

# 🍫 MY SPA 5.6 – New in This Version

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# **Yield Management**

In addition to the seasonal periods for which you can enter new or different prices for your offer, we offer further options that we summarise under the Yield Management menu item.

### **Day Prices**

Select weekdays or weekday groups on which lower or higher prices should apply.

Special days can be created as separate periods, for example trade fair days or the Christmas holidays with the turn of the year. For longer periods or the introduction of a new price list, the season settings are the better choice.

rield Management	:		
Seasons	Day Price Setting	Discounts	
	C	Define days on which diffe	rent prices apply

Main Settings 🗢	
Shop Data	
Administration	
Employees	
Rooms	
Treatments	
Courses	
Packages	
Items	
Yield Management	

Firstly, define days, day groups and your own periods, for which you can then set prices, price increases or reductions in the application/course overview. Special days: this is intended for the Christmas period, for example.



Create a new entry under "Special days" by clicking on the plus sign. Select the start and end date and assign a name. Click on Save at the bottom of the page. You can delete expired periods by clicking on the

recycle bin or edit them by clicking on the pencil and updating the date for the future.

Depending on whether you drag the block of special days or the block of weekdays up or down, these prices take precedence in the calculation!

Once you have defined the daily price setting, switch to the master data for your treatments and courses.



<b>SPA</b>		Beauty & Wellnes	s Hotel 🗸 🗸			Beauty & Wellne
Appointments	New Booking 🗢	Scheduler 🗢	Customers	Main Settings 🧧	7 Reporting	▽ i 6 *
reatments						
	Start Search	Extended Search	New	Season prices	Day Prices	
			Se	t prices for the days entere	d in advance under Main	Data - Yield management.
ages (2): Page 1 ¥	12					
our query returned 39 m	natches in total.) 🗹 show	v only active				
Name	5	pecialist	Rooms/Device		Duration	Website
) 🔂 ( Llända	, A	Belinda, Alexandra, Andreas, nia, Franzi, Iris, Julia, Larry Lill	Activity, Beauty 1, B Fango 1, Fango 2,	eauty 2, Beauty 3, Desk, Massage 1, Massage 2,	60 min	

Under the item Daily prices you will now find the list of your offers and can define other fixed prices or price deviations.

<b>G</b> SPA		Beauty & We	llness Hotel 🗸 🗸			Beauty & Wellness Hot Admi
Appointments	New Booking 🛛 🖓	Scheduler 🗢	Customers	Main Settings 🗢	Reporting $\bigtriangledown$	i 🖸 🎭 🖬
Daily prices						
	Start Search	Extended Search	New	Season prices	Day Prices	
Name			Price	Christmas Season	Mondays	Friday - Sunda
				🥜 Edit	🥜 Edit	✓ Accept Changes
						Adopt for booked appointments
					This option applies	the prices for dates that have already been bool
Ayurveda Massage 10 mii	n (+10+10)		45,00	+0,00	-5,00	plus 🗸 🗧
Ayurveda Massage 30 mii	n (+0+10)		40,00	+0,00	-5,00	plus 🗸 😒
Ayurveda Massage 30 mii	n		30,00	+0,00	-10,00	plus 👻 10
Avunveda Massage 60 mil	n (+0+10)		70.00	+0.00	-15 00	nlus × 1

When entering the different price, select the option to set an absolute new price or to enter a price increase or decrease. The advantage of a plus or minus price is that it will continue to be used in the event of new seasonal prices applying at a later date.

#### Seasons

The season time settings have been moved to the Yield Management menu item. The functionality has not changed.

Seasons	Day Price Set	tting	Discounts
	Create time periods for	price validities	

### Discounts

Invite your guests to book appointments at the spa early with more favourable prices and fill free treatment appointments with last-minute discounts.

You can offer an online discount for the online booking route, which will make your guest communication easier.

#### **Discount Settings**

Under Master data - Yield Management you will find the submenu item Discounts.

