales:
La carte visiteur est personnelle et non transférable et n'est valable qu'avec la date d'arrivée/départ, le prénom, nom et la date de naissance du titulaire ainsi que le nom de l'hôte. À la demande du personnel de contrôle, l'invité doit s'identifier. Les abus seront punis. Sous réserve de modifications sans préavis.

Terms & conditions:
The guest card is personal and non-transferable and only valid with the date of arrival/departure, first and last name as well as date of birth of the holder and name of the host. Upon request of the control staff, the guest has to identify himself. Misuse will be punished. Subject to change without further notice.



Gstaad Saanenland Tourismus | Promenade 41 | 3780 Gstaad/Schweiz/Switzerland
T +41 33 748 81 81 | info@gstaad.ch | www.gstaad.ch

Hotels / Camping Holiday apartments / Bed & Breakfast

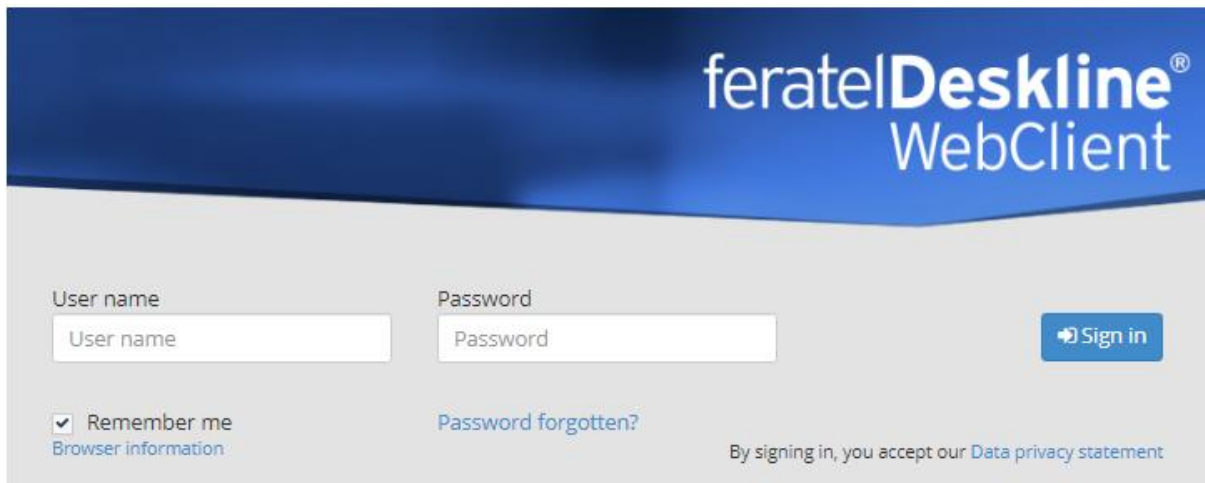
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In the first part (1-3, pages 4-9) you will find the issuing process, in the second part (8-13, from page 10) further functions and additional information.

1 Login

- Login under the following link <https://webclient4.deskline.net/GRI/en/login>
Enter user name & password
- «Sign in»



- Menu «Visitor regist.»



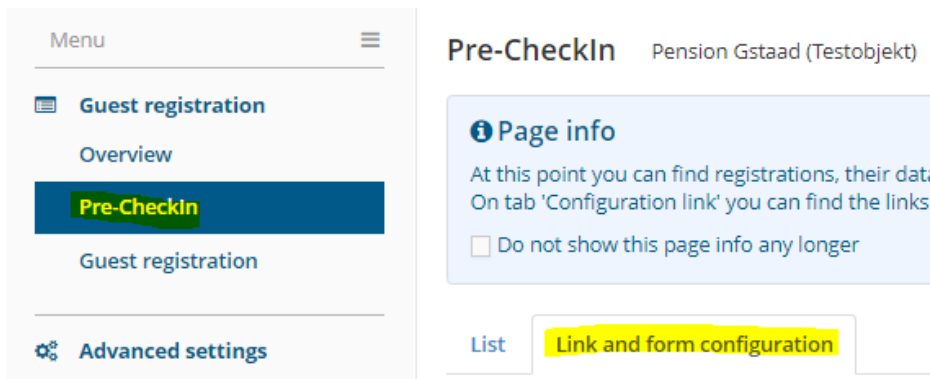
- *When logging in for the first time, it is recommended to adjust the system settings (see «12 System settings», page 20)*

2 Variant 1: Pre-CheckIn Creation of guest cards using guest's self-registration -> **recommended!**

2.1 Sending the Pre-CheckIn link

→ Set up the Pre-CheckIn form - see «11», page 19

- «Visitor regist.» - «Pre-CheckIn»
- Register «Link and form configuration»



The screenshot shows the 'Pre-CheckIn' configuration page for 'Pension Gstaad (Testobjekt)'. On the left, a menu lists 'Guest registration' (with sub-items 'Overview' and 'Pre-CheckIn'), and 'Advanced settings'. The 'Pre-CheckIn' item is highlighted. On the right, there is a 'Page info' section with a description and a checkbox to 'Do not show this page info any longer'. Below that, a 'List' tab is active, showing a 'Link and form configuration' button.

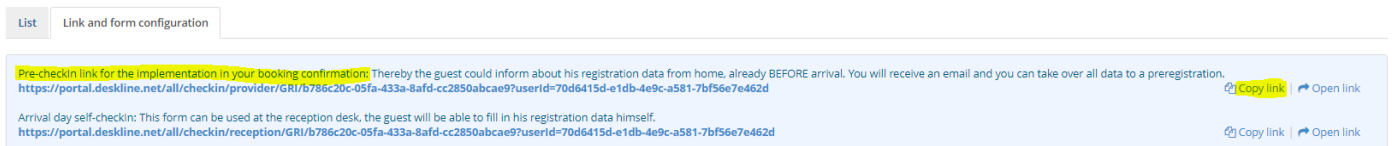
→ Copy the Pre-CheckIn link and send it to the guest; either in a separate e-mail, in a pre-stay e-mail or incorporate into your own booking confirmation.

Timing: Recommendation: approx. 1 week before arrival

→ see «10 E-mail text template», page 18 (example)

→ **ATTENTION Holiday apartments:**

Please note the information under «7 Holiday apartments», page 15!



