



SIMPLY BETTER HOTEL MANAGEMENT

MADE FOR INDEPENDENT HOTELS & B&Bs

RoomRaccoon is the all-in-one cloud hotel management solution, helping hoteliers all over the world to grow their business!

With extensive experience in the hospitality sector, all our Raccooners are well equipped to help you save resources while thriving to reach more revenue.

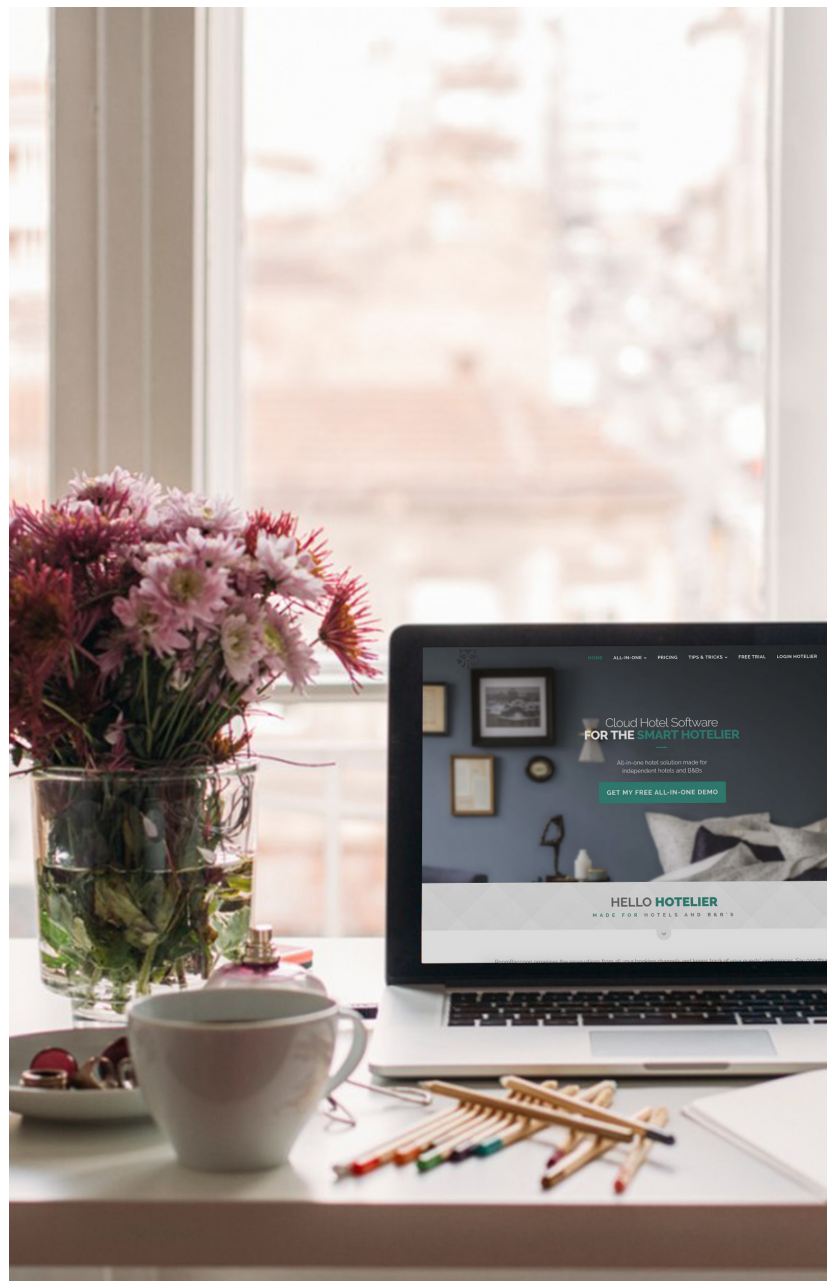
More time for what is important to you - your guests!

