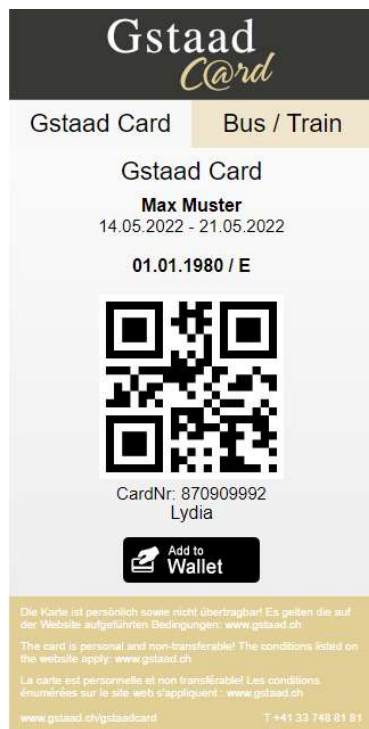


Creating guest cards (Gstaad Card) in the WebClient4



IHRE GSTAAD CARD

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 genussvollen Aufenthalt in Gstaad.
Ihr Tourismsteam Gstaad

VOTRE GSTAAD CARD

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

YOUR GSTAAD CARD

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

Allgemeine Bedingungen:

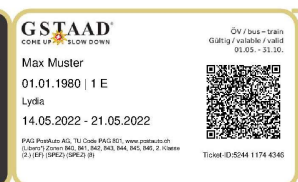
Die Gästekarte ist persönlich sowie nicht übertragbar und nur gültig mit Anreise (Abreisedatum, Vor- und Nachname sowie Geburtsdatum des Inhabers als auch Name des Beherbergers. Auf Verlangen des Kontrollpersonals hat sich der Gast auszuweisen. Missbrauch wird bestraft. Änderungen vorbehalten.

Conditions générales:

La carte de 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.



Contents

1	Login.....	3
2	Variant 1: Pre-CheckIn Creation of guest cards using guest's self-registration.....	4
2.1.	Setting up & sending the Pre-CheckIn link.....	4
2.2.	Receipt of Pre-CheckIn & saving pre-registration	5
3	Variant 2: Creation of the guest cards by direct entry of a pre-registration	7
4	Variant 3: Self CheckIn – self-registration on site:	9
5	Produce and send guest cards	10
5.1.	Send cards to the same e-mail address	10
5.2.	Send card individually to an e-mail address	11
5.3.	Print	11
6	Modifications.....	12
7	Registration form.....	12
8	Note	13
9	E-mail text template	14
10	<i>System settings</i>	15
11	Hotline for questions	16
12	Appendix.....	17



1 Login

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

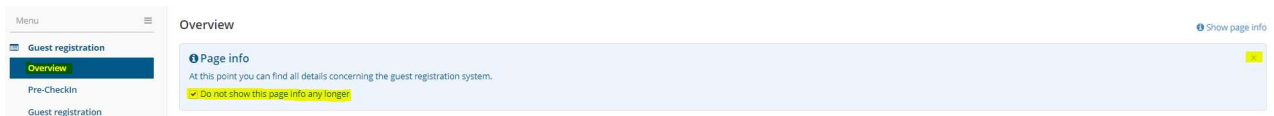


- Menu «Visitor regist.»



At he first login:

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



- Check system settings and adjust if necessary (→ see point 10, page 14)



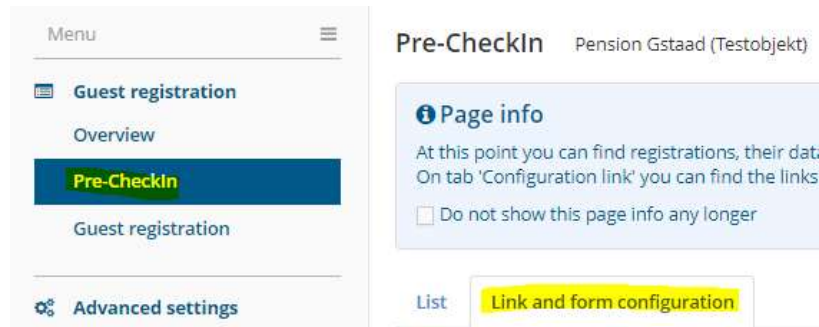
2 Variant 1: Pre-CheckIn

Creation of guest cards using guest's self-registration

→ **recommended!**

2.1. Setting up & sending the Pre-CheckIn link

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



- Here you can create a logo, host photo as well as introduction and complementary close text, which will later be displayed to the guest during self-registration.
These settings can be changed at any time.