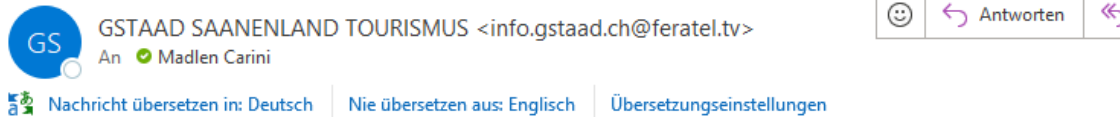
The screenshot shows the 'Link and form configuration' list. It contains two entries:

- Pre-checkin link for the implementation in your booking confirmation:** Thereby the guest could inform about his registration data from home, already BEFORE arrival. You will receive an email and you can take over all data to a preregistration. <https://portal.deskline.net/all/checkin/provider/GRI/b786c20c-05fa-433a-8afd-cc2850abcae9?userId=70d6415d-e1db-4e9c-a581-7bf56e7e462d> [Copy link] [Open link]
- Arrival day self-checkin:** This form can be used at the reception desk, the guest will be able to fill in his registration data himself. <https://portal.deskline.net/all/checkin/reception/GRI/b786c20c-05fa-433a-8afd-cc2850abcae9?userId=70d6415d-e1db-4e9c-a581-7bf56e7e462d> [Copy link] [Open link]

2.2 Receipt of Pre-CheckIn & saving pre-registration

- After successful self-registration of the guest you will receive a notification by e-mail:

New pre-check-in



Dear owner

The following Gstaad Card registration for Pension Feratel (Testbetrieb) has just been received, please verify and approve:

Guest: Peter Musterman
Persons: 2
Arrival: 10.06.2023
Departure: 17.06.2023

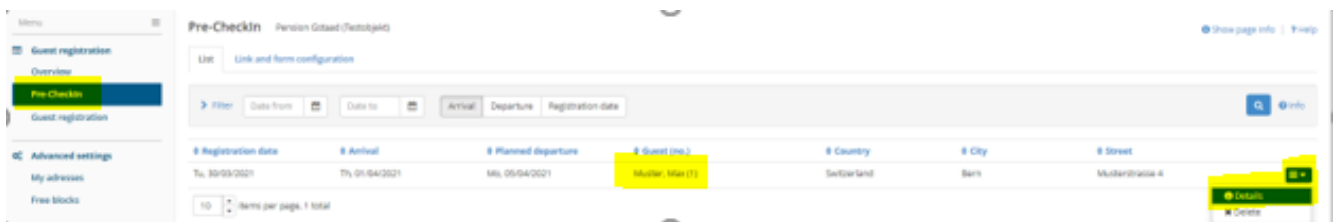
You can view the details [here](#).

Next steps:

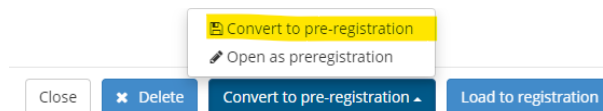
- «Open as preregistration»
- Check data
- «Save preregistration»

Best regards
GSTAAD SAANENLAND TOURISMUS

- Click on «[here](#)» to get directly to the checkIn details
Alternatively, you can call up the data under «Pre-CheckIn» - «List» and open by clicking on the name or on «Details» (symbol on the right)

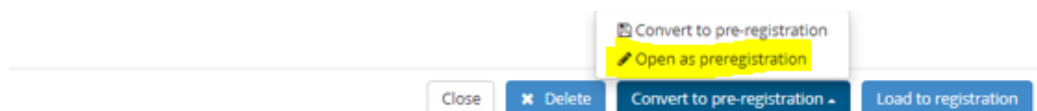


- Check data
- «Convert to pre-registration» → «Convert to pre-registration»



Saves the pre-registration directly & sends the "Concierge myGstaad" invitation e-mail

- *Alternative: The data can be checked more closely if required and adjusted if necessary: «Convert to pre-registration» → «Open as preregistration»*



- If everything is correct, «Save preregistration», only this step triggers the invitation email to «Concierge myGstaad».

Close
Delete
Convert to standard form ▾
Print sheet
Produce guest card
Duplicate
Save preregistration

- The guest receives the invitation link to «Concierge myGstaad», the digital holiday companion, at the earliest X days* before arrival.
In there, after creating a login, he can activate the Gstaad Card(s). If the Gstaad Card(s) is/are not activated in «Concierge myGstaad», the Gstaad Card(s) will be sent automatically by e-mail at midnight on the day of arrival (MobileCard and Print@Home version).

(*holiday apartments and bed & breakfast = 7 days, hotels/camping = 3 days)

- The guest registration now shows the date on which the welcome e-mail for «Concierge myGstaad» is/was sent to the guest and whether the guest has activated «Concierge myGstaad».

Form type: Preregistration
Created: 02/06/2023 13:04
Last change: 02/06/2023 13:04 FERTEST01
[Legend](#)
Digital assistant/PIA:
📧 Welcome email planned/sent for/on: 30/05/2023 11:20 - activated

Amount of taxes: --- ⓘ

Close
Delete
Convert to standard form ▾
Print sheet
Produce guest card
Duplicate
Save preregistration

3 Variant 2: Self- registration on site

In the event that the guest does not have the opportunity to do the Pre-CheckIn before arrival (because he has not received the link) and you cannot make the guest registration on site (see Variant 3, page 8), we recommend that you display the QR code* in your accommodation (reception/room/holiday apartment). In this way, the guest has the opportunity to self-register on site.

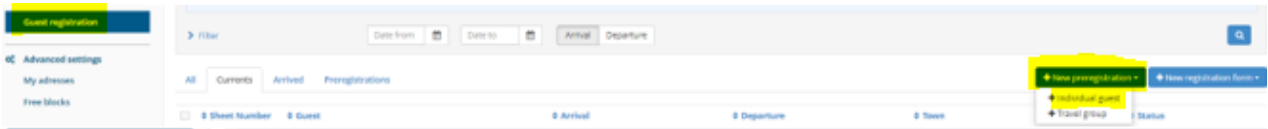
○ **Important:**

- ➔ **After successful self-registration of the guest, the pre-registration must be checked in the WebClient and confirmed by «Convert to pre-registration» (respectively «Save pre-registration»), otherwise the guest will not receive the Gstaad Card(s)!**
- ➔ **Therefore, check your e-mails resp. your Pre-CheckIns regularly, especially when guests arrive!**
- ➔ **Everything works exactly the same as for the pre-check-in before arrival (see «2.2 Receipt of Pre-CheckIn & saving pre-registration», page 5)**

*The QR code can be ordered by e-mail info@gstaad.ch or phone +41 33 748 81 81

4 Variant 3: Creation of the guest cards by direct entry of a pre-registration

- «Guest registration»
- «New preregistration» - «+ Individual guest»
 - ➔ *Travel groups* «+ Travelgroup» (see «9 How does the issuing of Gstaad Cards for groups work?», page 16)



- For all guests, fill in at least all data with * / * as well as the **email address**
- Additional guests: «+ Add guest»
 - Important:**
 - ➔ The data must be filled in correctly. The guest cards are personal, non-transferable, and only valid with the name and birthday of the holder. The guest must identify himself on request of the control staff. Therefore, a personal card in their name must be issued for each guest. Abuse is punished.
 - ➔ *No Gstaad Card will be generated for children under 6 years of age!*
 - ➔ «Agree to send personal data to card» must be activated for every guest, otherwise the guest card will not be produced.
- Addresses that have already been saved can be inserted using the magnifying glass function. «Save in guest addresses» does not have to be necessarily activated because the registration data is saved automatically. This function is activated by default. However, it is possible to deactivate it (see system settings «11.2.1 General settings», page 20).
- If everything is entered correctly, «Save changes and stay»