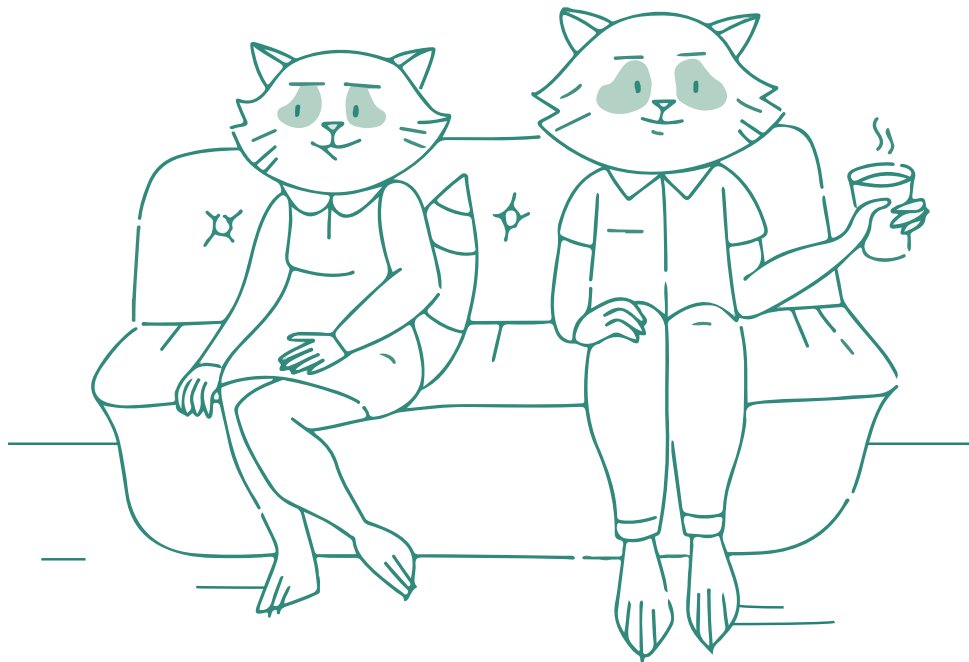
RoomRaccoon works for you (not the other way around) and the software is easy to use for your staff. No training needed, no costly hardware investments and no risk.

Offering a truly all-in-one system, RoomRaccoon is your dedicated partner for Channel Management as well as your PMS. Awarded with achievements such as Preferred IT Partner of Booking.com and the Horecava Innovation Award 2017, you are assured that RoomRaccoon will take your business to the next level.

PMS | Channel Manager | Booking Engine

The all-in-one solution for your independent hotel means having a partner that stands by your side. We know the hospitality business and offer you a system that works for you. Welcome to the better way of hotel management!



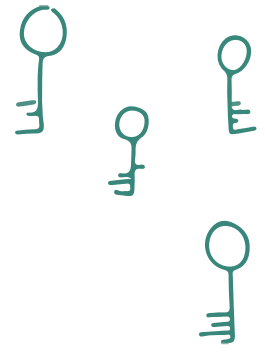


SIMPLICITY
IS THE BEST
SOLUTION

PROPERTY MANAGEMENT



“Allow your guests to check in online before ARRIVAL with our virtual CHECK-IN”



Guest Experience begins with the check-in! Offer a better service with RoomRaccoon. Your guests start their stay relaxed!

RoomRaccoon's Property Management System (PMS) keeps track of bookings, invoices, guest preferences and reports. With smart features, RoomRaccoon serves every need.

Wherever you are... RoomRaccoon is cloud based and works from any PC, Mac or tablet.

Drag & drop agenda

Easy check-in & out

Guest check-in before arrival

Group reservations

Package deals

Invoicing

Credit card pre-authorization

Credit card charge button

City tax

Corporate rates

Housekeeping

Add-ons & upselling

Reports

Revenue management

Banqueting

Conference rooms

Excel exports

Guest history

PCI compliant

Within a changing industry, hotels are not as traditional as they used to be. A colourful variety of hotel concepts attract the leisure as well as the corporate guests. Even an actual reception desk is often no longer needed. How creative your hotel concept might be, RoomRaccoon is ready & made for it.

GUEST EXPERIENCE



Turn your guests into loyal fans!

Besides managing reservations, a PMS should be a tool that serves the purpose of increasing guest experience. RoomRaccoon helps to memorize the preferences of all guests. Any of your staff can give their guests the impression of being valued, simply by reading quick notes during the check-in. *“Sir, we made sure that your room is equipped with the softer pillows that you prefer...”* Wouldn't you feel great if you were welcomed like this?