Seasons	Day Price Setting	Discounts
		Create Discounts
		ordate biocoditie

Appointments New	Booking 🗢 Scheduler 🗢 Customers	Main Settings  Reporting	<b>i</b> 6
iscounts			
Go Back			
Your query returned <b>5 matches</b> in to	tal.)		
Name ▲ ▼	Discount in percent ▲ ▼	Type ▲ ▼	active
🔍 Last-Minute	30 %	Last minute discount	
🔍 Early Bird	10 %	Early booking discount	
	40.0%	Opling Discount	

By clicking on the magnifying glass, you can activate the discounts, set the amount and specify which of your offers they should apply to.

Appointments	New Booking 🗢	Scheduler 🗢	Customers	Main Settings 🗢	Reporting 🗢
Edit					
Go Back					
ame	Early Bird				
ooking in advance	Until 3 months	~			
iscount in percent	10				
ctive					
<ul> <li>Valid for treatments:</li> </ul>					
4 Hande		Achsel	Enthaarung Ia Massage Konie		Aloe Vera, Body Ma     Collagen Eve & Tre
Hibiskus Maske		Aydreet	Head Massage Ropie		
Refresh Peeling		L test			Test Einzelleistung
Choose All/ None					
Abbyanga DE		V Hot Sto	ne Massage		🗖 Lomi Lomi Nui
Love is in the Air		Mukabl	nyanga		Traditionelle Thai M
Choose All/ None		_			
- Valid for courses:					

The early booking and last-minute discount is calculated automatically from the booking date and the planned start date. You can choose the period of the early booking and last minute discounts. Early booking discount: between 1 - 12 months before the date, last minute 2 weeks to 1 day before the date. Please pay attention to the interaction of your setting for advance booking in the booking conditions - if you have entered 24 hours in advance and only grant the guest the last minute discount one day before the treatment, he or she will never be able to reach it.

#### Automatic in the Online Booking Route

Early booking or last-minute discounts are calculated and granted automatically. The online discount and one of the two time-based discounts can be combined. The early booking and last-minute discounts can never overlap.

						App	ooin	tm	ent	SE	lec	tio	n	yurveda N	Aassage 60	) min		
Spa Off	ers »	> Deta	ails »	Appo	ointri	nent se	electio	n										
							1											
0		Aug	ust 2	024				S	Septe	mbe	r 2024	4	0					16.08.2024
Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun		Δ	Ayurveda Mas	saging 60 i	min (49,- EUR)
			1	2	3	4							1				La	st-Minute 30%
5	6	7	8	9	10	11	2	3	4	5	6	7	8					b a a b
12	13	14	15	16	17	18	9	10	11	12	13	14	15	1/:00 nrs				DOOK
19	20	21	22	23	24	25	16	17	18	19	20	21	22					

If you have entered a discount for the online booking, this will be shown to the guest in the summary.

Hot Stone					
Thank you for choos and confirm your se anything, please clic	sing to book the service. Please check your entries lection by clicking on "Book". If you wish to change sk on "Back".				in the second
Service:	Hot Stone		Clar .	4	aut -
Date:	16.08 2024 17:00 hrs		111100		1000
Duration	45 min		CAN .		438
Price:	<del>69 EUR</del> 62.10 EUR Booked online*	1	The second		
Last-Minute	30%				

#### Discount Assignment for Manual Booking

When you create an appointment in the calendar, the discount is offered as an option. You decide whether it is granted or whether the regular price should be saved: In the case of

Treatment Othe	r Appointment						
Treatment	Ayurveda Massage 60 min (+0+10) 🗸 🥍						
Room/ Ressource	Massage 1 🗸						
Specialist	Larry						
Date	16.08.2024						
Start	17:00 bis 18:10 o'clock						
Price	• 70,00 EUR						
Guest	Anne Baumgärtel						
Date-Comment							
Fixed	Specialist Room Date						

postponements that leave a more favourable period, the price is not changed automatically, but the price variant valid after the postponement is displayed in brackets.

Please note that a manual price change overwrites all automatically calculated discounts.

# **Online Booking for Your Guests**

The old MY SPA booking route will be redirected to the new booking route with this version. Please check the appearance if you still had the old booking route ..../myspa/overview.php linked. The link to the new booking route is ..../myspa/spabooking.php.