New pre-registration

Main guest

Agree to send personal data to card

✕ Delete

Arrival 02/07/2022 📅

Planned departure 09/07/2022 📅

Surname / First name Muster / Max

Country / Nationality Switzerland / Switzerland

Street

Email info@gstaad.ch

[More details](#)

Salutation / Language Mr with nat / English 🔍

Zip code / City

Birthday / Age(s) 01.01.1980 / 42 Pflichtig

Save in guest addresses ℹ️

Consent advertising ℹ️

Guest 2 on same address

Agree to send personal data to card

🔄 Change arr./dep. | ✕ Delete

Surname / First name Muster / Mara

Country / Nationality Switzerland / Switzerland

Email info@gstaad.ch

[More details](#)

Salutation Frau (Frau) 🔍

Birthday / Age(s) 01.01.1985 / 37 Pflichtig

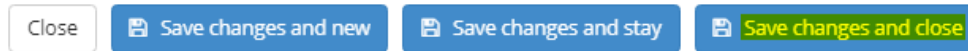
Save in guest addresses ℹ️

+ Add guest

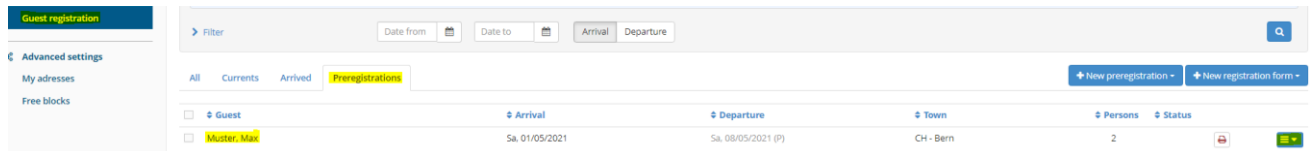
Amount of taxes: --- ℹ️

Close
Save changes and new
Save changes and stay
Save changes and close

If «Save changes and close» is selected,...



... the pre-registration can then be called up in the submenu «Guest registration» - «Pre-registrations» and opened by clicking on the name or via «Details» (symbol on the right).



- «Save preregistration»



- The guest receives the invitation link to «Concierge myGstaad», the digital holiday companion, at the earliest X days* before arrival (or immediately when making the guest reporting on arrival on site).

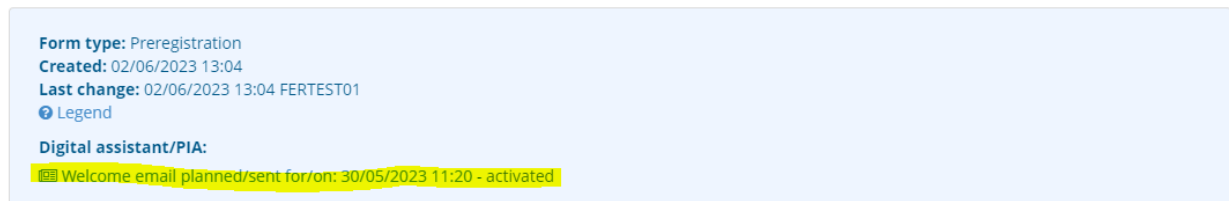
In there, after creating a login, he can activate the Gstaad Card(s). If the Gstaad Card is not activated in «Concierge myGstaad», the Gstaad Card(s) will be sent automatically by e-mail at midnight on the day of arrival (MobileCard and Print@Home version).

→ It is therefore important that an e-mail address is registered with each guest! (see page 8)

(*holiday apartments and bed & breakfast = 7 days, hotels/camping = 3 days)

- The guest registration now shows the date on which the welcome e-mail for «Concierge myGstaad» is/was sent to the guest and whether the guest has activated «Concierge myGstaad».

-



Amount of taxes: -- ⓘ



FAQ

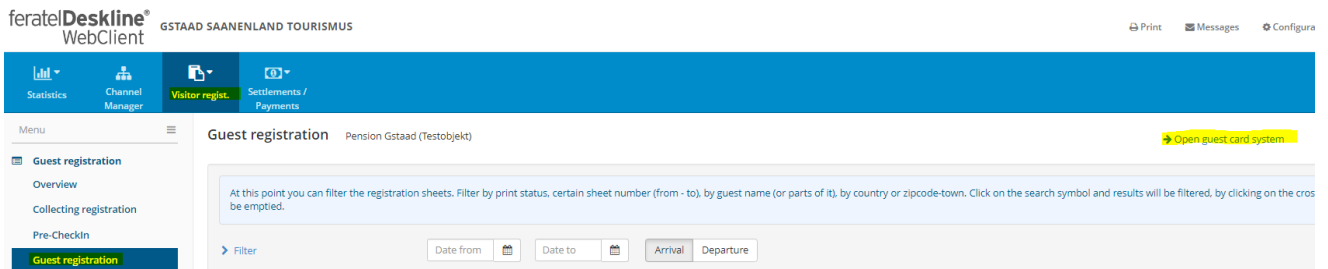
➔ *Clicking on the question (text) will redirect you to the relevant point.*

- What if the guest wants the Gstaad Card(s) printed out or additionally sent by e-mail?
- Can guest reports be adjusted?
 - Departure date*, date of birth first name, surname, e-mail, more/less individual guests
 - Date of arrival
 - What happens when guests cancel at short notice or do not arrive (no show)?
- **Holiday apartments:**
 - To whom the Pre-CheckIn has to be sent?
 - What if the guest's contact details are not available?
- Can the Pre-CheckIn Link be sent directly from the booking?
- How does the issuing of Gstaad Cards for groups work?
- Is there a text template for sending the Pre-CheckIn link?
- Can the Pre-CheckIn form be designed by the user?
- Which system settings have to be made?
- Is there a hotline for questions and problems?
- What does the Pre-CheckIn form look like for the guest?
- How can the guest create a «Concierge myGstaad» login?
- Where can guests activate their Gstaad Card(s) in the «Concierge myGstaad»?

5 What if the guest wants the Gstaad Card(s) printed out or additionally sent by e-mail?

Gstaad Cards can be printed out or sent (again) by e-mail as follows.

- In the WebClient: «Visitor regist.» - «Guest registration» - «→ Open guest card system»
→ *The CardSoftware is in German*



- ➔ Gstaad Cards that have not yet been activated in the «Concierge myGstaad» and have not yet been sent are in the «Zu produzierende Karten» (= «Cards to produce») tab.
- Gstaad Cards activated in the «Concierge myGstaad» or already sent are in the «Karte suchen» (= «Search card») tab.