MORE REVENUE

RoomRaccoon's reports help you to make better choices. Know where bookings come from, your occupancy rate and your RevPAR. With one click, you stay on top of your business strategy.

SAVE COSTS

Save expensive hardware costs. RoomRaccoon offers you a monthly subscription. No long-term contract, no risk and our frequent updates come free of charge.

SECURE

The safety of your data is our priority. We keep RoomRaccoon in our own hands. We ensure frequent backups, our own hosting platform and we are certified as PCI compliant.

CHANNEL MANAGEMENT



Availability always up to date

RoomRaccoon makes sure that your availability is always synchronised real-time to your booking channels including your own website.



Rates synced to your channels

With RoomRaccoon, you manage your rates from one central system to your booking channels. Seasonal pricing, non-refundable, last minute discount?



Booking Import right to your agenda

Whenever you receive a new booking, modification or cancellation from any of your connected booking channels, RoomRaccoon imports it right to your agenda.

RoomRaccoon has its own, fully integrated Channel Manager. No extra costs, no extra contract and no extra party involved.

Overbookings are every hotelier's nightmare. With RoomRaccoon's own and fully integrated Channel Manager you'll say good bye to overbookings. New bookings will be imported right to your agenda. RoomRaccoon makes sure to update your availability on all connected booking channels, even if you haven't assigned a room yet.

*Say bye bye to overbookings
and hello to more time...*

Availability synchronisation

Rate management

Booking import

Modification import

Cancellation import

Minimum & maximum length of stay

Check-in closed

Check-out closed

Rate management per channel

Derived pricing

Seasonal pricing

Rate management per day of the week

Parity check



A full-page photograph of a young woman with dark hair, smiling warmly at the camera. She is wearing a light-colored, long-sleeved sweater and a dark grey apron with thin vertical stripes. Her arms are crossed. The background is a blurred kitchen with shelves of jars and bottles. A white rectangular frame is superimposed over the lower half of the image, containing the text.

MAKING SURE
YOU OFFER
THE BEST
RATE

BOOKING ENGINE



Package Deals

Besides your standard rates, RoomRaccoon focusses on selling your package deals. Offer something extra that expensive booking channels (OTAs) cannot compete with!

Add-Ons

Boost your revenue and encourage your guests to book paid Add-Ons (e.g., baby bed, Champagne, etc.) in advance. Add-Ons could also be free services, such as gluten-free options. Your guests appreciate that you care about their special needs.

Date Suggestions

Sold out on a particular date that your guest searched for? RoomRaccoon offers smart suggestions for alternative dates when you are bookable again.

Pre-Payments

Charge your guest partially or fully in advance depending on the rate type. For instance, you can offer standard rates without pre-payments, whereby non-refundables need to be paid in advance via PayPal, credit card, iDeal, SofortBanking, etc.

Coupon Discounts

RoomRaccoon does not only recognize returning guests, you can also add coupon discount codes. Use the coupons for your Social Media promotions or as discount to reward direct bookers.





SAVE COMMISSION

More direct bookings

RoomRaccoon's Booking Engine is made to increase direct bookings. Adjust the colours to your corporate identity and the Booking Engine looks like it has been made by you.

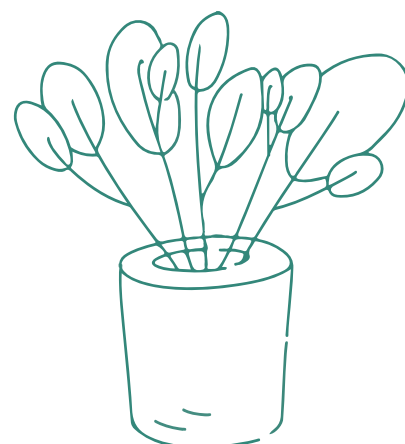
We carefully thought of subtle features that convince your guests to book directly. Large images, highlighted rate types and an appealing description sell your rooms in no time. Most importantly, the Booking Engine is easy to use by your guests and looks perfect on any device.

