Solay Support Features

Guest Support

- Messaging and notifications sent to the guest:

  - ✓ Upon hotel check-in and hotel staff tapping "send resort code" for guest on hotel dashboard, a notification is sent to guest that chairs are reservable (text or email)
  - ✓ Upon chair or cabana reservation (email will be hotel-branded, have reservation details)
  - ✓ First reminder prior to reservation check-in time (push notification)
  - ✓ Second reminder prior to check-in time (push notification)
  - ✓ Reminder prior to end of reservation period, to kindly remove belongings and relocate or re-reserve (push notification)

- In-app messaging with Solay team

- A 24/7 chatbot coming soon to the white label application

- In-app FAQs

- In-app support button linked to guest FAQs

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Thank you for reserving with Solay - your spot is set.

Reservation Summary:

Order #:	100266
Date:	October 01 2020
Time:	Afternoon reservation
Items:	2 lounge chairs
Amount:	$0

When you arrive at the pool or beach, check in to your reservation on t
During check-in, after you see "your code was successfully validated,"
"complete check-in" button. The app will show your reserved seats and
numbers with blinking yellow umbrellas marked with numbers.

Terms and conditions of service: Terms and conditions of services

FAQ: FAQs

Solay Reservation Services
Info@solayapp.com

Hotel Support

- Technical Support

  - ✓ Solay is hosted by AWS with AWS back-up and business technical support services
  - ✓ Solay will provide ongoing back-end support and maintenance services to ensure that the White Label Platform performs as intended
  - ✓ Solay will provide technical support including program updates, fixes, security alerts, and critical patch updates, general maintenance releases, selected functionality releases, and other updates, assistance with emergency service requests 24/7, technical and non-technical customer service during normal business hours - 7 am PST until 5 pm PST. Enhanced support with 24/7 technical and non-technical support is available for an additional fee.

- Operational Support

  - ✓ A Tutorial Video orients the Hotel Team
  - ✓ Live (Zoom) demo of Dashboard set-up with training by Solay Team
  - ✓ One-on-one support setting up Dashboard with Solay team member via phone/Zoom/email
  - ✓ Hotel FAQs on hotel dedicated webpage, such as this one for the Solay-branded app
  - ✓ A chatbot will be incorporated into the white label application for real-time Q & A