▼ Logo and host picture

Logo

Gstaad_3f_RGB_Scre...



Edit | Delete

Host picture

Click to upload

▼ Change colors

Leading color

▼ Link to guest: Introduction- and complimentary close text

Introduction text

Deutsch

Herzlich Willkommen!

English

Complimentary close text

Vielen Dank für Ihre Voranmeldung.
Wir freuen uns auf Sie und wünschen Ihnen



- You can now send the Pre-CheckIn link, which is also displayed on this page (see picture below), to the guest in advance (recommendation: approx. 1 week before arrival; either in a separate e-mail or incorporated into your own booking confirmation) so that they can enter their data for the guest cards themselves before arrival.

→ see «9 E-mail text template», page 13 (example)

- Guests who book through Gstaad Saanenland Tourismus* will already receive the Pre-CheckIn link from us.

*→ Reservation confirmation:

Verkaufskanal (sales channel) = «Standard»,
«Internet» or «Portal: fewo.myswitzerland»

Verkaufskanal: Standard

Anreise: 08. September 2021

- When booking holiday apartments via our affiliated partner platforms such as Interhome and e-domizil**, as the contractual partner you must send the link for data protection reasons.

**→ Reservation confirmation: Verkaufskanal (sales channel) =
«Portal: interhome.com» or «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.

List
Link and form configuration

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 (see «12 Appendix» from page 16) you will receive a notification by e-mail:

Dear owner

The following pre-check-in for Pension Gstaad (Testobjekt) has just been received:

Guest: Madlen Carini

Persons: 1

Arrival: 20.08.2021

Departure: 27.08.2021

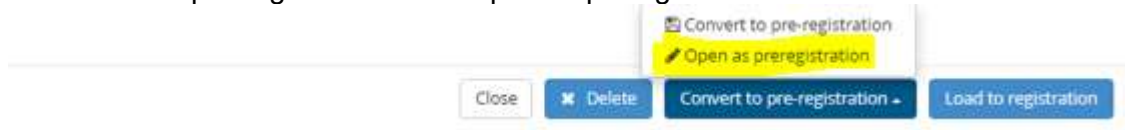
You can view the details [here](#).

Next steps:

- «Open as preregistration»
 - Check data
 - «Produce guest card»
 - Send guest card(s)
- 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)



- «Convert to pre-registration» → «Open as preregistration»



- Check data and adjust if necessary
- If everything is correct, «Produce guest card»

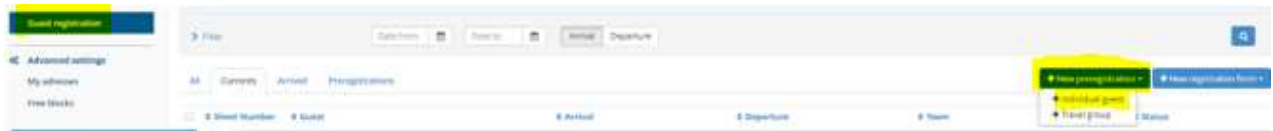


- The system now changes into the «feratelCardSystem»
- Further see «5 produce & send guest card» (page 9)



3 Variant 2: Creation of the guest cards by direct entry of a pre-registration

- «Guest registration»
- «New preregistration» - «+ Individual guest»



- Fill in at least all data with * / *
at least for the main guest also e-mail
- 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.
 - *Children under 6 years of age do not have to be registered (do not receive a Gstaad Card).*
 - «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» is automatically activated for the main guest when registering in advance (see «10 System settings», page 14).
- If everything is entered correctly, «Save changes and stay»

New pre-registration

Main guest
Agree to send personal data to card
Delete

Arrival: 28/08/2021
Planned departure: 04/09/2021

Surname / First name: Muster / Max
Salutation / Language: Herr (Herr) / German
Country / Nationality: Switzerland / Switzerland
Zip code / City:
Street:
Birthday / Age(s): 01.01.1980 / 41 / Pflichtig
Email: info@gstaad.ch

More details
Save in guest addresses
Consent advertising

Guest 2 on same address
Agree to send personal data to card
Change arr./dep.
Delete

Surname / First name: Muster / Mara
Salutation: Frau (Frau)
Country / Nationality: Switzerland / Switzerland
Birthday / Age(s): 01.01.1985 / 36 / Pflichtig
Email:

More details
Save in guest addresses

Add guest
Amount of taxes:

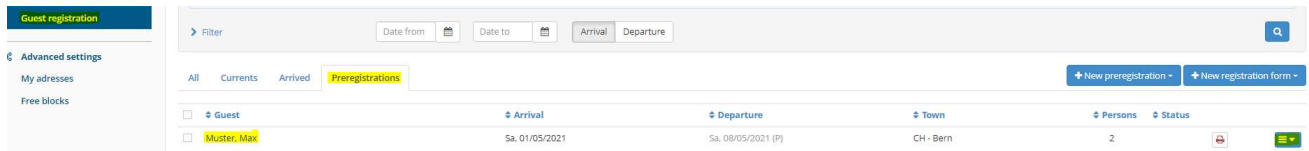
Close
Save changes and new
Save changes and stay
Save changes and close



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).