27% more...

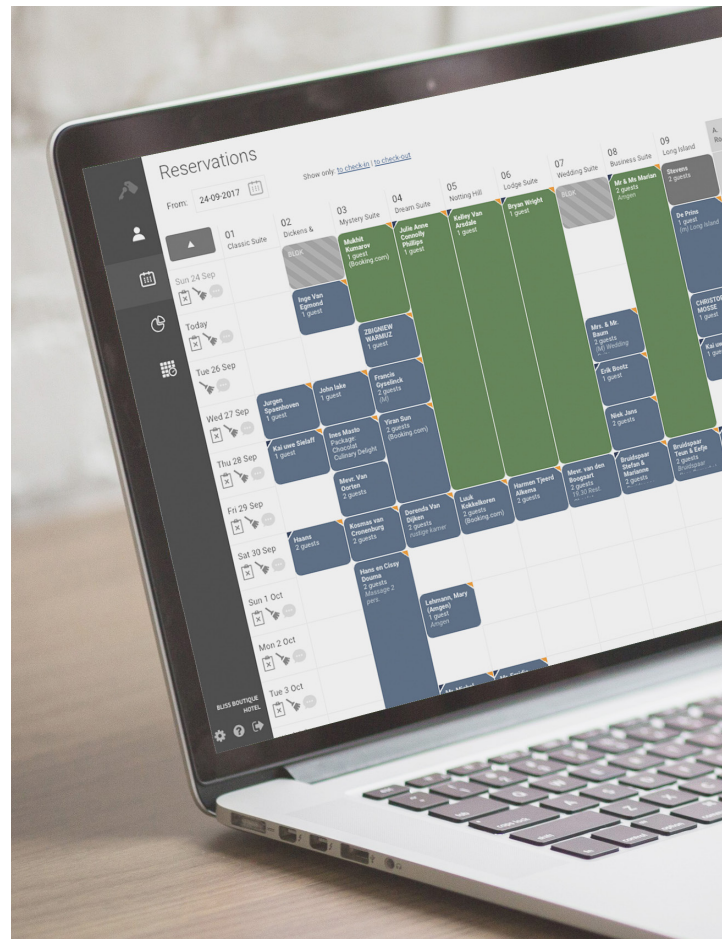
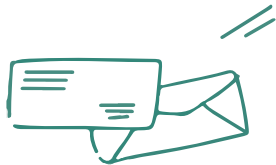
Hotels and B&B's who have switched to or started with RoomRaccoon count on average an increase of 27% more direct bookings. And... we are very proud of this!

"When I booked at Bliss Boutique Hotel, I could choose during the booking procedure that I am intolerant to gluten. Easy to do, and it showed me that they truly care about their guests."

- business traveller



ONBOARDING WITHIN 1 DAY



Hello Hotelier

Get in contact with us! One of our Raccoons will answer all your questions that you might have right away!

Free Trial

Start your 30-day free trial. During this time, you will have a dedicated Account Manager at your side.

Getting Started

Join RoomRaccoon and start your monthly subscription. Welcome!

Very high service & support level

We know how time consuming it is to switch to a new PMS. That is why RoomRaccoon makes this as easy as possible for you. Every step along the way, we'll stand by your side and help you set up your account. RoomRaccoon is proud of our high service level; we would never just hand you over to a self-support service. Your bookings are too important, right?



Meet your dedicated onboarding manager with plenty of hotel experience!

Each of RoomRaccoon's account managers has worked in a hotel or B&B. They know how it is to actually check-in guests and know what problems often occur. Our account managers can support you with great ideas and are eager to think with you to get the most out of your business.

Account Set-Up

Meet your Onboarding Manager!
You will set up your account together and make it ready for the connection with booking channels.

Connections

Your Onboarding Manager
now takes your account to the
Connectivity Team to set up your
channel connections.

Live

Lean back and relax!