5.1 Print cards

5.1.1 Several cards

- Mark all cards to be printed in the «Zu produzierende Karten» (= «Cards to produce») menu (☑)
- «Markierte drucken» (= «Print marked»)



5.1.2 Single card

- Click on the desired card in the «Zu produzierende Karten» (= «Cards to produce») menu



- «Drucken» (= «Print») (button on the bottom right)

Please note: As soon as the MobileCard has been sent, this “Print” button disappears.

- In this case, it is advisable to send the card again to your own e-mail address and to print the card from the e-mail attachment.

5.2 Send cards per e-mail

5.2.1 Send several cards to the same e-mail address

- Gstaad Cards that have not yet been activated in the «Concierge myGstaad» and have not yet been sent are in the «Zu produzierende Karten» (= «Cards to produce») tab»
- If all cards listed under «Zu produzierende Karten» (= «Cards to produce») has to be sent to the same e-mail address:
«Alle Karten merken» (= «Memorize all cards»)



- If not all cards listed under «Zu produzierende Karten» (= «Cards to produce») has to be sent to the same e-mail address:
For the desired cards, click on the green arrow «Karten merken» (= «Memorize Card») (arrow turns red)



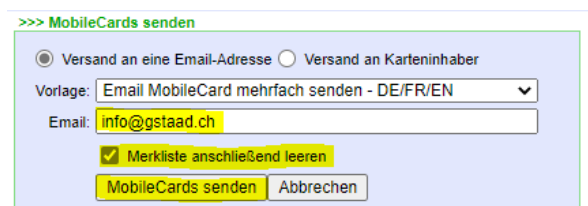
- Gstaad Cards activated in the «Concierge myGstaad» or already sent are in the «Karte suchen» (= «Search card») tab
- For the desired cards, click on the green arrow «Karten merken» (= «Memorize Card») (arrow turns red)



- Go to the register «Merkliste» (= «Memory List»)
- Aktion für alle gelisteten Karten (= Action for all listed cards):
Select «MobileCards senden» (= «Send MobileCards»)



- Check respectively enter the e-mail address
- Activate at «Merkliste anschliessend leeren» (= «Then clear Memory List»)
- Click on «MobileCards senden» (= «Send MobileCards»)



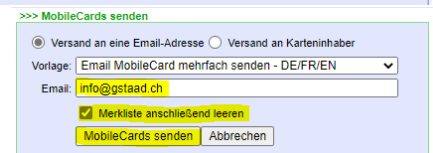
5.2.2 Single card

- Click on the desired card in the «Zu produzierende Karten» (= «Cards to produce») resp. in the «Karte suchen» (= «Search card») menu
- Check respectively enter the e-mail address
- «Mobile Card versenden» (= «Send MobileCard»)



The screenshot shows the 'Kartenausgabe' interface. At the top, there are tabs for 'Zu produzierende Karten', 'Aktive Karten', and 'Karte suchen'. Below this, there are search filters for 'Karten-Nr.', 'Vorname', and 'Gültig von'. A search result table shows two cards with checkboxes for selection. Below the search results, there is a detailed view of a card with fields for 'Kundenname', 'Geburtsdatum', 'Kartentyp', 'Gültig von', 'Gültig bis', 'Anz. Tage', 'Karten-Nr.', 'Karten-ID', 'Berechtigung', and 'Bemerkung'. At the bottom right of this view, there are buttons for 'Mobile Card versenden', 'Drucken', 'Für PIA aktivieren', 'Speichern', and 'Abbrechen'.

- (Check email address (adjust if necessary))
- Click on «Versand bestätigen» (= «Confirm sending»)



The screenshot shows the 'MobileCards senden' dialog box. It has two radio buttons: 'Versand an eine Email-Adresse' (selected) and 'Versand an Karteninhaber'. Below, there is a dropdown for 'Vorlage' (set to 'Email MobileCard mehrfach senden - DE/FR/EN') and an 'Email' field (set to 'info@gstaad.ch'). There are checkboxes for 'Merkliste anschließend leeren' and buttons for 'MobileCards senden' and 'Abbrechen'.

Use the «Zurück» (= «Back») button (top right) to return to the WebClient.

feratelCardSystem
CardSoftware

Zurück

6 Can guest reports be adjusted?

6.1 Departure date*, date of birth, first name, surname, e-mail, more/less individual guests

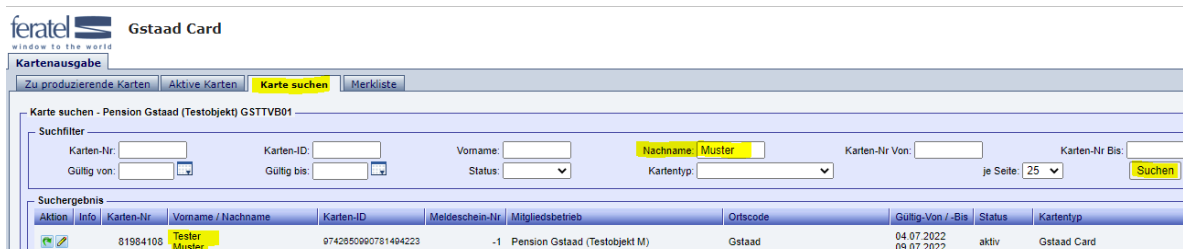
- Adjustments to the departure date, date of birth, surname, first name, (country/nationality, address) and e-mail as well as the addition and deletion of individual guests can be made in the pre-registration (or in the registration form), even if the card has already been activated in the «Concierge myGstaad» or has already been sent by e-mail or printed.
 - By clicking on «Save pre-registration» (respectively «Save changes» in the registration form), the changes are automatically updated in the CardSystem and new cards can be issued.

6.1.1 *Attention when extending a Gstaad Card

- If the Gstaad Card(s) has (have) already been sent/printed respectively activated in the Concierge myGstaad, a duplicate must be issued and the card(s) sent/printed again so that the validity of the public transport QR code is also updated and the guest can thus use public transport throughout their stay.
 - «→ Open guest card system» (top right)
 - «Karte suchen» (= «Search card»)
 - If the card(s) you have just extended does/do not appear at the top, search by surname

Print Messages Configuration Pension Gstaad (Test)

→ Open guest card system



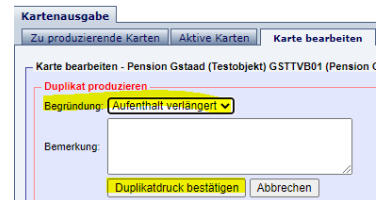
The screenshot shows the 'Kartenausgabe' interface with the 'Karte suchen' tab selected. The search filters include 'Karten-Nr.', 'Karten-ID', 'Vorname', 'Nachname' (set to 'Muster'), 'Karten-Nr. Von', 'Karten-Nr. Bis', 'Gültig von', 'Gültig bis', 'Status', and 'Kartentyp'. A search button is visible. Below the search filters, there is a table with search results. The table has columns for 'Aktion', 'Info', 'Karten-Nr.', 'Vorname / Nachname', 'Karten-ID', 'Meldeschein-Nr.', 'Mitgliedsbetrieb', 'Ortscode', 'Gültig-Von / -Bis', 'Status', and 'Kartentyp'. One result is shown for card number 81984108, name 'Tester Muster', and card ID 974285090781494223.