- «Produce guest card»



- The system now changes into the «feratelCardSystem»
- Further see «5 produce & send guest card» (page 9)

4 Variant 3: Self CheckIn – 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, we recommend that you print the QR code and include it in your holiday apartment / to hang it up in the room. In this way, the guest has the opportunity to self-register on site.

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

- **Important:**
After successful self-registration of the guest, the Gstaad Cards must be sent out! Therefore, check your e-mails regularly, especially when guests arrive!

After successful self-registration of the guest, everything works exactly the same as for the pre-check-in before arrival (see page 5, from «2.2 Receipt of Pre-CheckIn & saving pre-registration»)

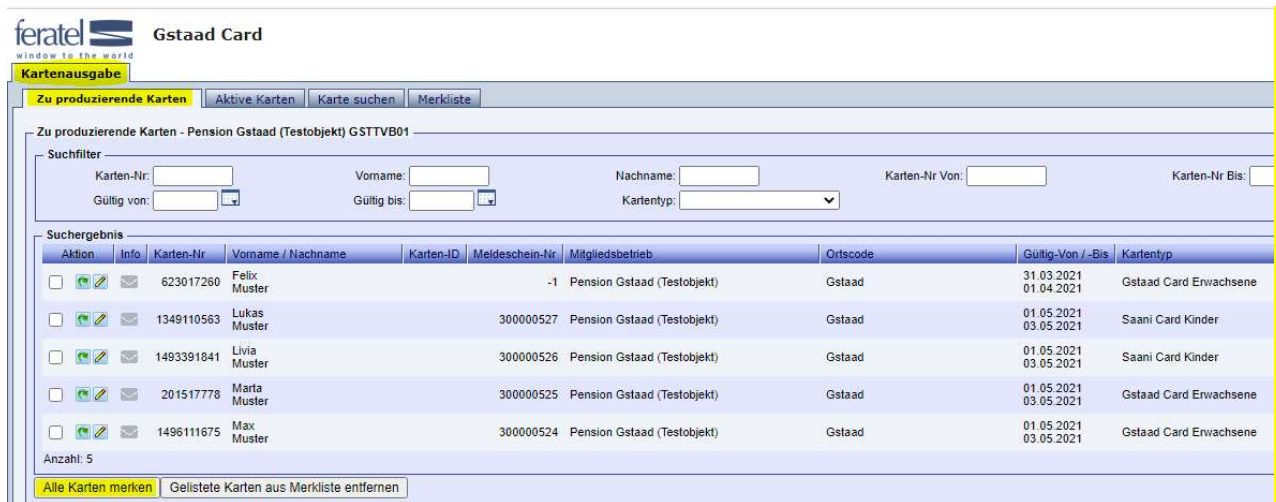


5 Produce and send guest cards

→ The CardSoftware is in German

5.1. Send cards to the same e-mail address

- «Alle Karten merken» (= «Memorize all cards»)



Aktion	Info	Karten-Nr	Vorname / Nachname	Karten-ID	Meldeschein-Nr	Mitgliedsbetrieb	Ortscode	Gültig-Von / -Bis	Kartentyp
☐		623017260	Felix Muster		-1	Pension Gstaad (Testobjekt)	Gstaad	31.03.2021 01.04.2021	Gstaad Card Erwachsene
☐		1349110563	Lukas Muster		300000527	Pension Gstaad (Testobjekt)	Gstaad	01.05.2021 03.05.2021	Saani Card Kinder
☐		1493391841	Livia Muster		300000526	Pension Gstaad (Testobjekt)	Gstaad	01.05.2021 03.05.2021	Saani Card Kinder
☐		201517778	Marta Muster		300000525	Pension Gstaad (Testobjekt)	Gstaad	01.05.2021 03.05.2021	Gstaad Card Erwachsene
☐		1496111675	Max Muster		300000524	Pension Gstaad (Testobjekt)	Gstaad	01.05.2021 03.05.2021	Gstaad Card Erwachsene

