



Improve your guest experience from booking to check-out

Worldline Hospitality Suite

A dedicated payment solution for Hospitality professionals

More than ever, **hotels need to focus on providing a more adaptive, flexible, seamless, and personalized guest experience.** Relying on a strong payment partner with **a dedicated solution for Hospitality** can help this transformation. To help hospitality professionals prepare for the future, Worldline introduces **Worldline Hospitality Suite.**

24H

Major hotel chains now allow **change/cancellation 24h before arrival***

80%

of US travelers are **willing to use mobile apps for check-in****

47%

rise in engagement for brands that incorporate **gamification****

Source: * Insider, 2020 / ** WL White Paper: Worldline Hospitality payment trends for 2022 and beyond

Improve the guest experience while optimising the work environment

Full-service offering

- Everything from **a single source**
- Reach **27 European countries**
- **A team of experts** to support you every step along the process

Operational efficiency

- **Seamless integration** with your hotel management systems
- Payment solution **in the cloud**
- **Easy reconciliation**

Enhanced guest experience

- **All major payment cards and alternative** payment methods
- **Dynamic Currency Conversion (DCC)** for optimized payment fees and transparency

Best-in-class hotel services

- **Customer identification code** to follow your guests across channels and manage omnichannel use cases
- Enjoy a **user-friendly portal** to reconcile payment transactions

Security is in our DNA

- **PSD2** conformity
- **PCI** compliance
- Integrated **fraud prevention**

Omnichannel

- **Tokenization solution** for enhanced privacy
- **All relevant hospitality use cases:** pre-authorisation, top-up, late charge, no-show, MPO, e-commerce



Be prepared for the future of Hospitality

Worldline Hospitality Suite is a **full-service omnichannel payments offering, dedicated to hospitality**. It offers a range of **cloud-based payment capabilities**, seamlessly integrated into your hotel's property management system (PMS). The Suite includes in-store and online acceptance, acquiring services and dynamic currency conversion.

Whatever the size of your hotel, Worldline Hospitality Suite is designed to manage **any hospitality use case**, from pre-authorisation to top-ups or subsequent billing for no-shows. By relying on strong payment gateway capabilities, Worldline is able to cover **all your needs**, whether in-store or online, across 27 countries, including all omnichannel customer journeys thanks to our **tokenisation services**.



Integration ready



Supporting the most common PMS providers in the market

Fast and efficient integration into your infrastructure

- Cloud-based payment capabilities and plug-and-play terminals setup and activation
- One single solution with the same processes across all countries
- More efficient payment handling and reduction of incorrect data entries

