



Duve Takes Imagos Hospitality Group's Hotel to the Next Level of Contactless.



In the world of boutique hotels, the industry has remained relatively stagnant in recent decades, unable to compete with larger corporate hotels. However, Imagos Hospitality Group has harnessed the power of modern technology to disrupt this status quo and change the game. By combining inspired and exciting locations with seamless, personalized experiences, Imagos is revolutionizing the industry while preserving design and style. Guests can use Duve's Guest App to check in, request fresh towels, and receive local recommendations all from their phone, thanks to their optimization of inefficiencies and improvements in automation. Their focus on inclusivity means that everyone can now experience an unforgettable place to stay, with unparalleled hospitality.

Imagos



Imagos Hospitality Group, owners of Playpark Lodge in South Lake Tahoe, offers a completely contactless self-check-in boutique hotel for restless adventurers. Understanding the future of hospitality, Playpark Lodge was already ahead of the game, offering contactless check-in back in 2020. Imagos Hospitality Group had been contactless before using Duve, but after a single demonstration with it they realized that Duve offered the missing pieces of their solution and so replaced their existing solution to have Duve cover the entire guest experience. The success of Playpark Lodge & the leadership behind it brought them the opportunity to rinse and repeat & prove their tech stack solution to 2 more boutique hotels in Lake Tahoe California with Duve being a key component of the guest experience going forward.



Integrating Duve into a 100% Contactless Business Model.

Imagos Hospitality Group searched for an all-in-one solution that would allow them to continue their 100% contactless business-model while maintaining a high level of customer support.

- **Maintain a contactless business model:**

With no front desk, they wanted their guests to understand how simple it was to check-in online, enter their rooms, and access any information they required without the need to meet any of their staff along the way.

- **Offer high-quality customer service:**

Although the business model is contactless, offering guests a comfortable way to communicate with their staff whenever they needed was crucial.

- **Provide no-download guest app:**

Giving guests access to all the information they may want or need within arm's reach - which nowadays is through their smartphone.



The results

The success of Playpark Lodge & the leadership behind it brought them the opportunity to rinse and repeat & prove their tech stack solution to 2 more boutique hotels in Lake Tahoe California with Duve being a key component of the guest experience going forward.

- They improved their contactless check-in process when they partnered with Duve and noted how they were able to offer full automation from the moment guests reserve at their hotel.
- Since hotels are self-check-in, providing access information was a MUST, and Duve's automated arrival emails, SMS and information release prior to arrival sealed the deal for Imagos Hospitality Group. With Duve's pre-scheduled messages they were able to stay on top of check-ins and check-outs with minimal manual efforts from staff. Upon guest completing their pre-check-in, they have full access to their unique guest app (Web-based, no download required) where they can learn about the hotel, FAQ, T&Cs, their reservation details and whatever the hotel decides to provide in the guest app (such as some fun things to do in the area or top music playlists to enjoy during their stay). Plus, through Duve's analytics, they were able to see a strong use of the guest app already from the pre-check-in phase.
- With Duve's check-out feature, receiving consistent feedback from their guests has allowed them to optimize the guest journey from start to finish. And as a result, Imagos Hospitality Group & its leadership have accumulated over 2,000 reviews with an average rating of 4.7 Stars at each hotel.



“Duve has transformed the way we communicate with our guests and allowed us to curate a truly unique customer journey that is aligned with our brand vision and creating an unforgettable hospitality experience.”

— Matt Aitchison, Chief Executive Officer at Imagos Hospitality Group.



“Everyone is looking for that one stop solution, and Duve has set a standard that no other competitor has been able to achieve so far. Since we adopted Duve into our hotel tech stack, it’s been game changing. Our business model is based on contactless self-check-in and lots of automation. What sold us on Duve was the amazing Pre-Check-In process. Allowing us to capture/update accurate guest information (for communication and marketing purposes). This was crucial as we don’t have a front desk for guests to check-in and provide all that information. Their Guest app was another big selling point for us. Customizability was key and they delivered! Last, reviews & testimonials are King in the Travel industry, and thanks to Duve’s feedback features, we’ve been able to capture that feedback, and analyze and optimize in order to achieve our target goals. With Duve we were able to take our smart hotel business model to the next level!”, said Ulysses Baltazar, Chief Technology Officer at Imagos Hospitality Group.



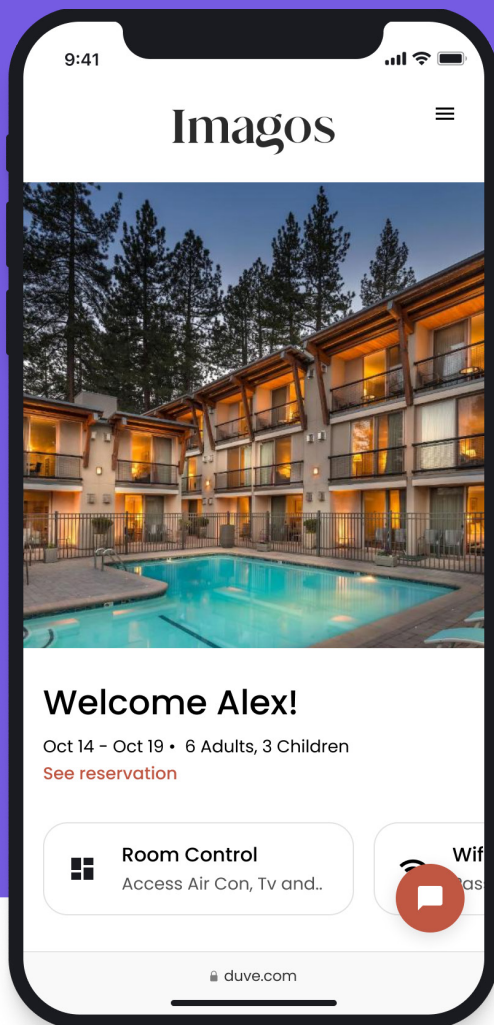
About Duve

Duve is revolutionizing guest experience by offering a truly personalized guest experience suite. Duve helps hoteliers create a tailored and digital journey for each and every guest - from online check-in flows that meet the exact needs of each guest, to a web-based guest app with relevant content in the guests' native language, to personalized upsells that increase revenue potential and satisfaction of each guest. By partnering with more than 150 integration partners, across all major PMS's, OTA's, PSP's, Digital Key providers and 3rd-party vendors, Duve helps transform the way guest experience is provided at thousands of hotels of vacation rentals around the world.

About Imagos Hospitality Group

The Boutique Hotel industry hasn't progressed much over the recent decades. It simply couldn't compete with Big Corporate Hotels. That's all changed, thanks to Modern technology, we're changing the game!—with locations that inspire and excite, with all the needs and without sacrificing design & style, all while delivering seamless, personalized experiences.

Duve products used by Imagos Hospitality Group



- ✓ Automated confirmation emails
- ✓ Online check-in
- ✓ Communication hub
- ✓ Guest app
- ✓ Upsells
- ✓ Digital spots
- ✓ Online check-out

Don't settle for less. Get Duve Now!

With Duve's online check-in, over 83% of guests complete the check-in process before arrival – leaving your staff time to give each guest a truly personal experience.

[Book a demo](#)

www.duve.com