



# Integrated payment services to provide a best-in-class guest experience

**Bohemia Suites & Spa Case Study**

# Forewords



**Inga Allman**

**eCommerce Manager,  
Bohemia Suites & Spa**

*“We were looking for a single provider for all payment processes that take place in a hotel – and Worldline covered all our needs.”*

*“Complying with tight restrictions around cashless payments may seem complicated in the hotel industry, but handling pre-stay authorisations, online sales, deposit payments, and face-to-face payments in a secure way has quickly become part of our daily routine by using Worldline’s virtual payment environment and by integrating its secure software into our booking engine and the hotel’s PMS.”*

*“To us, Worldline’s integrated hospitality solution is a must-have that saves time and effort.”*



**Chris Lanckbeen**

**Global Sales Director  
Travel & Hospitality**

*“The hospitality industry is an extremely interesting sector that’s constantly changing and in need of customised payment solutions.”*

*“During the global pandemic, hotel owners had to become extremely flexible during difficult times, both in terms of mitigating the consequences of government limitations and adapting the guest experience to new sanitary regulations.”*

*“Working with Bohemia Suites & Spa was an excellent example of how great project management and a tailor-made set of financial solutions can address diverse expectations, irrespective of the scope and complexity of the project.”*

# Challenges

The Bohemia Suites & Spa design hotel was looking for a **hospitality-tailored payment solution** that could answer the specific needs of day-to-day hotel activity, such as **pre-authorisation, top-ups, late charges, no-shows, multiple payment options, and eCommerce**.

Bohemia Suites & Spa needed to find a solution that was **compliant with new security regulations**-Data Security Standard Requirements (DSS) and the Second EU Payment Service Directive (PSD2)- and that offered a seamless payment experience to guests. But it was tough to find a payment solution that could be integrated with both

Bohemia’s **property management system**, Infor, and with its **booking engine**, to have a **360° view** of customer activity.

Staff were looking for an **expert partner** in the payment industry to guide them with an **end-to-end solution** that could cover the full spectrum of hotel activities. It was the first time they had worked hand-in-hand with a payment provider but they were determined to provide the **best guest experience** and fulfil guest expectations in terms of speed and convenience throughout the guest journey – including the payment process.

# Solution

The solution offered to Bohemia Suites & Spa was WL Hospitality Suite, a full-service omnichannel payment offering dedicated to the hospitality industry. This solution offers a range of cloud-based payment capabilities, seamlessly integrated into Bohemia's property management system. WL Hospitality Suite includes in-store and online acceptance, acquiring services and dynamic currency conversion covering all hotel payment needs.



## All Hospitality use cases

With **WL Hospitality Suite**, Bohemia Suites & Spa will be able to handle any **hospitality use case**, from **pre-authorisation to top-ups and billing for no-shows**. Thanks to Worldline's **tokenisation services**, Bohemia Suites & Spa will enjoy a consolidated customer view while providing an omnichannel customer journey to its guests.

## Security compliance

Security was crucial for Bohemia Suites & Spa. WL Hospitality Suite is compliant with **Payment Card Industry (PCI)** and **PSD2 regulations** and has an integrated fraud prevention system so guests can feel secure whether they're making an online booking, using a payment link, or paying at the hotel reception desk.

## Pay-by-link

One key functionality strongly valued by Bohemia Suites & Spa was **pay-by-link**. Using a simple, intuitive interface, hotel staff can send a customised payment link to guests, simplifying the payment process during reservations, while booking tours, and more.

## Card-present payment

For **card-present payment**, Worldline provided Bohemia with a full range of payment terminals, including YOMANI XR Pinpads and YOXIMO Mobile Flex portable backup terminals, to cover all payment use cases, from payment at the hotel reception, to paying at the restaurant or at the spa.

## Backoffice reporting tool

Worldline's solution also includes a **powerful reporting tool, myPortal**, that grants access to customised transaction reports, dashboards, financial reconciliation, and an overview of the entire terminal infrastructure.

## Smooth set-up process

Bohemia was supported throughout the set-up process by efficient and caring account management and customer support service, so implementing the new payment solution was **simple and fast**. And since the implementation process was managed remotely, there was **minimal impact on hotel activity**.

# Key Benefits



## Facilitating payment

**Integrated payment solution** with all Bohemias hotel systems (PMS & Booking engine) and daily business activities reducing manual work and keying errors.



## Empowering your customers

**Enhanced guest experience**, thanks to the acceptance of all guests' preferred payment methods and mobile wallets.



## Omnichannel platform

Tokenisation-based solution to support all **omnichannel use cases**.



## Customer engagement

**Close support contact** during the onboarding process.



## Saving time

**Increase staff efficiency** during the whole customer journey especially in peak moments such as booking, check in and out.



## Efficient integration

Quick ramp up process for new staff. **Easy to manage payment solution**. Staff easily adapted to new way of working in the hotel.



