



How Costa Rentals Began Growing Revenues by Automatically Selling Early Check-ins.



Costa Rentals oversees a portfolio of over 200 apartments located in various regions of Spain. By utilizing the services of Duve, they are able to effectively manage guest check-ins, communication, and upselling from a remote location. This has allowed Costa Rentals to free up time and resources, enabling them to concentrate on offering a more exclusive and customized experience to guests staying in their high-end apartments. With the assistance of Duve, Costa Rentals can offer personalized recommendations and attentive services that create a truly unique and memorable stay for their guests. By leveraging technology, Costa Rentals has been able to enhance their overall guest experience and optimize their operations.



The Search for Improved Guest Communication.

Costa Rentals required a solution that would help them plan ahead of time to make sure that they were always on top of arrivals and departures, while also ensuring that they were at the service of the guests that were mid-stay. Costa Rentals used Duve's Communication hub to centralize all communication with guests, online check-in to sell early check-ins and collect information about guests before their arrival, and Duve's Guest App to provide guests with information about nearby services and attractions.

Top 3 Core Objectives:

Costa Rentals searched for a solution to upsell check-ins that they were offering for free, plan arrivals and departures ahead of time, and centralize all guest communication.

— Upsell early check-in:

Costa Rentals would offer early check-in for free, so they searched for an automated tool that would help them offer it to guests in a way that they could easily select and pay for it before their arrival.

— Plan ahead of time:

With 200 apartments spread throughout Spain, Costa Rentals needed to have a solution that would help them plan arrivals and departures ahead of time, essentially allowing them to manage tasks more efficiently.

— Centralize guest communication:

As new guests were coming and going daily, they wanted one place that they could easily centralize and manage communications with all their guests.



The results

As a result of implementing Duve, Costa Rentals experienced an immediate impact on their business revenue, operations, and guest satisfaction.

- Costa Rentals immediately experienced an impact on their ancillary revenue with guests automatically purchasing early check-ins through their online check-in process. Additionally, they noticed guests also purchasing late check-outs from Duve's online check-out. Overall they noted a 174% ROI just from selling early check-in and late check-out.
- By planning ahead of time, Costa Rentals could better coordinate with their cleaning and maintenance companies. Additionally, they could schedule greeters to meet with guests arriving at luxury apartments that they were managing.
- Costa Rentals was able to easily communicate with the numerous new guests arriving and leaving the properties daily, and even noted an average 4.5/5 rating from guests in Duve's online check-out.





“I really love Duve, the concept is brilliant. Before we started using Duve, we weren't sure exactly what we were looking for, but once we found Duve and tried it out, we realized that it was exactly what we needed. Upselling with Duve is great! Early check-in and late check-out being offered automatically based on availability is like earning free money. Before we were leaving money on the table and offering it for free, and now with Duve we can sell it to our guests automatically.”

— Frank Ulm, Owner at Costa Rentals.



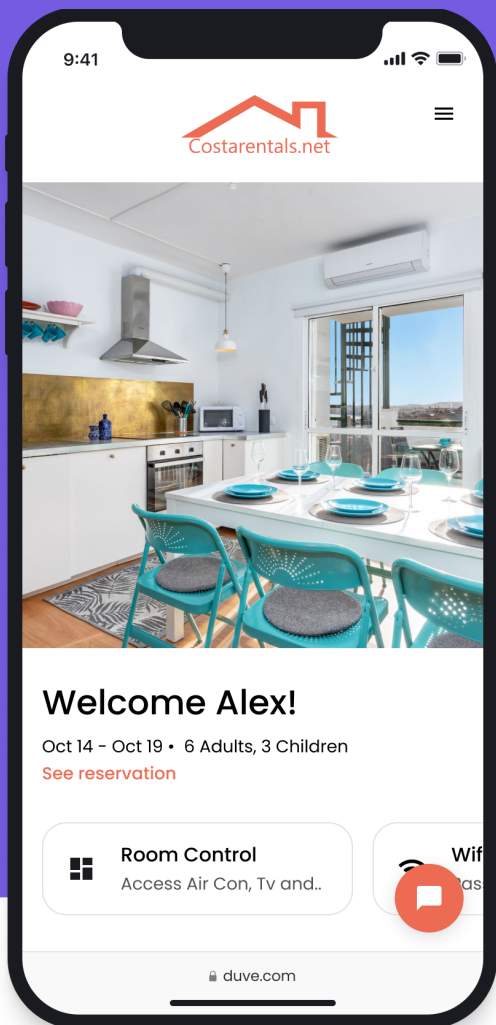
About Duve

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 Costa Rentals

CostaRentals is a vacation rentals agency with hundreds of properties in its inventory to create and deliver a super high quality experience to both local and international market. They offer the most effective and cost-friendly vacation properties with instant and ongoing customer support. From choosing the perfect accommodation to booking a luxurious condo, you can discover the possibilities of their robust catalog. Their properties are ideal destinations for a memorable holiday experience for families, couples, solo travelers and much more.

Duve products used by Costa Rentals



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