# MY SPA 5.1 – New in this Version

## New Startpage

If you enter the domain name without the direct reference to MY SPA in your browser (http:[your MY SPA IP address]/myspa/index.php), you will be taken to the general start page where you will find links to your treatments depending on the modules you have booked. In the top menu you will find links to all current versions of the manuals and contact options.
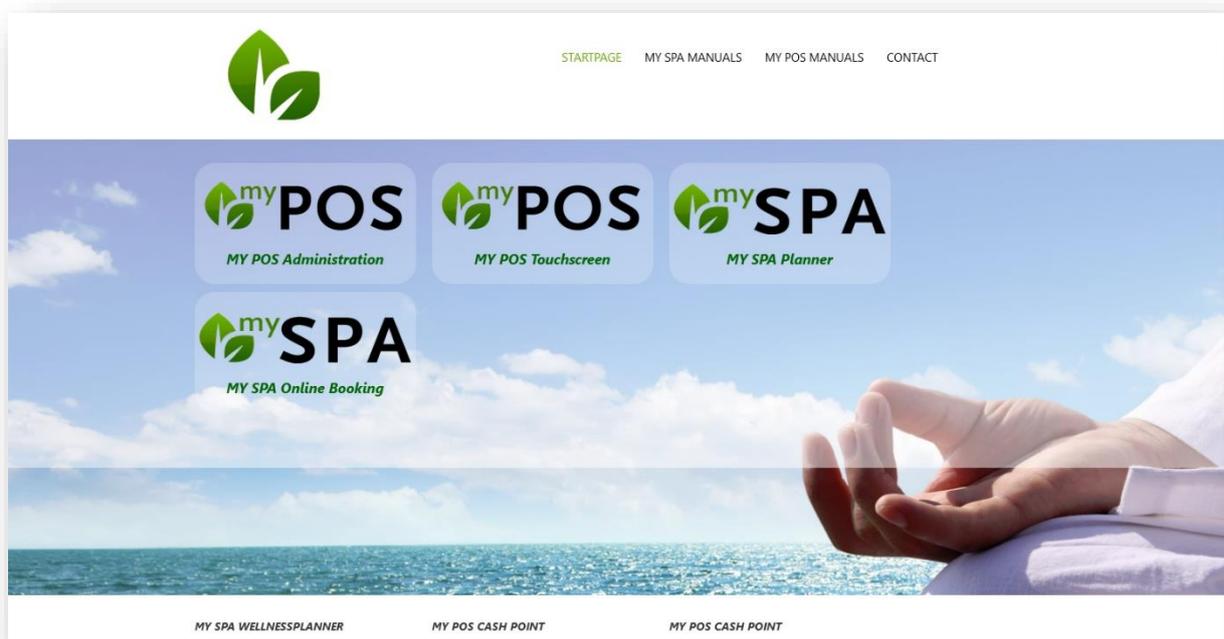
# Packages and their owners

In all hotel systems, arrangement services are clearly linked to owners, identified by guest profiles. Now, it often happens that something changes before arrival - 'Escort Müller' with guest profile ID 4711 becomes a unique name with guest profile ID 0815. By then, however, the staff in the spa have usually already planned the package appointments and package appointments whose original owners were no longer linked to the reservation have to be rebooked.

We have now created some workarounds for this, which we hope will make your life easier.

We automatically check whether the same package already existed for another guest within a reservation. If so, we rebook the package including all dates to the new guest.

## Change Package Owner

This function is only available for packages booked in MY SPA and not yet paid for, because packages from the hotel system belong to a specific guest of a specific reservation. You will find a new icon in the customer mask under 'Packages...' with which you can assign a booked package to another guest.



If the package is assigned to another guest, the package appointments already booked are also moved.

For already scheduled package services from the hotel system whose owners are no longer part of the reservation, there are the following options.