## One relationship

All payment needs handled by a **unique payment partner** that provides: payment terminals, card present and card not present/online payment acceptance services and Dynamic Currency Conversion.



## Understanding payment performance

**Easy reconciliation** & several reporting options available for the hotel back-office.

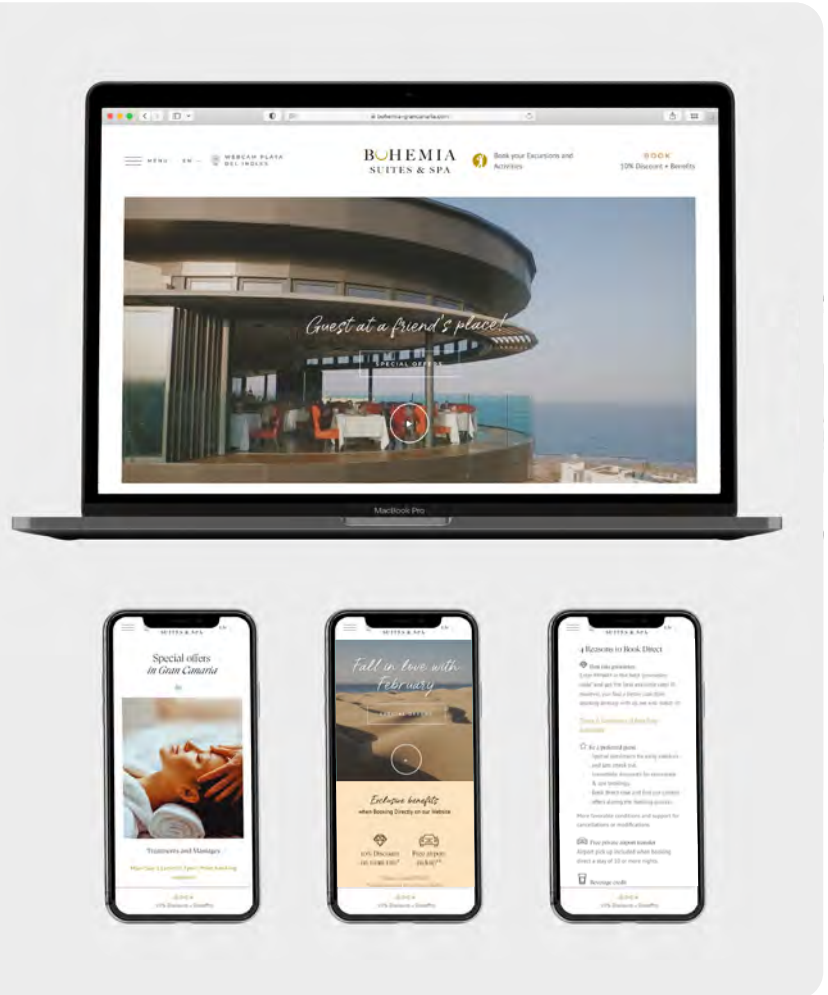
## About Bohemia Suites & Spa

Bohemia Suites & Spa is an adults-only boutique hotel in the south of Gran Canaria where you can experience the bohemian spirit full of positive energy and happiness. The personalized service creates special experiences for the guests making them feel as if they were at home of good friends. This design hotel combines luxury with multifaceted spaces where guests can enjoy total peace and privacy.

Offering large rooms with balconies, the adults-only Bohemia Suites & Spa is 200 meters from Playa del Inglés Beach. It features a freshwater outdoor pool and a saltwater outdoor pool, and two outdoor Jacuzzis. The stylish 67 rooms at Bohemia Suites & Spa feature yellow, terracotta or purple colour schemes with olive-wood furnishings.

The Bohemia's rooftop restaurant offers creative local dishes and panoramic views, while the terrace features a cocktail bar. Relax privately in the cosy wellness area with a vitality indoor pool, sauna and steam sauna.

[bohemia-grancanaria.com/en](http://bohemia-grancanaria.com/en)



## About Worldline

Worldline [Euronext: WLN] is the European leader in the payments and transactional services industry and #4 player worldwide. With its global reach and its commitment to innovation, Worldline is the technology partner of choice for merchants, banks and third-party acquirers as well as public transport operators, government agencies and industrial companies in all sectors. Powered by over 20,000 employees in more than 50 countries, Worldline provides its clients with sustainable, trusted and secure solutions across the payment value chain, fostering their business growth wherever they are. Services offered by Worldline in the areas of Merchant Services; Terminals, Solutions & Services; Financial Services and Mobility & e-Transactional Services include domestic and cross-border commercial acquiring, both in-store and online, highly-secure payment transaction processing, a broad portfolio of payment terminals as well as e-ticketing and digital services in the industrial environment. In 2020 Worldline generated a proforma revenue of 4.8 billion euros.

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[travelhospitality@worldline.com](mailto:travelhospitality@worldline.com)



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