# Guest e-mail Notification in the Event of Appointment Postponement and Cancellation

If you need to reschedule a guest booked online directly by the guest, you can generate an automatic email that informs the guest of the change and sends the new date. Depending on the guest's e-mail programme, the change is automatically taken over by their calendar. Please move the guest's appointment and then click on the button that you will find in the appointment overview in the customer mask, on the "Appointments" page and in the calendar.

_	Appointment Send change mail
ine Ba	umgärtel, 16.08.2024 15:19 : Die Anwendung Hot Stone Massage 45 min (+5+15) am 16.08.2024 um 16:55 Uhr wurde gebucht
Edit	💽 Move/Replace 🔇 Cancel 🖾 Change email 🚔 Print 🔀 Proof of Performance 🧞 No show 🌰 Article 島 Pay
	E-mail notification X
	Send appointment change e-mail to: dagmar@rusvay.de

If you need to cancel an appointment booked directly by a guest, there is also an email dispatch function that you can trigger in the MY SPA interface. First cancel the appointment, then you will find the corresponding button in the guest mask under "Cancelled appointments", as well as under the menu item "Appointments" if you set the filter to "All" or "Cancelled" appointments.

Аррон	tments New Booking 🗸	Scheduler	Customers	Main Settings	Reporting
Welcome	e to MY SPA				
Period	<b>t</b> 16.08.2024 to 16.08.2024	<b>I</b>	Attendance Status	-all- 🗸 🗸	Se
Booker	-all-		Payment Status	-all- v	La
Specialist	-all-		Room	-all- v	<b>-</b>
	Externer Partner		Cancellation Status	cancelled 🗸	
	Alexandra Adams			-all-	
	,			cancelled	
				not cancelled	
- Appoint	ments				
- Appoint	ments				
Appoint     (Your que     D)	nents Jery returned 1 matches in total.)		Specialist	Time F	
Appoint     (Your que     Di     (Your 1)	ments uery returned 1 matches in total.) ate No. Treatment 6.08.2024 6684 Hot Stone 45 min (+5+15	)	Specialist	Time F 16:55	
- Appoint (Your quint) (Your quint) (Your quint)	ments Jery returned <b>1 matches</b> in total.) ate No. Treatment 6.08.2024 6684 Hot Stone 45 min (+5+15	)	Specialist Admin	Time F 16:55 Edit	

## **KPI Report**

As a new report, we offer a summary of the most important key figures per month. The "Key Performance Indicators" contain the gross sales of all invoiced services at the time of the service, grouped by KPI categories. These reports are calculated at night and prepared for display.

If your MY SPA installation is connected to a hotel system, we display the number of hotel guests with arrival or departure dates within the selected period, as well as all DAY SPA guests. DAY SPA are guests with arrival = departure date and guests with services without a stay.

Selection						
Period from 7 × - 2024 ×	to 7 🗸 - 2024	The dis Gross KPI dat	play is limited to a sales of the key pe a are therefore on	a maximum of 5 mon erformance indicator Iy visible the next day	ths. You can select a longer period and generate it as an export. s at the time of performance (sales data are prepared at night, changes to the )	Show Report Create Export
	July	2024				
Guests	Inhouse		Day Spa			
Quantity	4105		313			
Number of services	544		305			
KPI Group	Turnover	Quantity	Turnover	Quantity		
Day Spa	544,90	11	54.833,50	608		
Kosmetik	17.169,00	290	1.755,75	21		
Massagen	55.833,00	861	7.863,00	102		
Paket	7.875,00	78	1.190,00	6		
Physio	2.524,00	21	169,00	1		
Wellness	3.096,00	39	258,00	2		
Barbor	139,00	11	38,25	3		
Extern	3.237,36	68	214,00	5		
Med. Massagen	1.298,00	34	357,48	15		
Sonstige	304,80	32	47,91	10		

We compare how many guests were on site and how many of them used SPA services.

