



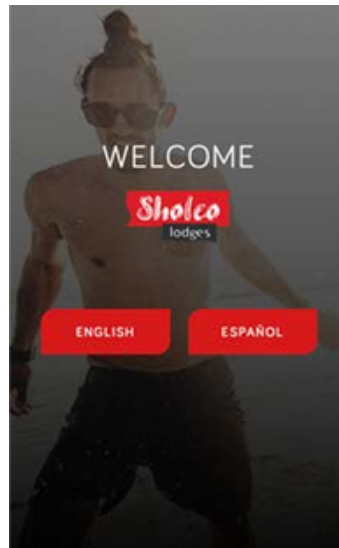
## ACCESS INSTRUCTIONS

- 1** On arriving at Sholeo Lodges Las Palmas Flats, go to the door and enter the access code on the keyboard.



## HOW TO CHECK-IN

### 1 Select language.



### 2 Fill in your details on-screen or scan the QR code you received in your booking confirmation email.

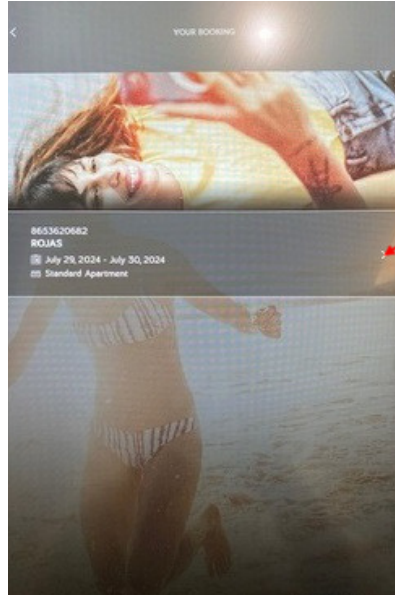
 If choosing the manual option, please enter surname (used in the booking) and booking number.

 If you don't know your booking number, please contact us on +34 928 335 960.

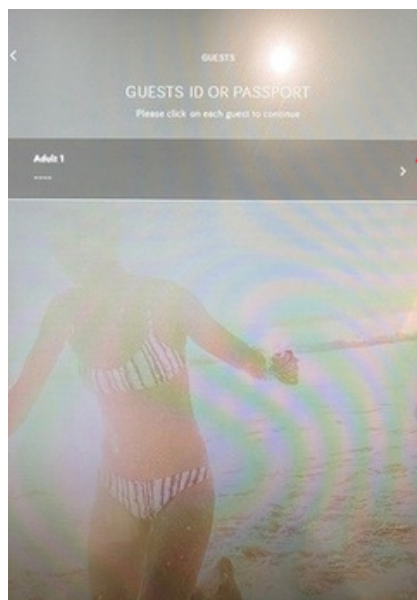
A mobile app screen for manual booking. The title is "BUSCAR RESERVA". Below it, the text reads "INTRODUCE LA INFORMACIÓN DE TU RESERVA" and "Introduce tu apellido y el localizador para poder encontrar tu reserva." There are two input fields: "APELLIDO" and "NÚMERO DE RESERVA". At the bottom, there are two red buttons: "BUSCAR RESERVA" and "ESCANEA TU CÓDIGO QR".A mobile app screen for QR code booking. The title is "BUSCAR RESERVA". Below it, the text reads "INTRODUCE LA INFORMACIÓN DE TU RESERVA" and "Introduce tu apellido y el localizador para poder encontrar tu reserva." There are two input fields: "ROJAS" and "755553869". At the bottom, there are two red buttons: "BUSCAR RESERVA" and "ESCANEA TU CÓDIGO QR".



- 3 Please check all details are correct and then tap arrow button to continue.



