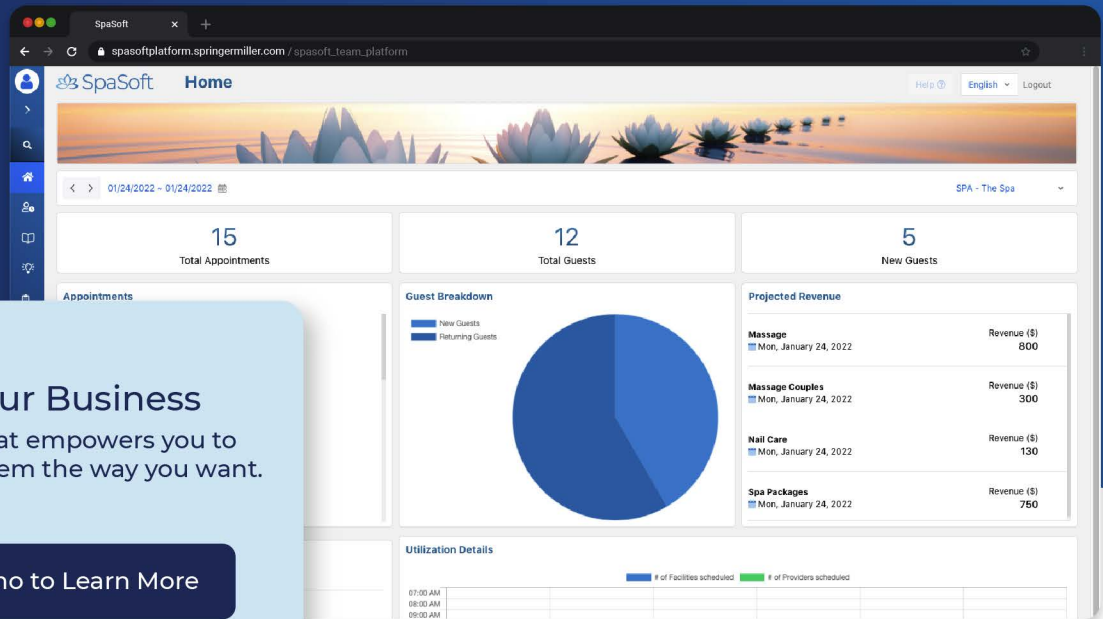


Spa & Activity Management Solution

Take control of every aspect of your wellness operations with one solution. Let us take care of you, so you can take care of your guests.



Elevate Your Business

with a solution that empowers you to customize your system the way you want.

[Request a Demo to Learn More](#)

Appointment Booking

Booking Experience

Display appointments in list or calendar view, find what you need with multiple filter options, and use colors and icons to glance at important details.

Online Booking

Have an around the clock reservations team and empower your guests to book outside of operational hours and open your booking window 24/7 from anywhere, anytime.

Group Booking

String together multiple appointments within a single group reservation and allow the system to layout availabilities based on group needs.

Multiple Booking Styles

Book single or couples services, bundle multiple treatments for the ultimate package experience, enhance services with add-ons, and appeal to local guests with recurring or prepaid activity series

Activities & Classes

Manage single services and resource qualifications, accommodating unique staff skills and availability. From yoga and spinning to sailing and cooking, easily schedule custom classes within one appointment block.

Smart Booking

Let the system guide your booking process multiple appointments within a single reservation. Offer a consistent guest experience by displaying availability metrics, booking history or guest preferences, suggested activities & more.

Visit www.spasoft.com to learn more

Guest Experience

Offer your guests a wellness experience to remember by designing their journey from the beginning to the end. Leverage SpaSoft to know and understand your guests' needs and preferences to blow their minds when they arrive for their appointment.



Guest & Group Profiles

Get to know your guests and groups from a holistic viewpoint within one centralized location. Quickly access everything from contact information to notes, preferences, purchase history and more.



Preferences & Requests

Elevate your guest experience by capturing your guests likes and dislikes, preferred therapists, favorite services and more. Impress your guests by knowing their needs before they even walk through the door.