Acquiring & DCC

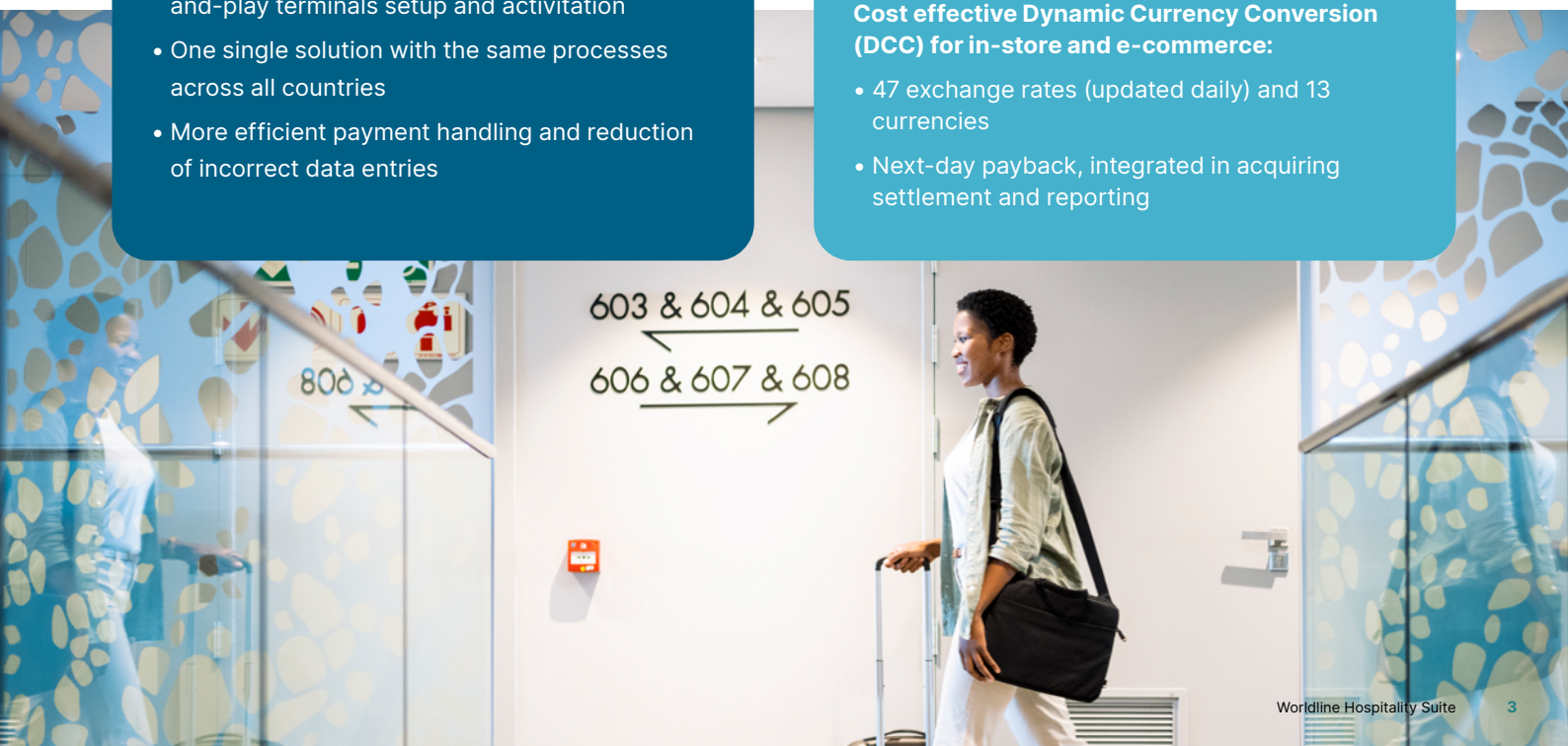


Quick, secure and efficient payment processing:

- Strong acquiring capabilities & chargeback reductions for your business, available in 27 European countries and more
- Major payment schemes and wallets supported, including Asian brands

Cost effective Dynamic Currency Conversion (DCC) for in-store and e-commerce:

- 47 exchange rates (updated daily) and 13 currencies
- Next-day payback, integrated in acquiring settlement and reporting



The right terminal for your needs

Worldline Hospitality Suite works with a **dedicated set of Android terminals** integrated into your hotel management system to support multiple use cases. You can either **rent or buy** these terminals, depending on your business needs.

Worldline hosts the terminal application in the Cloud, and manages the devices and their software for you, providing an **easy onboarding and setup**, without sensitive data at the Point-of-Sale. Payments can be made using any method for complete confidence and peace of mind.

Supporting all hospitality use cases

Book online, make payment at hotel, we can do it with simplicity and security



Hotel Booking



In-app payments



Check-out

Check-in

Pay@Table

Quick check-out

No-show

TopUp

Late charge

Booking & Check-in

Hotel Stay

Check-out & Beyond

About Worldline

Worldline [Euronext: WLN] is a global leader in the payments industry and the technology partner of choice for merchants, banks and acquirers. Powered by 20,000 employees in more than 50 countries, Worldline provides its clients with sustainable, trusted and innovative solutions fostering their growth. Services offered by Worldline include instore and online commercial acquiring, highly secure payment transaction processing and numerous digital services. In 2021 Worldline generated a proforma revenue close to 4 billion euros.

worldline.com



For further information
Visit Worldline Hospitality
Suite web page



Worldline is a registered trademark
of Worldline SA. January 2023
© 2023 Worldline.