HELLO COLLEAGUE

This is what some of our clients say about RoomRaccoon



The Seascape - Matara - Sri Lanka

We were looking for a channel manager and property management system for our hotel in Sri Lanka. It was important for us that the system was easy to use so that everyone would understand it immediately. In addition, we wanted a system that (besides the major OTAs) was also connected to Airbnb and a system that processes cancellations directly into our agenda. After some research, we got in contact with RoomRaccoon. Within no-time we got our own RoomRaccoon account, booking module for our website and the connections with Booking.com, Expedia and Airbnb were arranged. Another important advantage of RoomRaccoon: the team is easy to reach. Our team in Sri Lanka is now working with RoomRaccoon and it goes great. Our availability is always up to date on all channels so we can focus on our guests! - *Ryan Batelaan*



La Marquise chambres d'hôtes de Luxe - Netherlands

We noticed that we lost a lot of time on managing our bookings on all different booking channels, but also on preparing invoices and getting a grip on our business reports. At that exact moment, Nadja from RoomRaccoon contacted me. And without pushing me, she asked me if I wanted to try out their hotel management system. She then prepared a demo for me in which all my company details were already loaded so that I could start right away. I was very excited about the system immediately. Besides the channel manager, I simply could print out prepared invoices, manage my guests' data, track my occupancy rate, and all the bookings were placed automatically in the easy to use agenda. Another important advantage of RoomRaccoon: they want to hear your recommendations and suggestions and they try to integrate them in the system. With this, the program met all our requirements!

I have worked for 8 months with RoomRaccoon now, and could not work without it anymore. It's user-friendly and requires little time to learn. Plus, administration is so easy now, because bookings and invoices are automatically stored in the system. I would suggest RoomRaccoon to every small hotelier! - *Nicole Broers*

Chambres D'Hôtes Rekko - Netherlands

We were searching on the Internet for a hotel software which led us quickly to RoomRaccoon. On their website, we asked for a trial. The software itself was easy to understand and that's why we decided that RoomRaccoon would be the right choice for our hotel. Quickly, the channel manager and PMS were up and running. What a relief, all under one roof. If we have a problem, the RoomRaccoon team is always there for us and comes quickly with a solution! - *Esmeralda Rekko*



5 REASONS WHY TO CHOOSE ROOMRACCOON

1

All-in-one

Property Management System, Channel Manager and Booking Engine integrated in one system. No extra charges, no extra contracts.

2

Online check-In

Your guests can check-in before arrival. Allow your guests to fill in their details and make the check-in quick and easy.

3

27% more direct bookings

Hoteliers who have switched to RoomRaccoon have on average 27% more direct bookings via RoomRaccoon's Booking Engine. As we said, it is made to perform!

4

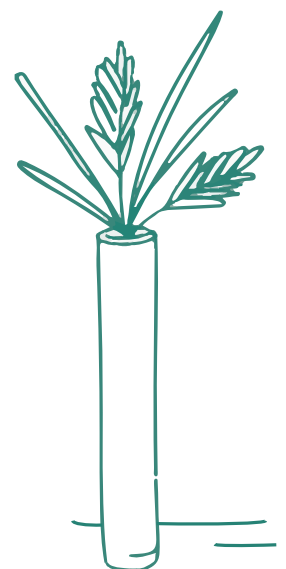
Credit card terminal

Our integrated credit card terminal allows you to charge your guests with one click, save expensive transaction costs and ensure your guests' privacy.

5

Filled with great features

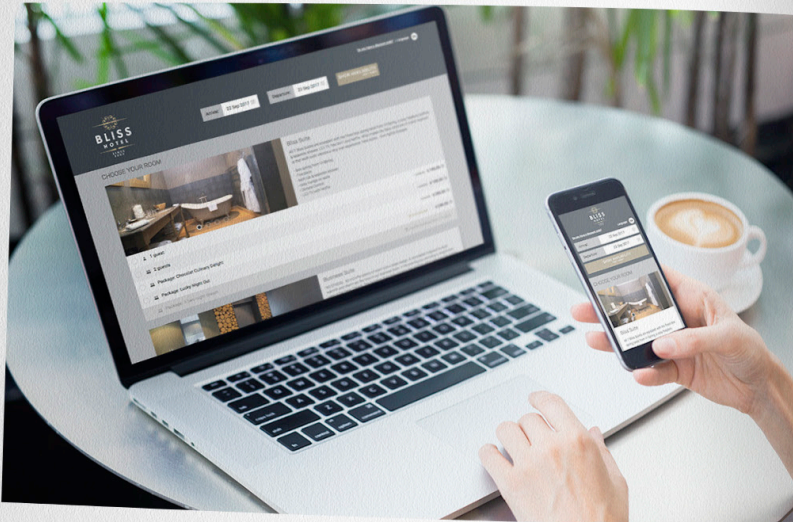
RoomRaccoon offers you many amazing features while remaining easy to use. And we are not finished yet (never will be). The hospitality business is not standing still and neither is the development of RoomRaccoon