- Click on the desired card (name)
- «Duplikat produzieren» (= «Produce duplicate») (previous card is blocked as a result)



The screenshot shows the 'Kartenausgabe' (Card Issuance) interface. It includes tabs for 'Zu produzierende Karten', 'Aktive Karten', and 'Karte bearbeiten'. The main area displays card details for 'Pension Gstaad (Testobjekt) GSTTVB01'. Fields include 'Kundendaten' (Name: Muster, Title: Herr, Birthdate: 01.01.1990), 'Kartendaten' (Card type: Gstaad Card, Validity: 04.07.2022 to 09.07.2022), and 'Berechtigung' (Permissions). A 'Bemerkung' (Remark) field contains the text: '04.07.2022 17:15:08 MS-Verlängerung auf 09.07.22 (05h); 04.07.2022 17:12:42 MS-Verlängerung auf 07.07.22 (05h); 04.07.2022 17:12:21 Karte erstellt, gültig von 04.07.22 bis 09.07.22'. Action buttons include 'Mobile Card versenden', 'Duplikat produzieren', 'Sperrern', 'Speichern', and 'Abbrechen'.

- **Begründung** (= Reason):
 - select «Aufenthalt verlängert» (= «Stay extended)
 - «Duplikatdruck bestätigen» (= «Confirm duplicate print»)
 - If a printout is desired: print Print@Home version
 - If a MobileCard is desired:
 - «Mobile Card versenden» (= «Send MobileCard»)
 - (Check email address (adjust if necessary))
 - «Versand bestätigen» (= «Confirm sending»)
- When used in Concierge myGstaad, it automatically updates the Gstaad Card and the mobility ticket (public transport QR code) (new card no. appears)



This screenshot shows a close-up of the 'Begründung' (Reason) dropdown menu. The selected option is 'Aufenthalt verlängert'. Other visible options include 'Duplikat produzieren'. Below the dropdown is a 'Bemerkung' (Remark) text area and buttons for 'Duplikatdruck bestätigen' and 'Abbrechen'.



This screenshot shows the 'Mobile Card an E-Mail versenden' (Send Mobile Card via Email) option selected. The 'Vorlage' (Template) is set to 'Email MobileCard senden - DE/FREN'. The email address is 'info@gstaad.ch'. The 'Kartendaten' section shows a different card with ID 977381350346568967 and validity from 04.07.2022 to 09.07.2022. The 'Bemerkung' field contains the same text as in the previous screenshot. Action buttons include 'Versand bestätigen', 'Abbrechen', 'Mobile Card versenden', 'Duplikat produzieren', 'Sperrern', 'Speichern', and 'Abbrechen'.

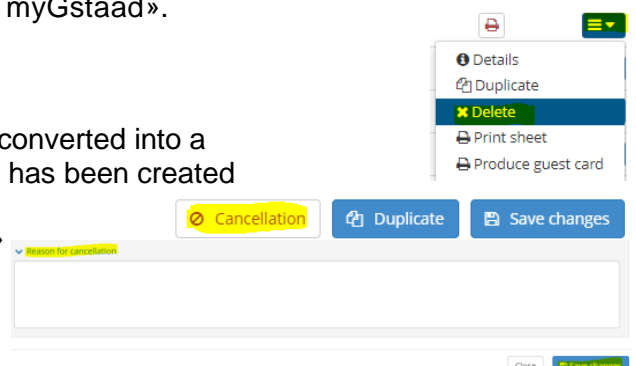
6.2 Date of arrival

- The date of arrival can only be adjusted before the card is activated/printed/sent. If the card has already been activated in the «Concierge myGstaad» or sent by e-mail or printed, the pre-registration must be deleted (respectively the registration form cancelled) and recreated if the date of arrival is changed.

6.3 What happens when guests cancel at short notice or do not arrive (no show)?

Guests who do not arrive are not entitled to a Gstaad Card. For this reason, Gstaad Cards that have already been issued must be blocked, also to prevent them from being automatically forwarded if they are not activated in the «Concierge myGstaad».

- Call up the pre-registration
- Symbol on the right – «Delete»
- If a pre-registration has already been converted into a registration form or a registration form has been created directly, it must then be cancelled.
- Open the registration - «Cancellation»
- Enter the reason for cancellation
- «Save changes»



This screenshot shows a 'Cancellation' dialog box. It features a 'Reason for cancellation' text area, a 'Cancellation' button (with a red 'X' icon), a 'Duplicate' button, and a 'Save changes' button. A 'Details' dropdown menu is visible on the right, showing options: 'Details', 'Duplicate', 'Delete' (highlighted in red), 'Print sheet', and 'Produce guest card'. At the bottom right, there are 'Close' and 'Save changes' buttons.

7 Holiday apartments

7.1 To whom the Pre-CheckIn has to be sent?

- Guests who book through Gstaad Saanenland Tourismus or through Interhome will already receive the Pre-CheckIn link from us or through Interhome.
 - Reservation confirmation: Verkaufskanal (sales channel) = «Standard», «Internet» or «Portal: fewo.myswitzerland» or «Portal: interhome.com» Verkaufskanal: **Portal: interhome.com**
- When booking holiday apartments via our affiliated partner platform e-domizil, as the contractual partner you must send the link for data protection reasons.
 - Reservation confirmation: «Portal: e-domizil.de» Verkaufskanal: **Portal: e-domizil.de**
- To guests who book directly through you, we recommend that you also send the link in the confirmation or in a separate e-mail.

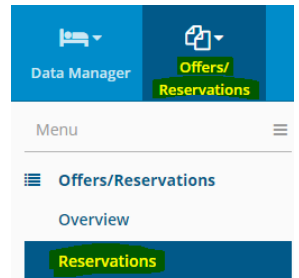


7.1.1 What if the guest's contact details are not available?

- When booking via partner platforms (e.g. Interhome, e-domizil, etc.), the guest contact data may be missing or incorrect. Should this be the case, take advantage when the guest contacts you (when making an appointment for the handing over of the keys before his arrival) in order to obtain a valid e-mail address and so be able to send him the self-registration link.