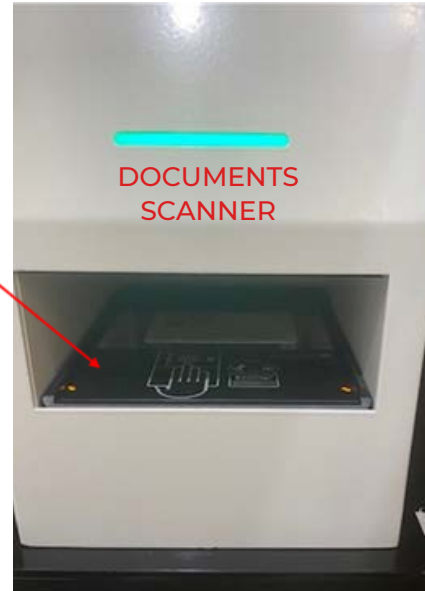
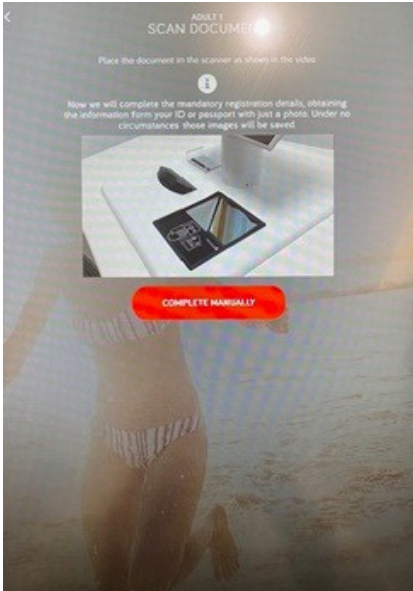
- 4 Prepare all the ID documents of the occupants and tap the icon as shown in the image.



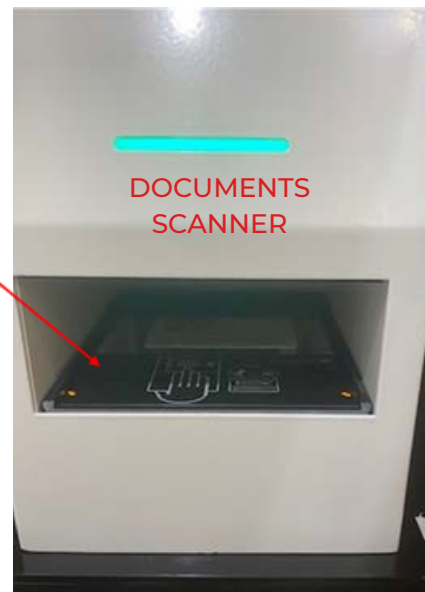
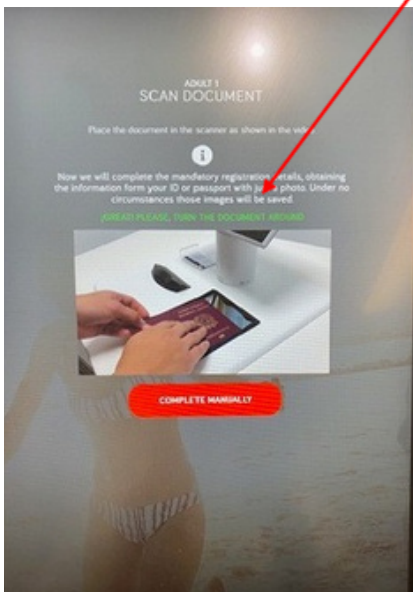
**Check-in won't be possible without all the ID documents or if any of the names have changed from the original booking and we haven't been informed. Should such a case arise, the emergency number will be called.**

**5 Enter your details:**

- Introduce the front face of your ID or passport into the document scanner at the autocheck-in.



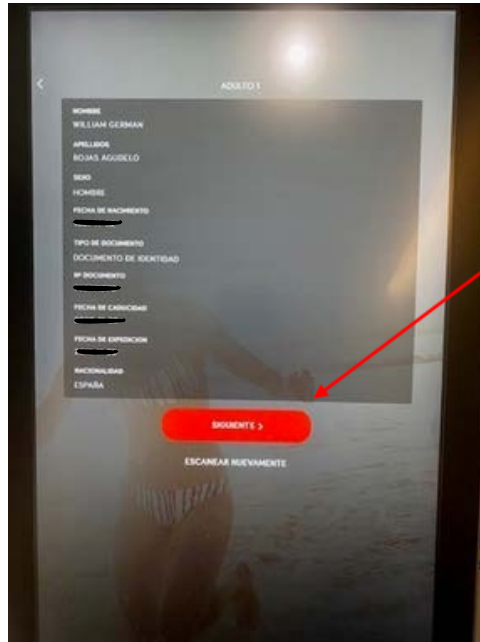
- Depending on the document, a message in green will display asking you to repeat the process for the reverse face.



