

CASE STUDY

Pension and campsite

How V Zátíší in Dolní Morava runs a self-service reception at a pension and campsite

Penzion a Autokemp V Zátíší in Dolní Morava runs an unattended, self-service reception: a kiosk plus a payment and card machine handle check-in, check-out, payment and entry cards at any hour, and even advise guests on local trips.



COMPANY

Penzion a Autokemp V Zátíší, Dolní Morava

LOCATION

Dolní Morava, Czechia

DEPLOYED

04/2025

½

of an FTE saved on the desk

24/7

self-service check-in and check-out

1

kiosk for check-in, payment and gate cards

THE CHALLENGE

Penzion a Autokemp V Zátíší in Dolní Morava combines a pension, family apartments and a campsite in a popular mountain resort. Guests arrive and leave at all hours, often late in the evening or early in the morning, and a small family business cannot keep a receptionist at the desk around the clock.

On top of welcoming guests, the reception has to handle check-in and check-out, payments and the entry cards that open the barrier to the site. Doing all of that by hand tied up staff time the owners would rather spend on the guests themselves.

THE SOLUTION

aReception placed a self-service kiosk at the reception, paired with a payment and card machine. Guests check themselves in and out, scan their reservation by QR code, pay by card and pick up or return the entry card that opens the barrier, all in one place and in their own language.

The kiosk runs around the clock, so guests are looked after at any hour with nobody on duty. It also doubles as a local guide, answering questions and helping visitors plan trips and find nearby attractions.

THE RESULTS

Communication with guests is now simple at any time of day or night, and check-in, check-out, payment and entry-card handling run on their own. The owners saved at least half of one staff position, freeing the team for hospitality rather than desk work.

Guests treat the kiosk as a helpful concierge for planning trips and discovering the area, so the self-service reception adds to the stay rather than feeling like a cost-cutting machine.

"Installing the aReception kiosk above all simplified communication with guests at any hour of the day or night. The kiosk helps check guests in and out, combined with a machine that dispenses and returns entry cards. By using the kiosk we saved at least half of one staff position. Guests also use it as an advisor for planning trips and visits to nearby attractions."

Z

Zdeňka Vrzalová

Owner, V Zátíší pension and campsite, Dolní Morava, How V Zátíší in Dolní Morava runs a self-service reception at a pension and campsite