8 Can the Pre-CheckIn Link be sent directly from the booking?

- If the accommodation was booked via the booking system feratel Deskline, the Pre-CheckIn link can be copied and sent directly from the booking. The data provided by the guest when booking is already stored in the link.
- «Offers/Reservations» - «Reservations»
- Click on the booking



Trans. no.	Guest	Arrival	Departure
369772/1		We, 25/05/2022	Mo, 30/05/2022

- «Copy link»
- Paste the copied link into the e-mail to the guest and send it before arrival

Product	Arrival/Departure
1 x 4-Bettwohnung no board incl.	We, 25/05/2022 Mo, 30/05/2022
Pre-CheckIn : Copy link Open link	

9 How does the issuing of Gstaad Cards for groups work?

- For variant 1 (Pre-Check-in) and variant 2 (self-registration on site), the process works the same as for individual guests. The only difference is that when 10 or more people register, a travel group guest registration is automatically generated (1 registered main guest and all others as travel group guests)

Preregistration

History

Main guest Delete

Guest card no.: 1077029768 ✎

Arrival: 30/05/2023 Planned departure: 10/06/2023

Surname / First name: / Salutation / Language: 🔍

Country / Nationality: Zip code / City: /

Street: Birthday / Age(s):

Email:

[More details](#) Save in guest addresses Consent advertising

Group details (without guide)

[Fill and change data automatically](#)

	Surname / First name	Birthday			Swi ...	Guest card no.		
2	<input type="text" value="Müller"/> / <input type="text" value="Kurt"/>	<input type="text" value="07.11.1978"/>	P	✎	Swi ...	<input checked="" type="checkbox"/> 1607492381	✎ Edit	✕ Delete
3	<input type="text" value="Weibel"/> / <input type="text" value="Brigitte"/>	<input type="text" value="06.06.1978"/>	P	✎	Swi ...	<input checked="" type="checkbox"/> 1461787118	✎ Edit	✕ Delete
4	<input type="text" value="Müller"/> / <input type="text" value="Werner"/>	<input type="text" value="25.08.1946"/>	P	✎	Swi ...	<input checked="" type="checkbox"/> 1131394221	✎ Edit	✕ Delete
5	<input type="text" value="Muster"/> / <input type="text" value="Yvonne"/>	<input type="text" value="03.12.1974"/>	P	✎	Swi ...	<input checked="" type="checkbox"/> 1181981599	✎ Edit	✕ Delete
6	<input type="text" value="Obrist"/> / <input type="text" value="Sandra"/>	<input type="text" value="06.06.1974"/>	P	✎	Swi ...	<input checked="" type="checkbox"/> 362525807	✎ Edit	✕ Delete
7	<input type="text" value="Muster"/> / <input type="text" value="Conrad"/>	<input type="text" value="25.09.1989"/>	P	✎	Swi ...	<input checked="" type="checkbox"/> 686834954	✎ Edit	✕ Delete
8	<input type="text" value="Ciaffoni"/> / <input type="text" value="Roberto"/>	<input type="text" value="26.05.1969"/>	P	✎	Swi ...	<input checked="" type="checkbox"/> 955505975	✎ Edit	✕ Delete
9	<input type="text" value="Muster"/> / <input type="text" value="Susanne"/>	<input type="text" value="07.07.2001"/>	P	✎	Swi ...	<input checked="" type="checkbox"/> 1534518826	✎ Edit	✕ Delete
10	<input type="text" value="Muster"/> / <input type="text" value="Noemi"/>	<input type="text" value="01.03.2014"/>	F	✎	Swi ...	<input checked="" type="checkbox"/> 1121445856	✎ Edit	✕ Delete
11	<input type="text" value="Muster"/> / <input type="text" value="Martin"/>	<input type="text" value="05.05.1996"/>	P	✎	Swi ...	<input checked="" type="checkbox"/> 184876952	✎ Edit	✕ Delete

[+ Add guest](#) Print guest list

- For Variant 3 (Creation of the guest cards by direct entry of a pre-registration), «+ Travel group» can be selected instead of «+ Individual guest».
 - ➔ How the entry of guest data in the travel group guest report works can be found in the separate «Manual_Create Gstaad Card_groups» - «3 Variant 2: Creation of the guest cards by direct entry of a pre-registration», pages 6 to 7
 - ➔ With «Safe preregistration», the group leader receives the invitation link to «Concierge myGstaad», the digital holiday companion, at the earliest X days* before arrival (or immediately when creating the guest registration on arrival on site).
 - ➔ If the travel group wishes to receive the Gstaad Cards directly by e-mail, they can be sent using «Produce guest card» (see page 8 in the separate «Manual_Create Gstaad Card_groups» in the feratel CardSystem (see «5 Produce and send guest cards», page 10 in the separate «Manual_Create Gstaad Card_groups»).

10 E-Mail text template

English

As guests paying a visitor's tax, you receive the Gstaad Card (digital guest card) for the duration of your stay. Enjoy the diversity of the region with your Gstaad Card and discover many exciting offers and experiences. Various discounts or free services are included in the Gstaad Card. You will find an overview of all the benefits at: www.gstaad.ch/en/gstaadcard.

You can sign up here for you and the co-travelling persons: **xxx***

Once your data has been verified, you will receive before arrival or upon arrival an email with access to the «Concierge myGstaad», your digital holiday companion, in which you can activate your Gstaad Card(s).

German

Als kurtaxenzahlender Gast erhalten Sie für die Dauer Ihres Aufenthaltes die Gstaad Card (digitale Gästekarte). Geniessen Sie mit Ihrer Gstaad Card die Vielfalt der Region und entdecken Sie viele spannende Angebote und Erlebnisse. Diverse Vergünstigungen oder kostenlose Leistungsbezüge sind in der Gstaad Card inbegriffen. Die Übersicht aller Leistungen finden Sie unter:

www.gstaad.ch/gstaadcard.

Unter folgendem Link können Sie sich und Ihre Mitreisenden selbst registrieren: **xxx***

Nach Verifizierung Ihrer Daten erhalten Sie vor Ankunft oder bei Anreise per E-Mail den Zugang zum «Concierge myGstaad», dem digitalen Ferienbegleiter, in welchem Sie Ihre Gstaad Card(s) aktivieren können.

French

En tant qu'hôte s'acquittant d'une taxe de séjour, vous recevez la Gstaad Card (carte d'hôte numérique) pour la durée de vos vacances. Profitez de la diversité de la région avec votre Gstaad Card et découvrez de nombreuses offres et expériences intéressantes. Diverses réductions ou services gratuits sont inclus dans la Gstaad Card. Vous trouverez un aperçu de tous les avantages à l'adresse suivante: www.gstaad.ch/fr/gstaadcard.