In the interface, a period of 1-5 months can be displayed side by side for the KPI report.

election																				
eriod 1 - 2024	✓ to 7	- 2024 -	The dis Gross :	play is limite sales of the i	d to a maximu key performan	im of 5 month ce indicators	is. You can se at the time of p	lect a longer erformance	period and ge (sales data ar	nerate it as a e prepared a	n export. t night, change	es to the KPI	data are there	fore only visit	ile the next da	Y)			Show F Create	Report Export
	January	2024			February	2024			March	2024			April	2024			May	2024		
uests	Inhouse		Day Spa		Inhouse		Day Spa		Inhouse		Day Spa		Inhouse		Day Spa		Inhouse		Day Spa	
uantity	2133		151		3212		261		3900		252		3802		290		3624		294	
lumber of services	360		142		499		254		600		243		577		282		579		283	
PI Group	Turnover	Quantity	Turnover	Quantity	Turnover	Quantity	Turnover	Quantity	Turnover	Quantity	Turnover	Quantity	Turnover	Quantity	Turnover	Quantity	Turnover	Quantity	Turnover	Quantity
ay Spa	248,00	3	20.727,25	261	417,00	6	38.051,00	484	480,00	8	39.898,60	485	1.228,20	21	43.105,65	534	811,50	20	44.948,80	538
osmetik	10.102,00	142	929,60	11	15.472,00	226	1.453,10	16	21.231,25	302	1.207,10	17	19.215,00	294	931,00	18	18.719,00	259	1.874,35	29
assagen	42.133,00	583	3.946,90	51	61.238,50	875	5.901,65	74	68.682,00	963	5.204,80	67	69.122,90	960	4.924,00	63	77.435,10	1009	6.038,15	73
aket	4.072,00	32	258,00	1	6.267,20	44	495,00	4	8.186,50	59	416,00	3	9.444,00	73	674,00	4	10.533,50	70	595,00	3
hysio	1.003,00	12	0,00	0	5.404,00	44	169,00	1	9.277,75	73	359,75	3	4.421,00	37	169,00	1	4.361,00	33	0,00	1
/eliness	2.322,00	26	258,00	2	2.838,00	31	225,75	2	4.095,75	40	387,00	3	2.923,00	30	129,00	1	2.580,00	26	258,00	2
remes	180,00	4	78,75	2	580,00	14	70,00	2	22,00	1	0,00	0	14,50	1	29,25	1	0,00	0	0,00	0
xtern	722,20	21	378,15	14	1.689,30	61	977,50	31	3.789,00	73	892,35	26	2.378,50	61	691,60	25	4.256,99	96	595,30	21
led. Massagen	1.042,00	17	773,00	13	664,40	14	198,50	4	1.980,00	35	492,00	7	2.146,50	33	438,15	8	3.325,00	63	639,40	15
tandard	303,02	9	86,40	4	488,00	20	195,90	12	282,50	12	504,10	13	295,90	5	145,00	6	0,00	0	22,00	1
halgo	730,90	16	89,80	3	1.801,20	48	363,70	5	1.948,40	62	80,50	4	1.754,70	52	181,50	7	1.935,90	65	676,90	11
		0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	60.00	4	0.00	0	00.00	e	0.00	

To summarise categories clearly, assign a KPI name in the category administration for each category that you want to view together. Identical KPI names are grouped together in the report.

An overview of longer periods can be generated manually as an export via the interface. The export contains all the data for the period selected in the date selection, grouped by month and also including basic utilisation data:

	Go Back		
/our q	uery returned 5 matches	in total <del>p)</del>	_
	Description	KPI Group	
P	Kosmetica	Kosmetik	
P	Wellness	Wellness	
P	Watersport	Sport	
1	🧃 Sport	Sport	
<b>/</b>	Beauty	Cosmetic	