# Link Appointment to Package Component

You can now link already booked appointments for guests to their packages and use the package service. Book a treatment or a course for a guest. Open the appointment again and you will find the new icon if the guest also has the same service as a package component. If a regular appointment becomes a package appointment, the price also changes.
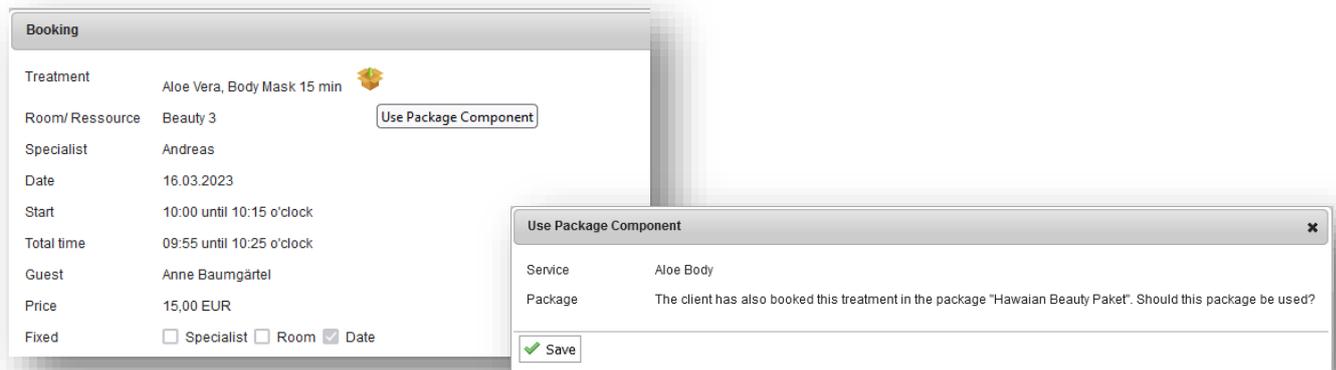
**Booking**

| | |
|---|---|
| Treatment | Aloe Vera, Body Mask 15 min |
| Room/ Ressource | Beauty 3 |
| Specialist | Andreas |
| Date | 16.03.2023 |
| Start | 10:00 until 10:15 o'clock |
| Total time | 09:55 until 10:25 o'clock |
| Guest | Anne Baumgärtel |
| Price | 15,00 EUR |
| Fixed | ☐ Specialist ☐ Room ☑ Date |

[Use Package Component]

**Use Package Component** ✕

| | |
|---|---|
| Service | Aloe Body |
| Package | The client has also booked this treatment in the package "Hawaian Beauty Paket". Should this package be used? |

✔ Save

In reverse, you can also remove appointments from a package as part of a package. If you have assigned a package appointment to a guest who is no longer part of a reservation, you can remove his or her appointment from the package in the first step, assign the appointment to the new guest via the customer search in the second step, and use his or her package component in the third step.
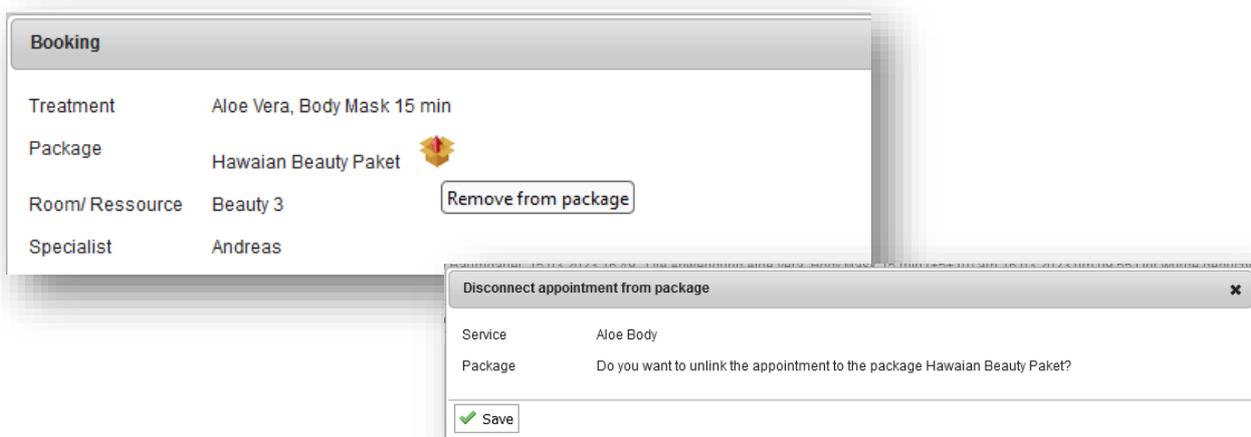
🛒 Anne Baumgärtel
Ayurveda -
Massage 1

**Booking**

| | |
|---|---|
| Treatment | Aloe Vera, Body Mask 15 min |
| Package | Hawaian Beauty Paket |
| Room/ Ressource | Beauty 3 |
| Specialist | Andreas |

[Remove from package]

**Disconnect appointment from package** ✕

| | |
|---|---|
| Service | Aloe Body |
| Package | Do you want to unlink the appointment to the package Hawaian Beauty Paket? |