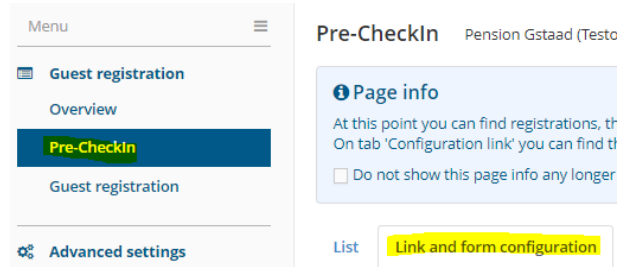
En cliquant sur le lien suivant, vous pouvez vous enregistrer ainsi que ceux qui vous accompagnent: **xxx***

Une fois vos données vérifiées, vous recevrez par e-mail, avant l'arrivée ou à l'arrivée, l'accès au «Concierge myGstaad», votre compagnon de vacances numérique, dans lequel vous pourrez activer votre/vos Gstaad Card(s).

**) please insert the Pre-CheckIn link here*

11 Set up the Pre-CheckIn form

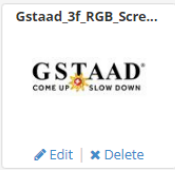
- «Pre-CheckIn»
- Register «Link and form configuration»




- Here you can create a logo and host photo as well as introduction text, which will later be displayed to the guest during self-registration.
For the holiday apartments the Gstaad Logo is inserted everywhere. These settings can be changed at any time.
- **ATTENTION:** The closing text is inserted everywhere by GST. These texts must not be changed!

▼ **Logo and host picture**

Logo



Gstaad_3f_RGB_Scre...

GSTAAD®
COME UP  SLOW DOWN

[Edit](#) | [Delete](#)

Host picture

▶ Click to upload

▼ **Change colors**

Leading color Preview

▼ **Link to guest: Introduction- and complimentary close text**

Introduction text

▼ Deutsch

Herzlich Willkommen!

English ▼ [+ Add description for language](#)

Complimentary close text

Viele
Wir freu
schen Ihnen

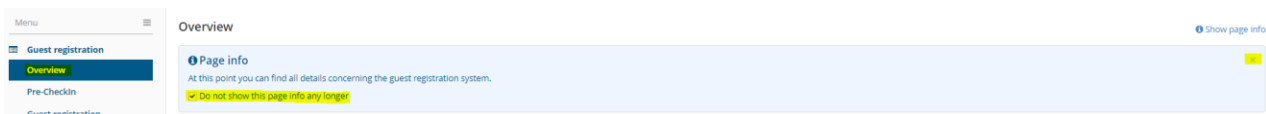
- **Note:**
If there are several WebClient users per object, the settings (logo, host photo, colouring, introductory and closing sentence) must be identical, as there is the following restriction (example):
User A deposits image A, user B deposits image B. Since user B last made a change and saved it, only image B is displayed to the guest, even if he uses the Pre-CheckIn link from user A. If user A then saves his settings again, picture A will appear, even if user B uses the Pre-CheckIn.

12 System settings

- At first login or if required
- These settings can be changed at any time

12.1 Hide page information

- «Overview»
- Do not show this page info any longer
- Hide page information by clicking on «X» (does not appear afterwards)



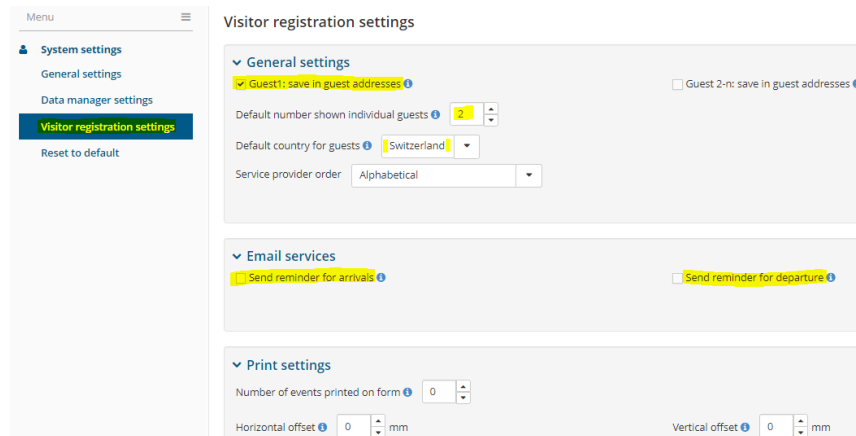
12.2 Check and adjust system settings



- «Configuration» (top right)
- «Visitor registration settings» (in the left menu)

12.2.1 General settings

- The default is «for Guest1: save in guest addresses»; i.e. : the data of the main guest is saved in your guest addresses (menu item «My addresses»).
- This function does not necessarily have to be activated, because the guest data is automatically saved when a guest registration is entered and can so be reused for returning (regular) guests. (s. Variant 3, page 8)*
 - If the co-travellers are also to be saved:
 - at «Guest 2-n: save in guest addresses»
 - If you do not want to save the addresses twice, remove
- Default number shown individual guests = 2
i.e. : 2 guests are always opened for recording by default.
Additional guests can be added.
If only 1 guest is arriving, the second guest must be deleted
You can change this number as you like (depending on the standard assignment).
- The standard country (origin of the guests) can also be defined on request



12.2.2 Email services

- If you wish, you can have reminders sent to you by email:
 - ... for arrivals: to check whether guests have already received a guest card

13 Hotline for questions

If you have any questions about the application or if you have any problems, please contact our hotline:

Gstaad Saanenland Tourismus
phone +41 33 748 81 81
info@gstaad.ch

14 Appendix

14.1 Pre-CheckIn Form Guest

This is what the Pre-CheckIn (= Gstaad Card order) looks like for the guest:

*The fields marked with * must be filled in to receive the Gstaad Card(s)*

Separate e-mails are now also possible per guest



Gstaad Card - your digital guest card

Register yourself and your fellow travellers (children from 6 years) for the Gstaad Card now. Every guest receives a personalised Gstaad Card.

Arrival Departure

Select date

Pension Feratel (Testbetrieb)
Gstaad Saanenland Tourismus
3780 Gstaad, Promenade 41
Phone: +41 33 748 81 81



Your personal data

Salutation* <input type="text"/>	First name* <input type="text"/>	Surname* <input type="text"/>
Birthdate* <input type="text"/>	Country* <input type="text"/>	Nationality* <input type="text"/>
Zip* <input type="text"/>	City* <input type="text"/>	Street* <input type="text"/>


continue



back

14.2 «Concierge myGstaad» - create login


- The guest receives the invitation link to «Concierge myGstaad» by e-mail


Concierge myGstaad - your digital holiday companion

 Pension feratel 2 <noreply@holidayservice.info>
An Incentive

[↩ Antworten](#) [↶ Allen antworten](#) [→ Weiterleiten](#)  

Mi. 25.05.2022 16:25

 Sie haben diese Nachricht am 25.05.2022 16:37 weitergeleitet.
Wenn Probleme mit der Darstellungsweise dieser Nachricht bestehen, klicken Sie hier, um sie im Webbrowser anzuzeigen.

GSTAAD[®]
COME UP  SLOW DOWN

Dear Mr Muster,

We are delighted that you have decided to spend your holidays in the **Destination Gstaad**.