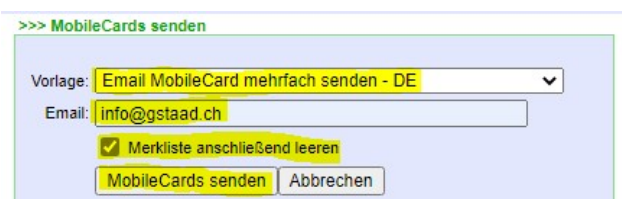
- ...or, if not all cards listed under «Zu produzierende Karten» (= «Cards to produce») has to be sent to the same e-mail address:
for the desired cards, click on the green arrow «Karten merken» (= «Memorize Card») (arrow turns red)



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



- «Vorlage» (= «Template»): select the desired language
- Check respectively enter the e-mail address
- activate ☒ at «Merklste anschliessend leeren» (= «Then clear Memory List»)
- Click on «MobileCards senden» (= «Send MobileCards»)



5.2. Send card individually to an e-mail address

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



- Check respectively enter the e-mail address
- «Mobile Card versenden» (= «Send MobileCard»)



- «Vorlage» (= «Template»): select the desired language
- (Check email address (adjust if necessary))
- Click on «Versand bestätigen» (= «Confirm sending»)

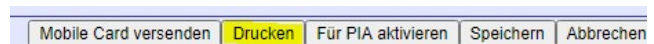


5.3. Print

- If the guest only wants a printed card, click on the desired card in the «Zu produzierende Karten» (= «Cards to produce») menu

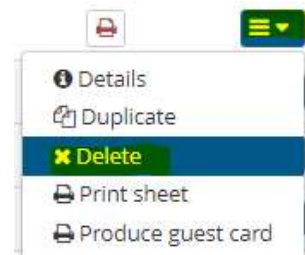


- «Drucken» (= «Print») button on the bottom right
- Please note: As soon as the MobileCard has been sent, this “Print” button disappears. In this case, it is advisable to send the card again to your own e-mail address and to print the card from the e-mail attachment.
- Use the «Zurück» (= «Back») button (top right) to return to the WebClient.




6 Modifications

- If something should change on the departure date, the number of people or guest data, this can be adjusted in the WebClient in the pre-registration*.
 - The changes in the CardSystem are automatically updated by clicking on «Save preregistration» and new cards can be triggered (if card (s) have been printed, print them again).
 - If the arrival date changes the pre-registration has to be duplicated.
- If guests, for whom a preregistration has already been saved, do not arrive, the preregistration can be deleted:
 - Symbol on the right – «Delete»



7 Registration form

→ The registration form is currently not relevant and therefore does not need to be completed

→ ***Please note:**

If all mandatory fields required for the registration form are filled in, the preregistration will automatically be converted into a registration form 14 days after arrival.

- From then on, the guest registration will no longer be under "Preregistration" but under «All», «Currents» and «Arrived».

The automatic conversion can be recognised by the cogwheel symbol behind the registration number.

☐ 600001117/4  Muster, Felix

- Adjustments (except arrival date) are still possible on the registration form. The changes in the CardSystem are automatically updated by clicking on «Save changes» and new cards can be triggered (if card(s) have been printed, print them again).

- If a registration form is cancelled, the guest card will be blocked and a new registration form must be issued:

- Click on the cancelled registration form under the «All» tab

All

Currents

Arrived

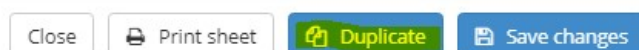
Preregistrations

+ New preregistration +

+ New registration form +

Sheet Number	Guest	Arrival	Departure	Town	Persons	Status
300000535/4	Muster, Max	Th, 01/04/2021	Mo, 05/04/2021 (P)	CH - Bern	1	

- «Duplicate»



- *Adjust arrival date if necessary, enter planned departure*
- *Make the necessary adjustments to guest data*
- *«Save changes and stay»*

New registration for individual guest

▼ **Main guest** ☒ Agree to send personal data to card ⓘ

Arrival 01/04/2021 

Planned departure 04/04/2021 

Departure Date to 

Surname / First name Muster / Max

Country / Nationality Switzerland / Switzerland

Street Musterstrasse 4

Email info@gstaad.ch

[More details](#)

Salutation Mr with na 

Zip code / City 3000 / Bern

Birthday / Age(s) 01.01.1980 ⓘ / 41 Pflichtig ▼

☐ Save in guest addresses ⓘ ☐ Consent advertising ⓘ

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

- *Open the registration form and «Produce guest card»*

Close
 Print sheet
 Produce guest card
 Cancellation
 Duplicate
Save changes

- *For more, see «5 Produce & send guest cards» (page 9)*

8 Note

- 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.



