

Online check-in launched at City Lodge Hotel Group

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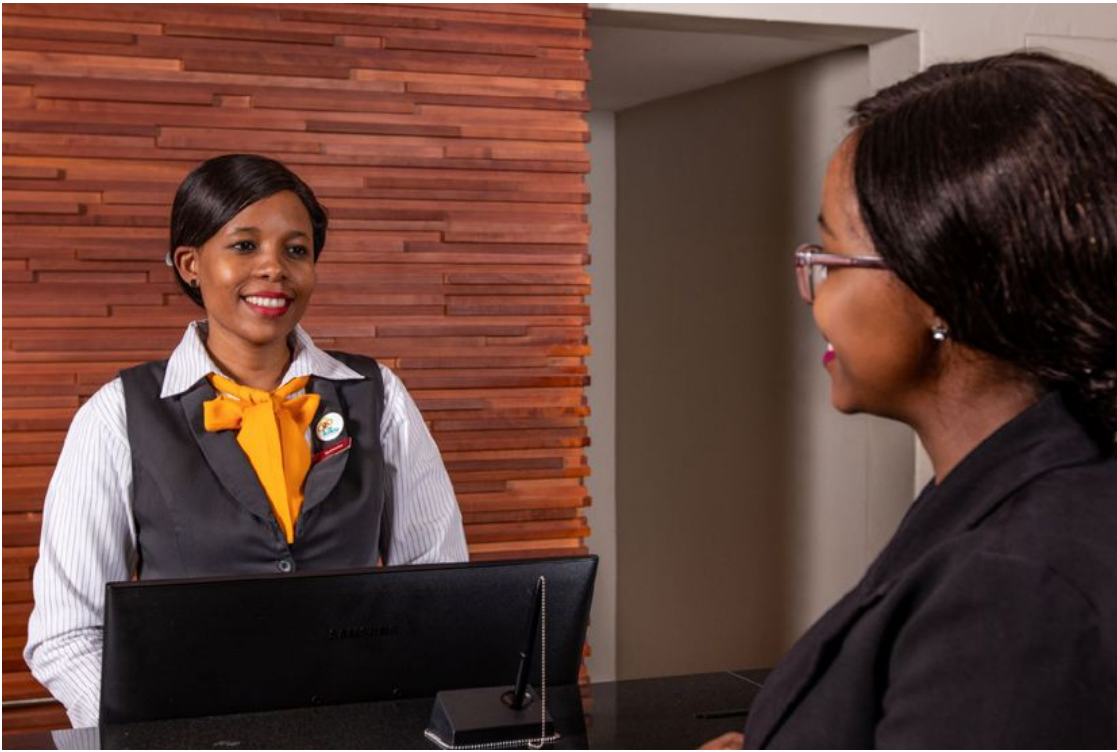
As the hospitality industry opens up and more people travel, technology is playing an important role in helping keep everyone safe. City Lodge Hotel Group now offers guests contactless online check-in at its hotels, accessed via its website, www.clhg.com, and on its mobile app too. In a similar manner to the online check-in for flights, guests can check themselves into their hotel and avoid having to touch too many shared items at the reception desk, keeping both guests and staff safe.



Once guests have prepaid for their accommodation and completed the online registration card, they simply present the receptionist with their reservation number and identity document or passport, grab their access key card and head straight for their room. Rooms are guaranteed in peak season and the process on arrival is faster.

The process is simple: guests click on the online check-in tab at the top right of the www.clhg.com home page and a pop-up screen informs them of the process:

- Guests can check-in online from 08h00 on their date of arrival.
- Bookings must be prepaid and if not, guests will be directed to the payment gateway before being able to proceed with the online check-in process. Prepayment means guests do not need to handle shared items at reception, such as card machines.
- Guests are required to upload a copy of their identity document (it will be securely stored), thereby eliminating the need for a manual copy to be taken at the reception.
- The online check-in process is even simpler and faster for CLHG Rewards members, who also earn points for their stay towards discounts on future stays.



"The Covid-19 pandemic has resulted in new ways of operating becoming standard procedure – the 'new normal' – and for us, at City Lodge Hotel Group this has meant examining every guest and staff touchpoint throughout our properties to maximise safety and efficiency. Check-in is one process that benefits greatly from moving online as our guests get to share their details, important documentation, and prepayment before arriving at their hotel, and therefore don't need to spend very long at the reception desk or touch shared payment devices, paperwork, and pens," explains Lindiwe Sangweni-Siddo, chief operating officer.



Other areas of the hotels that have gone contactless are the restaurants and bars, where QR codes prominently displayed for guests to scan with their mobile phones replace communal menus.

The new contactless online check-in process also reduces the amount of paper required per guest, lightening the group's carbon footprint as part of its sustainability journey. City Lodge Hotel Group remains committed to offering responsible

tourism experiences.



Guests are reassured that they will continue to stay safe at any City Lodge Hotel Group property. Comprehensive and internationally recognised Covid-19 hygiene and safety protocols are carried out across all properties, including all areas accessed by guests and staff at the front and back of house. A summary of the protocols, including what guests need to know before entering the hotel, is provided on the website www.clhg.com.

Lindiwe adds, "We understand that business and leisure travellers and their families need additional reassurance that they may now travel safely, and we are keen to demonstrate how we deliver on this commitment in our hotels. Our staff is trained on new procedures and protocols, and we remain open to discussing any aspects of their stay that guests may be unsure of."

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City Lodge Hotel

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