Confirmations & Reminders

Eliminate no shows and last minute cancellations with automatic guest notifications via email or text messages. Give the best first impression with custom branding & messaging.

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1 Guest Registration 2 Wellness Questions 3 Wellness Diagrams 4 Policy Statement

Guest Registration

Salutation*	First Name*	Last Name*
Mr	Paul	Anderson

Gender*	Alt. Name	Birth Date*
Male	Alternative Name	1989-10-18

Address Line 1*

123 Front Street

Address Line 2

City	Country	State/Province	Zip/Postal Code*
Toronto	Canada	Ontario	M2R1B3

Phone*	Email*
4715555	panderson@email.com

Wellness Form

Wellness Intake Form

Exit

Simple. Fast. Efficient Forms Worth Filling Out

SpaSoft Wellness Forms

Go paperless and streamline your check-in process by digitally capturing guest information. Offer guests the convenience of completing the form in advance or upon arrival and easily reference during a therapist consultation.

Waitlist & Turnaway Tracking

Being at 100% capacity doesn't have to be stressful. Easily accommodate for overflow guests by tracking them on a waitlist and better understand how to expand your business to prevent lost revenue.

Staff & Resources

✓ Staff Experience

Empower your staff to access what's important to them. Allow them to easily check their schedules, guest and booking details, commissions, gratuities, and more from any mobile device.

✓ Scheduling

Playing musical chairs with your staff schedules is no fun, but SpaSoft makes sure to keep the music playing. Easily manage staff requests, time-off, flexible breaks and build a custom rotational schedule to keep your availability open.

✓ Facilities & Equipment

Every service is unique and might require distinct rooms or special instruments. Effortlessly control and organize the quantity and availability of some of your most valuable resources.

✓ Commissions & Gratuities

Set yourself and your team up for success with individualized and flexible compensation plans that fit the needs of your staff. Automate calculations of commissions and gratuities to make your payroll reporting a breeze.

Products & Inventory



Physical Counts

Minimize discrepancies with your on hand inventory by tracking recurring physical counts. Scan or manually count your inventory to keep your stock and system on the same page.



Product Labels

Make the check out process a piece of cake by scanning products directly into the point of sale. Whether you want to print new labels from our system or use the original SKUs on the products, we've got you covered.



Purchase Orders

Know what your inventory is worth today by using purchase orders to track and report on quantity and cost. Set up your cost price calculation the way you want, either FIFO or average weighted.



Retail & Professional Products

Sell and use products from the best of the best. Increase your average ticket revenue with product recommendations and promotions. Track your back bar product usage and know when its time to restock.



Vendor Management

It doesn't have to be complicated, keep all your vendor partners in one centralized location and distribute their products to multiple revenue centers without skipping a beat.

Point-of-Sale

Make the check-out process a breeze with SpaSoft's complete Point-of-Sale module. With flexible payment options and the ability to effortlessly apply discounts, tips and more, your team can stay focused on boosting revenue.

✓ Secure Payments & Guarantees

Help your guests feel at ease about guaranteeing their reservation with a secure method of payment. Make it easy for them and your staff to use the same payment method at check-out or future visits.

✓ Booking Deposits

Reduce no-shows and last minute cancellations by having your guests secure their reservation with a deposit. Easily track as a liability and apply the deposit to their total amount due upon check-out.

✓ Manage Transactions

Effortlessly sell, manage and modify items within the POS. Apply discounts, automate services charges, accurately distribute tips and assign products and services to specific team members to receive commissions.

