

Modern hotel arrivals, without the repetitive front

Passova connects pre-arrival, self-service and reception handoff in one configurable layer - while the hotel PMS remains the system of record.



01

BEFORE ARRIVAL

Move routine registration and acknowledgement steps into a clean mobile journey.

02

ON PROPERTY

Offer an optional self-service route for guests who need to complete remaining steps.

03

AT RECEPTION

Show staff what is complete, what needs review and what should stay human.



OPERATIONS VIEW

One view of routine progress and exceptions.

Designed to fit around existing hotel workflows, PMS environments and staff judgement - not replace them.

PROCUREMENT READY

Built for serious deployment conversations.

- **Data minimisation**
Only collect fields required for the configured arrival flow.
- **EU infrastructure**
Backend services deployed in a European cloud region.
- **Defined roles**
Data flow, field mapping and responsibilities documented before go-live.

DEPLOYMENT MODEL

From operating model to live rollout.

- 01 Operational discovery
- 02 Configure guest & staff routes
- 03 Integration mapping & controls
- 04 Launch, measure, expand