✔ Save

This function is also available for courses:
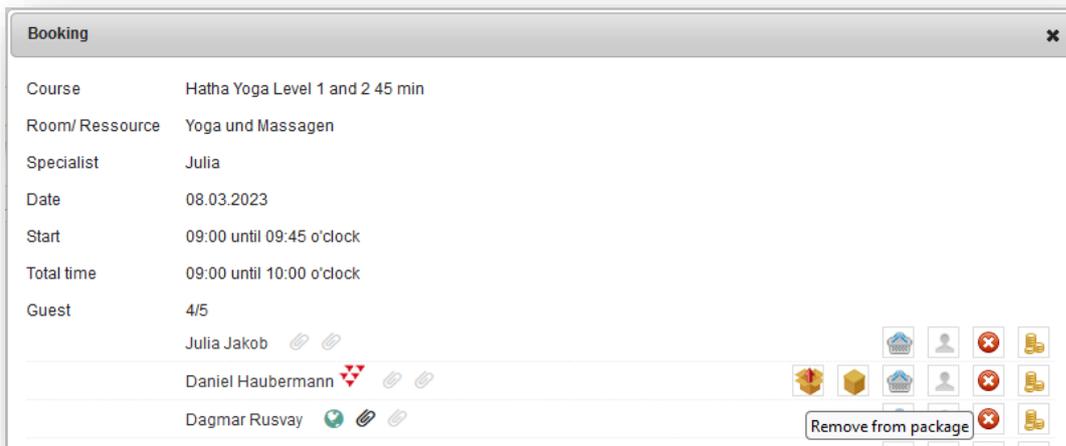


# Passwort Policy

For data protection reasons, we have increased the password strength for employees. You now have to enter at least 8 characters, one of which must be in capital letters and one number.

Nothing changes for your existing login; this only takes effect when you create a new employee or change a password.

# New Appointment Indicators in the Scheduler

The dates in the calendar now show more detailed information:



🌐 Booked Online

🎁 Package Component

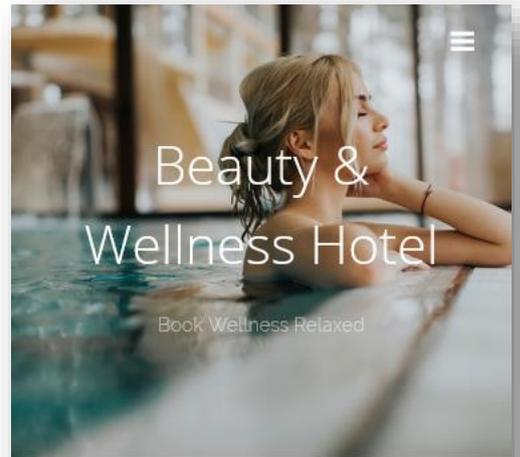🔒 Marked as fixed in at least one option

# New Guest Online Booking Route

The new booking site for your guests offers additional options for Day Spa and Hotel guests: booking packages, and authorization with reservation number or room number to schedule package services and pre-bookings.

The site is optimised for mobile devices (mobile first), but can of course also be used on normal PC monitors.

Please note that the online booking section is an additional module that requires a licence. Would you like to take a look at it? Make an appointment, we will be happy to show you all the functions.

Are you already using the online booking section? Then you will not incur any additional costs. You can continue to use the previous version or the new version, or you can switch at any time.
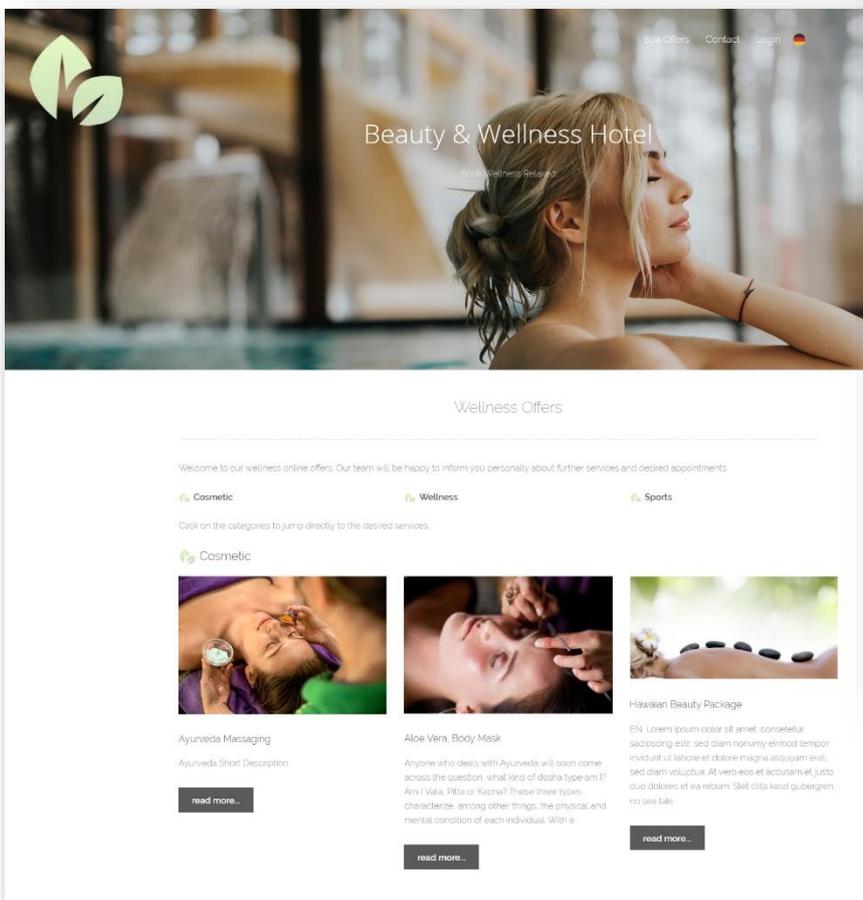
# Online Booking Process