ې د 🗄	~ <u>*</u> ~ =						Reporting_KF	Pl_Beauty & Spi	a_en.csv - Exce				🛕 Dagn	nar Rusvay DR		_ 0	
atei Start	Einfügen	Zeichnen	Seitenlayout	Formeln	Daten Ü	berprüfen /	Ansicht Hil	fe Acrobat	🖓 Was	möchten Sie tu	n?						
nfügen 💉	Calibri F K U	• 11 •   ⊞ •   \$ Schriftart	→ A <sup>*</sup> A <sup>*</sup> → A <sup>*</sup> → A <sup>*</sup>	= = = = = ■ = = Ausrichtung	ab ↓ Stand ↓ ♀ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓	and % % ahl	Bedingte For Als Tabelle fo Zellenformat Formatvo	matierung ~ rmatieren ~ vorlagen ~ rlagen	Einfügen Köschen Format ~ Zellen	✓ ∑ ✓  ✓ Ø ✓ Ø ✓ Ø ✓ Ø ✓ Ø ✓ Ø ✓ Ø ✓ Ø ✓ Ø ✓ Ø	Add- iten Add-Ins	Erstellen v und Freig	on PDF-Dateier eben von Links A	n Erstellen vo Freigeben der dobe Acrobat	n PDF-Dateien Dateien über C	und utlook	
1 *	: ×	√ f <sub>x</sub>	Beauty & Spa														
A	в	с	D	E	F	G	н	1	J	к	L	м	N	0	Р	Q	
Beauty & Spa																	Т
Key Perform	ance Indicato	irs:															
	January	2024			February	2024			March	2024			April	2024			P
Guests	Inhouse		Day Spa		Inhouse		Day Spa		Inhouse		Day Spa		Inhouse		Day Spa		1
Quantity	2133		151		3212		261		3900		252		3802		290		
No. of Servic	360		142		499		254		600		243		577		282		
KPI Group	Turnover	No. of Sales	Turnover	No. of Sales	Turnover	No. of Sales	Turnover	No. of Sales	Turnover	No. of Sales	Turnover	No. of Sales	Turnover	No. of Sales	Turnover	No. of Sale	25
Day Spa	248	3	20.727.25	261	417	6	38.051.00	484	480	8	39.898.60	485	1.228.20	21	43.105.65	53	34
Cosmetics	10.102.00	142	929.6	11	15.472.00	226	1.453.10	16	21.231.25	302	1.207.10	17	19.215.00	294	931	1	18
Massages	42.133.00	583	3,946,90	51	61.238.50	875	5,901.65	74	68,682,00	963	5,204,80	67	69,122,90	960	4,924.00	6	53
Packages	4.072.00	32	258	1	6.267.20	44	495	4	8,186,50	59	416	3	9,444.00	73	674		4
Physio	1.003.00	12	0	0	5,404,00	44	169	1	9.277.75	73	359.75	3	4,421.00	37	169		1
Wellness	2,322.00	26	258	2	2.838.00	31	225.75	2	4,095,75	40	387	3	2.923.00	30	129		1
Body	180	4	78.75	2	580	14	70	2	22	1	0	0	14.5	1	29.25		1
Other	722.2	21	378.15	14	1,689.30	61	977.5	31	3,789.00	73	892.35	26	2,378.50	61	691.6	2	25
Med. Massac	1.042.00	17	773	13	664.4	14	198.5	4	1.980.00	35	492	7	2,146.50	33	438.15		8
Babor	303.02	9	86.4	4	488	20	195.9	12	282.5	12	504.1	13	295.9	5	145		6
Thalgo	730.9	16	89.8	3	1.801.20	48	363.7	5	1.948.40	62	80.5	4	1,754.70	52	181.5		7
	. 50,5	10	55,0	5	2.222,20		220,7		212 13,40		20,5		2	52			Ť
Occupancy	Busy	Working Hou	%		Busy	Working Hou	%		Busy	Working Hou	%		Busy	Working Hou	%		+
All	878.83	2.465.90	35.64		1.373.25	2.585.60	53.11		1.588.17	2.739.70	57.97		1.445	2.804.43	51.53		
Anne Kaffek	25.5	7.6	335.53		68	66.9	101.64		85.5	82.62	103.49		75.5	90	83.89		
Day Spa	76.25	83.13	91.72		136.75	143.9	95.03		130.25	126.18	103.22		148.75	165.1	90.1		
Rita	43.5	44.18	98,45		72	72.2	99.72		132.5	124,97	106.03		96	94,73	101.34		
Sauna	17.25	119.63	14.42		76.67	289.18	26.51		122.58	298.78	41.03		78.75	297	26.52		
Silvia	86	79.42	108.29		109.5	107.17	102.18		135.83	125.72	108.05		109.5	109.73	99.79		
Pedro	31.5	26.75	117.76		55.5	55.4	100.18		78	78.33	99.57		52.5	51.85	101.25		
Lilly	91.5	90.45	101.16		158	162.18	97.42		70	63.35	110.5		141.5	144.62	97.84		
	50.67	60,98	97.84		200	21.2	121 79		112 17	104 72	107.11		95.92	96.27	99.55		
Thomas																	