RoomRaccoon

Cloud Hotel Management

Are you the manager of an independent hotel or B&B? Then RoomRaccoon Cloud Hotel Management software might offer you just the solution that you were looking for. Developed for and by hoteliers, this system does it all: Channel Management, PMS and RoomRaccoon makes it easy for your guests to book directly on your own website.



How it all started, in an interview with the two founders Tymen van Dijk and Nadja Buckenberger, their passion for the hospitality business is clear. This couple merged two professions. Nadja runs her own Boutique Hotel whereby Tymen is a software developer. Perfect match!

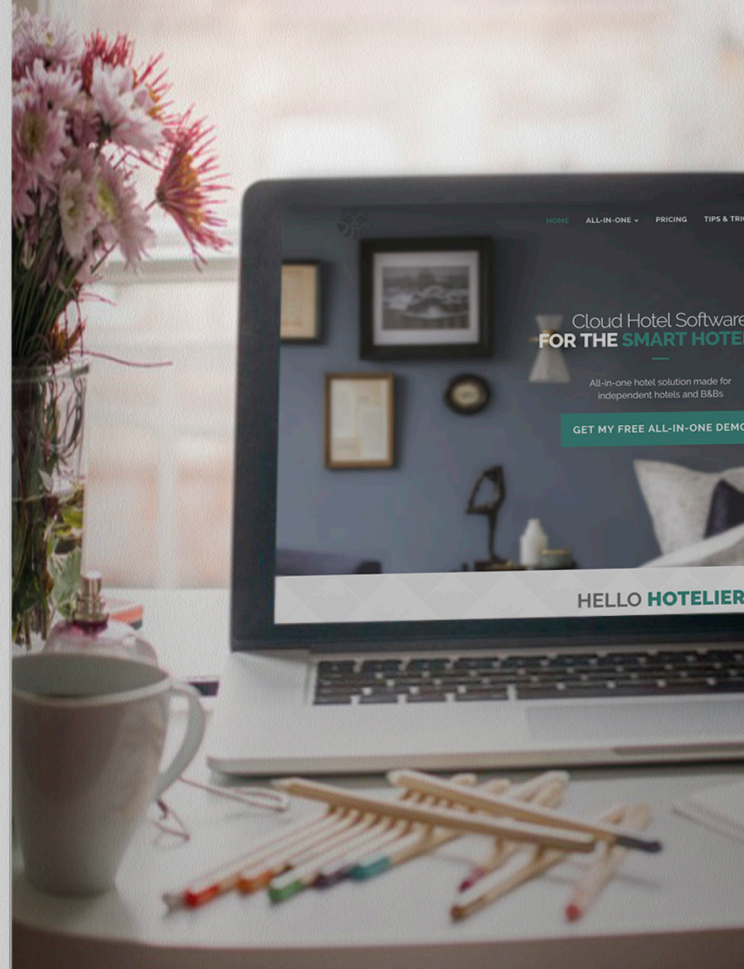
"We started developing RoomRaccoon first for my hotel due to a lack of systems that are truly made for independent hotels and B&Bs. Soon we figured that what we have build could actually be really useful to other small hoteliers. That was the beginning."

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Now RoomRaccoon is serving hundreds of independent hoteliers and B&B owners. The concepts works and is growing.

"After a great start in the Netherlands, we are now ready to discover the possibilities in other countries. I mean there are independent hotels and B&Bs all over the world, right?"

RoomRaccoon seems to hear and really understand the voice of the smaller hotelier. Quite a refreshing perspective!



WE LOVE HOTELS
AS SIMPLE AS THAT...

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