9 E-mail text template

English

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

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

Once your data has been verified, the Gstaad Card will be sent by email.

In order to get unrestricted access to the Gstaad Card and experience the Gstaad region, it is essential to return your data so that you can benefit from the attractive advantages during your vacation.

German

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

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

Nach Verifizierung Ihrer Daten erhalten Sie per E-Mail die Gstaad Card.

Um einen uneingeschränkten Zugang zur Gstaad Card und dem Erlebnisraum Gstaad zu erhalten, bitten wir Sie unbedingt Ihre Daten zu retournieren. Somit können Sie während Ihrer Ferien von den attraktiven Vorteilen profitieren.

French

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

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

Une fois vos données vérifiées, la Gstaad Card sera envoyés par e-mail.

Afin d'obtenir un accès illimité à la Gstaad Card et pouvoir découvrir la région de Gstaad, il est essentiel de nous retourner vos données afin que vous puissiez bénéficier d'avantages attractifs pendant vos vacances.

**) please insert the self-registration link here*



10 System settings

 Print

 Messages

 Configuration

- «Configuration» (top right)
- «Visitor registration settings»

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») and can so be reused for returning (regular) guests.
If you don't want to save addresses, 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

feratelDeskline® WebClient GSTAAD SAANENLAND TOURISMUS

Statistics Channel Manager Visitor regist. Settlements / Payments

Menu

- System settings
 - General settings
 - Data manager settings
 - Visitor registration settings**
 - Reset to default

Visitor registration settings

General settings

☒ Guest1: save in guest addresses ⓘ ☐ Guest 2-n: save in guest addresses ⓘ

Default number shown individual guests ⓘ

Default country for guests ⓘ

Service provider order

Email services

☒ Send reminder for arrivals ⓘ ☐ Send reminder for departure ⓘ

Print settings

Number of events printed on form ⓘ

Horizontal offset ⓘ mm Vertical offset ⓘ mm

E-Mail 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

These settings can be changed at any time.



11 Hotline for questions

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

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



12 Appendix

This is what the Pre-CheckIn looks like for the guest:

*Only the fields marked with * and the e-mail address of the main guest (to receive the Gstaad Card(s)) must be filled in.*



Welcome to the Pre-CheckIn!

To make your stay as comfortable as possible you can enter your registration data online. At the arrival day the registration is ready and can be signed there.

Arrival
04/01/2021
Thursday

Departure
04/05/2021
Monday

Start Pre-CheckIn

Pension Gstaad (Testobjekt)
3780 Gstaad, Promenade 41
Phone: +41 33 748 81 81

Your personal data

The data is needed because of legal requirements of the national registration authority

Salutation* Mr	First name* Max	Surname* Muster
Birthdate* 01.01.1980	Country* Switzerland	Nationality* Switzerland
Zip* 3000	City* Bern	Street* Musterstrasse 4
Document type	Document ID	Document authority and date

0 / 48

continue

back

Fellow travellers and children

+ Add fellow traveller

continue

back



Additional information

Following information helps us to arrange your stay as comfortable and secure as possible - even in Corona periods. All details are non binding, not obligatory and confidential.

What is the estimated arrival time?	Email info@gstaad.ch
Which travel mean do you use?	Phone +41
I learnt about Pension Gstaad (Testobjekt) by ...	Comments and wishes:
What is the main purpose of your stay?	
What are the activities your are planning for your stay?	
	☒ I would like to receive an email with the summary of the Pre-CheckIn. ☐ I agree to get information in future. This agreement can be withdrawn at any time. Information for privacy

Next guest card

[back](#)

Activate now your attractive guest card!

With this guest card you will get a lot of extras as well as many attractive reductions on various sights and hotspots. For the reason of privacy we ask you to confirm your agreement on processing your data for the guest card production.

I agree and I would like to get the guest card for:

☒ Mr Max Muster

Show summary

[back](#)

My registration

Arrival
04/01/2021

Departure
04/05/2021

My data	
Name: Mr Max Muster Email: info@gstaad.ch Birthdate: 01/01/1980 Country: Switzerland ☒ ... agreed to get guestcard	Residence: Musterstrasse 4, Bern 3000 Phone: +41337488181 Document type: Passport () Nationality: Switzerland
Edit	

Send Pre-CheckIn data now

[back](#)

Dear Mr Muster,

Thank you for your online registration! We wish you a save travel and look forward to welcoming you!

An email with the details of the Pre-CheckIn was sent to your email address: info@gstaad.ch