✓ Resort & Room Charges

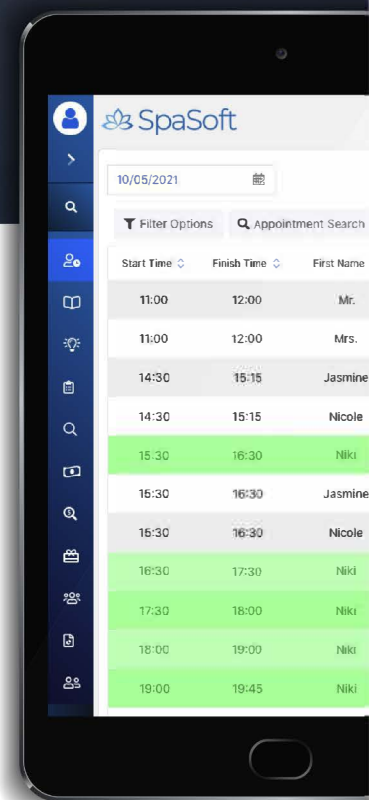
Streamline the guest experience by offering the ability to charge their spa services to their room. Quickly lookup a guest by name, room number, or reservation number to simplify the check-out process.

✓ Flexible Payment Options

Don't limit your guests to how they can pay. Whether they want to pay with cash, credit card, gift card, charge to their room, looking to split the bill or a combination of these, keep your guests happy with flexible options.

✓ End of Day Reporting

Finish your day knowing you have set yourself up for success. Don't leave revenue on the table by making sure all guests have been accounted for and all transactions have been settled.



Guest Retention



Membership

Make your guests feel welcomed and appreciated with custom membership programs. Determine the duration, special discounts, member perks, flexible billing options, track member activity, freeze member accounts and more.



Gift Cards & Certificates

Nothing is better than getting a gift to treat yourself. Offer gift cards and gift certificates to help your guests make someone's day and increase the number of guests walking through your door and potential revenue.



Packages & Series

Bundle together services to create the perfect customized experience for your guests, while making it easy for your team to book. Locals will also love your series offerings as their balance is tracked right within SpaSoft.



Guest Communication

Communication is key when wanting to get your guests back in your spa. Leverage multiple marketing reports to target a specific audience by guest type, occupation, birthday, last time visited and more.



Loyalty Programs *(coming soon)*

Get creative with your loyalty program to keep guests coming back. Create your customized program by using point values attached to services or product sales and encourage your guests to redeem and accrue points.



Product Recommendations

Know what products have been recommended by your team experts by tracking them within their guest profile. Quickly access these recommendations right from the POS and boost overall retail product sales.

Revenue Management



Yield Pricing *(coming soon)*

Sell to the right guest, for the right amount at the right time. Stay on top of the game by adjusting your pricing strategy based on seasons, peak hours, weekdays, holidays and more.



Analyses & Forecasting

Know what to expect and be prepared for the future. Analyze projected revenue and occupancy, number of upcoming appointments or drill down on specific data to make better business decisions.



Dynamic Availability *(coming soon)*

Get the most out of your resources during specific times. Promote higher-margin services during peak hours to increase your overall profit margin.



Online Booking

Make your online booking the best advocate for your services. Encourage guests to self serve and enhance their treatments with add ons, reservation notes, and secure payment options.