Me, your digital holiday companion «**Concierge myGstaad**», will support you in organising your stay.

Create your personal login* and immediately activate your Gstaad Card(s), the digital guest card(s).

As your digital concierge, I am your direct line to attractive and exclusive offers as well as bookable experiences and will show you the highlights of the Destination Gstaad.

[Here you come to your digital holiday companion](#)

**As the «Concierge myGstaad» is a progressive web app that is not in the App Store or Google Play Store, you will find instructions [here](#) on how to install the app on your end device.*

Have fun discovering!

Your «Concierge myGstaad»
info@gstaad.ch
www.gstaad.ch/gstaadcard

[Questions and answers to the Gstaad Card](#)

We would like to point out that this is a one-off service information email as part of the accommodation contract.

Pension feratel 2
Promenade 41, 3780 Gstaad

- The guest has to register once in «Concierge myGstaad» by entering and confirming a password (the e-mail is automatically pre-filled)

Concierge myGstaad

Welcome, Mr. Muster

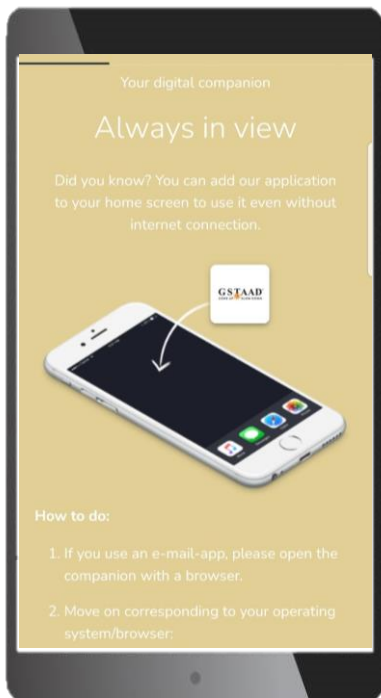
Please set a password to activate your access.

E-mail*
incentive@gstaad.ch

Password*
●●●●●●●● 

Repeat password*
●●●●●●●●

- It is recommended that the «Concierge myGstaad» is placed on the home screen so that it can be accessed at any time - even without an Internet connection (see instructions)



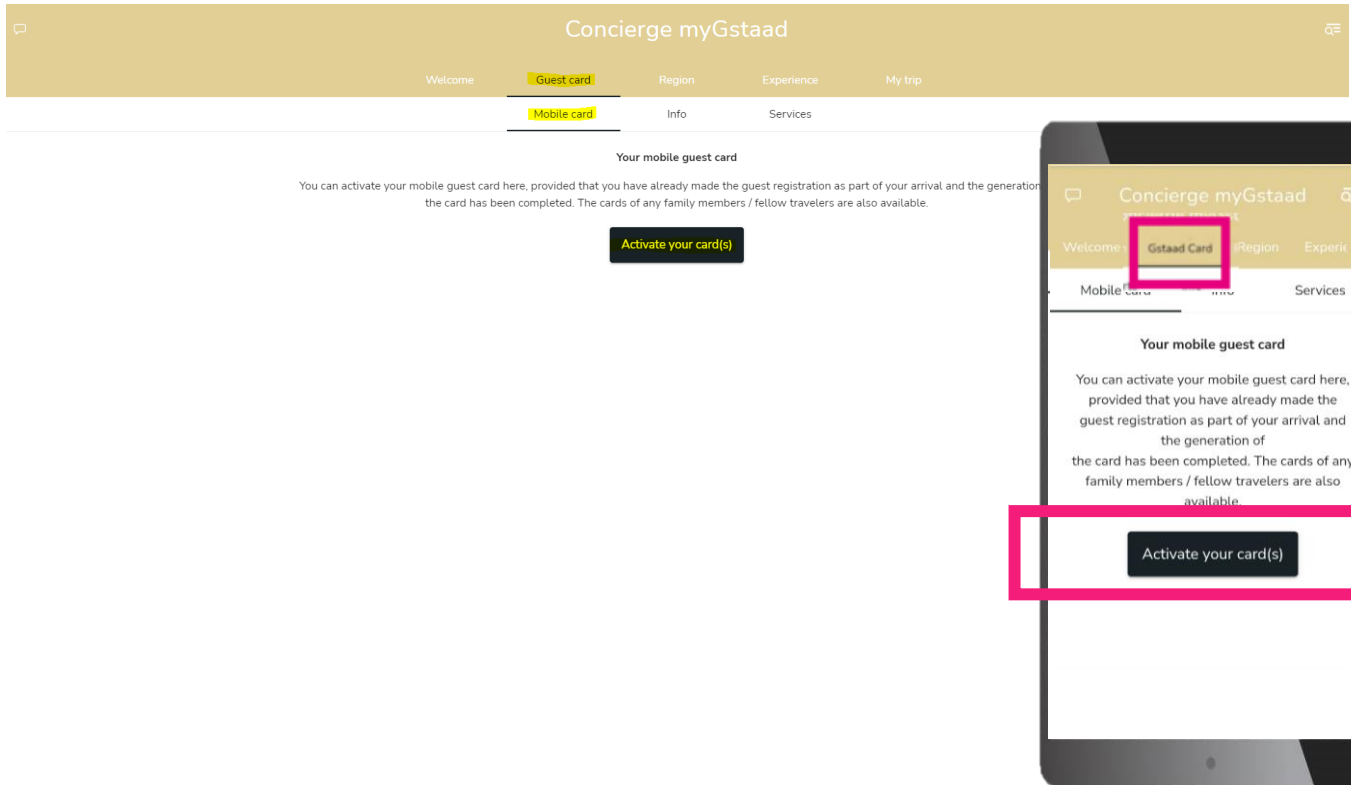
- Declaration of consent Digital Concierge myGstaad
The user agrees that his/her above personal data, specifically name, email address, home address, date of birth, interest in products for the purpose of advertising offered products through marketing campaigns of various kinds (sending newsletters by e-mail, short messages when activating the Digital Concierge) are processed by the company Gstaad Saanenland Tourismus (in short "Operator"). Should the above-mentioned data be changed and/or supplemented in the course of a communication process with the Digital Concierge, the Operator will process the changed and/or supplemented data.
The user further agrees that the Operator will provide information and contact him/her via email and electronic mail for the above-mentioned purposes on the basis of the specified contact data.
This consent can be revoked at any time in writing with an email to the Operator info@gstaad.ch. *
- I accept the terms and conditions. *

* Required field

Submit

14.3 Activate Gstaad Card(s) in the «Concierge myGstaad»

- Open the «Gstaad Card» menu
- «Activate your card(s)»



- During the public transport validity period (01.05.-31.10.), two QR codes are generated per person:
 - Gstaad Card resp. for children from 6 to 12 years Saani Card
 - Mobility ticket = Public transport QR code