We offer to send this KPI report of the previous month at the beginning of the month to the e-mail address stored under Master data - Shop data as a .CSV file. This requires the configuration of the email settings under Master data - Shop data. If you wish to do this, please contact us. In addition to the sales data, the KPI export also contains the capacity utilisation overview in short form.

nen <u>W</u> e Antwort a quelle D < syster	erkzeuge an alle Diskursat ms@b	Kont	ten <u>F</u> e eiterleite on-it.d	nster <u>H</u> i en <b>▼ [</b> ] de>	ilfe ] ▼ [] 09.08.20	] ▼   024 13:39	▶" 9 <
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# Anamnesis Form and Diagnosis

A frequently mentioned but critical point from a data protection point of view is the desire to store health data in wellness planning systems.

Legislation in Europe is clear and only permits the storage of health data under certain circumstances. We support you in compliance with the law by offering you templates to print out, which can be generated for the guest individually with their name and e.g. their stay as a PDF download. If you would like us to create such templates for you, please send them to us. You will find them in the guest mask after implementation. Please note that we charge for the integration of your templates as a hourly fee-based service

<b>SPA</b>		Beauty & Well	ness Hotel 🗸			Beauty & Weliness Hote Admin
Appointments	New Booking 🗢	Scheduler 🗢	Customers	Main Settings 🗢	Reporting 🗢	i 🖸 🏶 🖬
Jser "Musterman	n, Matthias" - ID_us	er: 1459				
	Start Search	Extended Search	New	Hotelguest Search	To be Forgotten	
lutation	Mr.			Title	Dr.	
st Name	Matthi	as		Last Name	Mustermann	
eet	Von-L	eydenstr.		ZIP / City	65191 Wiesbade	n
untry	Germ	any		Guest Profile ID		
thday				Language	german	
oup				Reminder Date		
tive	×			Keep personal data	U	
mment	00.05	0004 (40.40.04)				
SEACTIVITY	29.03	2024 (10.19.01)				
More Contact Data     Online Booking						
<ul> <li>Account Data</li> </ul>						
Edit	Back Y Export Anonymize	Prebook     Image: Prebook       Prebook     Image: Prebook       Prebook     Image: Prebook       Prebook     Image: Prebook	book Course 📦 Bo Pay	ok Package	e 🚔 Print /	Appointments of Performance nesis form

We do not currently store the questionnaires or findings completed by guests in MY SPA in order to fulfil the GDPR.

This is because the storage of this data is only permitted if the patient clearly consents and the staff accessing the data are subject to professional secrecy, i.e. medical confidentiality:

"Processing of special categories of personal data

- 1. Processing of ... data concerning health... shall be prohibited.
- 2. Paragraph 1 shall not apply if one of the following applies:

a. the data subject has given explicit consent to the processing of those personal data for one or more specified purposes,...

*h.* processing is necessary for the purposes of preventive or occupational medicine, ... or pursuant to contract with a health professional and subject to the conditions and safeguards referred to in paragraph 3

3. Personal data referred to in paragraph 1 may be processed for the purposes referred to in point (h) of paragraph 2 when those data are processed by or under the responsibility of a professional subject to the obligation of professional secrecy under Union or Member State law or rules established by national competent bodies or by another person also subject to an obligation of secrecy under Union or Member State law or rules established by national competent bodies."

## Miscellaneous

### Guest Search by Reservation Number

The hotel reservation number is a new search field in the guest search mask. This allows you to restrict even more precisely which hotel data an appointment booking should be linked to:

FirstName		L	ast Name	
Room		R	eservation No.	287250879
	Rew cu:	stomer		
Hotel Guest Resu	ilts			
Lact Namo	First Name	Room	Stav	Street

## Information from the Hotel System

Information and bookings from the hotel system are marked with this indicator. Move the mouse over it to display further information.



## MY SPA Standard Schedules for the Guest - Font Size

There is a recurring request to format the texts above and below the dates in a standardised font size. The former "small print" is now the same size as the entire text. This change does not affect the standard MY SPA proof of services/guest checks or the customised templates.