Multiple Revenue Centers

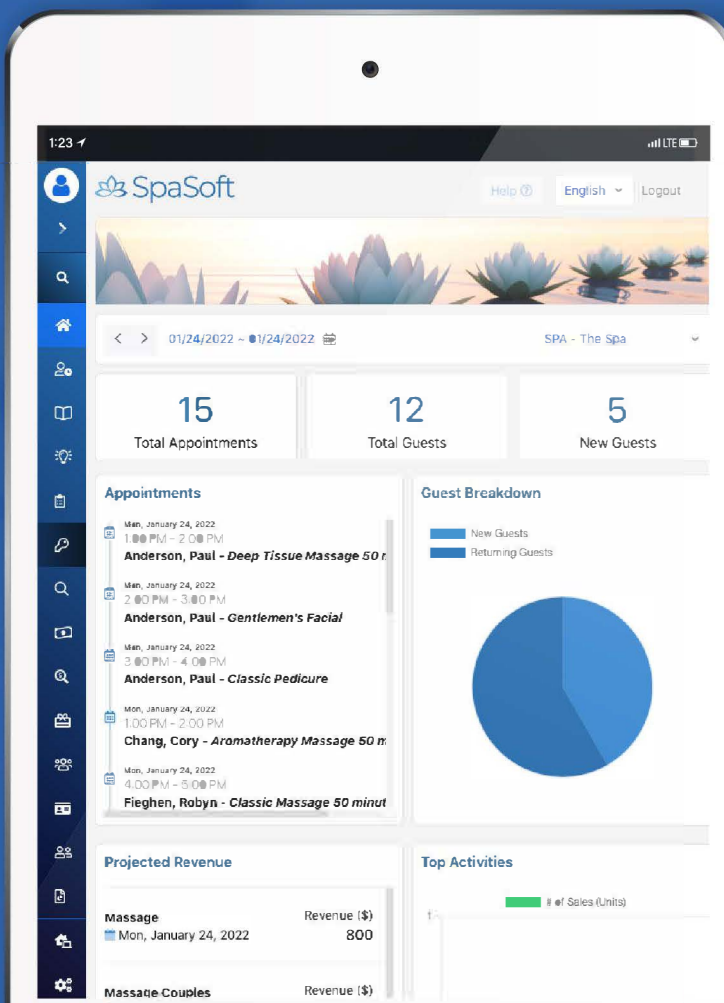
Do you have a resort pool, fitness center, kids club, water sports or other outdoor activities? The more revenue streams the better, separate your revenue centers and simplify the booking process for your guests and staff.



Enterprise

Do you manage multiple spa locations? We've got you covered. Keep all of your properties under the same umbrella and share guest profiles and offer cross location booking to offer an enhanced guest experiences.

Analyses & Reporting



✓ Dashboards

Paint a clear picture of your business performance with SpaSoft's intuitive dashboards. Display projected revenue, future appointments, incoming guest information, product sales and top activities booked.

✓ Financial Analytics

You let SpaSoft know what you want to know. Report on where your revenue comes from by analyzing your business by payment method, number of products sold, different service categories, top services booked and more.

✓ Guest Metrics

Get a better understanding of your guests through data. Analyze where your guests are coming from, know who your top spenders are, view guest purchasing trends and more.

✓ Payroll & Commissions

Clear visibility into your staff commissions, service charges and gratuities through a detail or summarized view. Breakdown the data you need by staff member or activities to execute your payroll procedures.

✓ Resource Utilization

Recognize how to best optimize the resources in your business. From knowing how much a therapist is booked vs available, the usage of each treatment room to forecasting occupancy to make sure you are fully staffed.

✓ Extensive Audit Logs

Track all activity in your system and know exactly what your team is doing. No need to be a detective when you have clear insights into the historical activity of who, when and what was modified.

Security & Privacy

As a trusted technology partner, your system's security and guests' privacy is our number one priority. We have taken multiple security measures, certifications and more to assure your data stays secure within our system.



✓ PCI Compliance

Stay completely out of scope and never stress about payment information getting compromised by cyber attacks. SpaSoft safely tokenizes card holder data (CHD) before storing them to guest profiles for easy check-outs.

✓ Data Privacy

Your guests' privacy is our number one priority as a technology partner. SpaSoft offers you the tools to stay compliant with data privacy regulations such as GDPR and CCPA.

✓ Multi-Factor Authentication

Add a second layer of security to prevent unauthorized access to your system with Multi-Factor Authentication. Taking the extra step to verify users in the system protects your business against cyber attacks.

✓ Role Based Permissions

Give your team members the access they need based on their responsibilities within your business. Design custom permission groups to fit the needs of a specific role or grant individualized permissions to a single user.

✓ Password Security

Never worry about your team generating weak passwords. Our password requirements guide your team to create strong and secure passwords that follow security best practices.

Endless Integrations

- ✓ Hotel & Resort Management
- ✓ Secure Payments & Gift Card Solutions
- ✓ Club & Member Billing
- ✓ Inventory & Procurement Solutions
- ✓ Casino Management

... and growing!



**Learn how you
can grow your
business with us.**

email: spasoft_sales@springermiller.com
web: www.spasoft.com

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