

## Services / Supplier list

Supplier*	Purpose	Contact
Canary Technologies	We use it to provide digital check-in and check-out as well as upselling, ensuring e.g. seamless hotel check-in	275 Sacramento Street San Francisco, CA 94105, United States <a href="https://www.canarytechnologies.com/">https://www.canarytechnologies.com/</a>
Alice by Actabl	We use it to streamline hotel operations and improve guest service by managing tasks, communication, and workflows across various departments, ensuring a seamless and efficient experience for both staff and guests.	Actabl, Inc. 568 Broadway, 11th Floor New York, NY 10012, United States <a href="https://actabl.com/">https://actabl.com/</a>
Amperity	We use it to collect and consolidate data from various sources to create comprehensive customer profiles, helping us develop personalized experiences and offers for our guests	Amperity Inc. 701 5th Ave 26th Floor Seattle, WA 98104, United States <a href="https://amperity.com/">https://amperity.com/</a>
CRS SynXis Sabre	We use it to synchronize room availability and prices across various booking channels like OTAs and our own website, preventing overbookings and maximizing revenue	Sabre Hospitality Solutions GmbH Main Airport Center (MAC) Unterschweinstiege 2-14 60549 Frankfurt am Main, Germany <a href="https://www.sabrehospitality.com/synxis-central-reservation-system/">https://www.sabrehospitality.com/synxis-central-reservation-system/</a>
Dymatrix	We use it to send personalized marketing campaigns and offers to guests based on their booking history and preferences, enhancing customer loyalty and encouraging repeat bookings.	Dymatrix Consulting Group GmbH Lautenschlagerstr 2 70173 Stuttgart, Germany <a href="https://www.dymatrix.de/">https://www.dymatrix.de/</a>
Happy-Contests	We use it to create online campaigns and espially raffles and contests.	Happy Contests GmbH Maximilianstr. 14, 86150 Augsburg, Germany <a href="https://www.happy-contests.de/">https://www.happy-contests.de/</a>
Inxmail	We use it to manage communication with guests, including booking confirmations, marketing newsletters, and information about special promotions or events at the hotel.	Inxmail GmbH Wentzingerstr. 17 79106 Freiburg, Germany <a href="https://www.inxmail.com/">https://www.inxmail.com/</a>
PMS Opera Cloud	We use it to manage reservations, check-ins and check-outs, guest information, billing, and room assignments.	ORACLE Deutschland B.V. & Co. KG Riesstrasse 25 80992 München, Germany <a href="https://www.oracle.com/de/">https://www.oracle.com/de/</a>
Salesforce	We use it to manage and analyze interactions with guests from reservations through their stay to feedback, improving our service and increasing guest satisfaction.	salesforce.com Germany GmbH Erika-Mann-Straße 31-37 80636 Munich, Germany <a href="https://www.salesforce.com/de/">https://www.salesforce.com/de/</a>

\*It is our priority to keep the supplier list updated, however changes may apply from time to time