The online booking section only displays services that you have approved for booking online. Appointments are offered according to the times that can be set separately, and of course only if the capacities are free. Appointments are booked directly into the calendar. Your spa is informed by e-mail about new online bookings, and the appointments booked by the guest are marked in the calendar:



Guests can view their appointments, whether they have booked them themselves or they have been allocated by the spa. Appointments cannot currently be rescheduled or cancelled by the guest themselves. Whether we offer this in a later version will ultimately be decided by your feedback.

Packages are booked first, and then the included services are scheduled. Services from hotel arrangements are offered for scheduling if they have not already been booked by the spa.

Would you like to see more pictures? Visit our website:

https://www.based-on-it.de/en/wellnessplanner/guest-online-booking

# Design

We can implement your corporate design to a large extent - start image, font, colours of the booking page, mail header and footer etc. We charge for these services on a time basis.

# E-Mail-Dispatch

Both the booking guest and your spa receive confirmation of the bookings by e-mail. Each guest enters an e-mail address for this purpose, which must be confirmed by double opt-in. The e-mail address stored in the PMS is not automatically used. On the one hand, this is due to data protection reasons; on the other hand, the guest may not have access to the email address he or she used for the booking while on holiday. HTML emails are sent (feel free to send us your header and/or footer, which we will embed for you. Images used here must be

embedded as a link, i.e. publicly accessible on the Internet, for example on your hotel website).

The following e-mails are included by default:

| | |
|---|---|
| Day Spa Guest: | User Account created incl. E-Mail opt-in |
| Hotel Guest: | E-Mail opt-in<br>User Account created<br>Info User Account created to the guest's E-Mail account sent from PMS |
| All Guests: | Booking Confirmation with ical appointment in the attachment<br>Package booking cornfirmation |
| Spa: | Appointment was booked<br>Package was booked |
| All User Accounts: | Password forgotten |

Further cases for e-mail responses can be individually differentiated for you on request:

Separate appointment confirmations for treatment/ course booking
Pre-booking of a treatment scheduled/ pre-booking of a course scheduled
Scheduled courses as a package component/ Scheduled treatment as a package component.

## Technology and Data Protection

Cookies

We only use technically necessary session cookies, the use of which does not require authorisation, as they do not store any data on the accessing device or browser.

User accounts

External guests must create a user account in order to book. You can deactivate these user accounts in MY SPA if the guest proves to be dubious and thus block them. Hotel guests can log in with their first name, last name and reservation or room number. This generates a one-time session code that is displayed in the browser. No stay data is visible in the browser. You can also create a user account, but you do not have to do this. If a hotel guest creates a user account, they can log in with their personal access data and not only access one stay, but also make bookings for further stays.

You can control these functionalities to a large extent; we have extended the 'Booking conditions for the online shop' in the MY SPA master data for this purpose.

A link to your imprint and your privacy policy is also stored here, which you should expand for the MY SPA online booking section according to your use.

## Additional Shop-Settings

The booking policies have been extended: There are new fields for the storage of your imprint and data protection links, which are integrated in the interface of the booking section as well as in the e-mail confirmations.

Furthermore, you have the option to generally allow or prohibit bookings of external guests, as well as to enable the login of hotel guests via room number and/or reservation number. The option to allow hotel guest user accounts determines whether you want to offer guests access to only one stay or whether they should also be able to book appointments in the spa for further stays.



## Direct Payment via the Booking Route

You also have the option of letting guests pay directly via PayPal. Only after successful payment is the appointment booked into the calendar.

Please note: This payment option is only available if the MY SPA POS module is also licensed, because in this case MY SPA also issues the invoice to the guest. A PayPal account is required. Payments via PayPal are sent informatively to connected hotel systems. The connection of further payment providers is possible on request.

# And what's next?

We will integrate the mail dispatch for all appointments booked in MY SPA and improve the handling of vouchers.

We are also working on booking places and ressources without staff participation.

All other items on the feature list and your wishes are not forgotten!