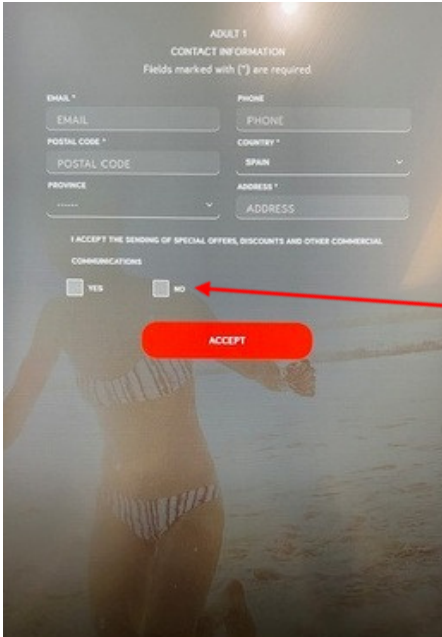
**After scanning the front face, the green message should appear. If not, and it won't let you scan, you can enter your details manually.**



- 6 A screen will appear with all your details entered. Please tap "Next" to continue.

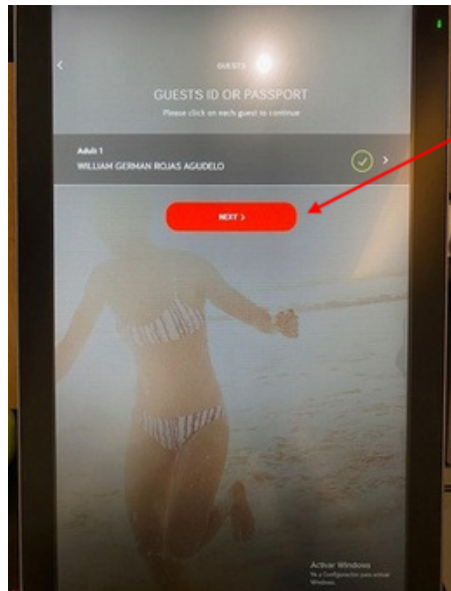


- 7 On the next screen, enter the following details. All fields with an asterisk (\*) must be filled-in.

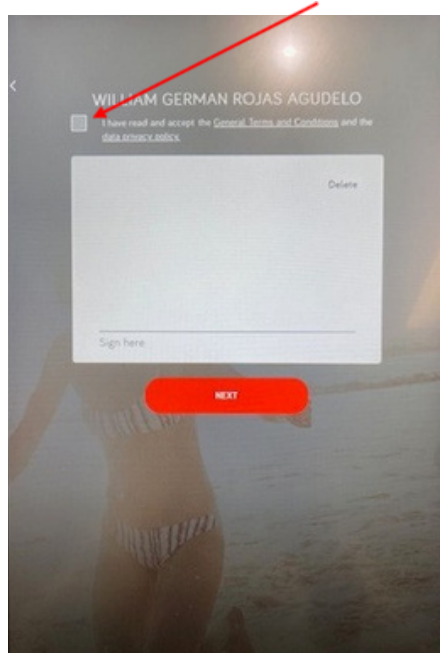
<div data-bbox="226 1301 474 1364">EMAIL</div>		<div data-bbox="1011 1272 1259 1335">TELEPHONE</div>
<div data-bbox="226 1391 474 1453">POSTCODE</div>		<div data-bbox="1011 1361 1259 1424">COUNTRY</div>
<div data-bbox="226 1491 474 1554">CITY</div>		<div data-bbox="1011 1447 1259 1509">ADDRESS</div>
		<div data-bbox="1011 1576 1302 1639">Mark YES or NO</div>



8 If all details are correct, this screen will appear. Please tap "Next".



9 Please sign and agree to terms & conditions by checking the box. This box needs to be checked before continuing.



## 10 Key collection:



If there are any outstanding amounts to pay, the screen will display the amount, and you can pay via the terminal next to the monitor.



If no outstanding amounts are due, please wait several seconds, while your room keys are processed.

## 11 Please read the instructions carefully and remember your room number and access code (displayed on-screen). IMPORTANT: Please tap "Next" to continue.

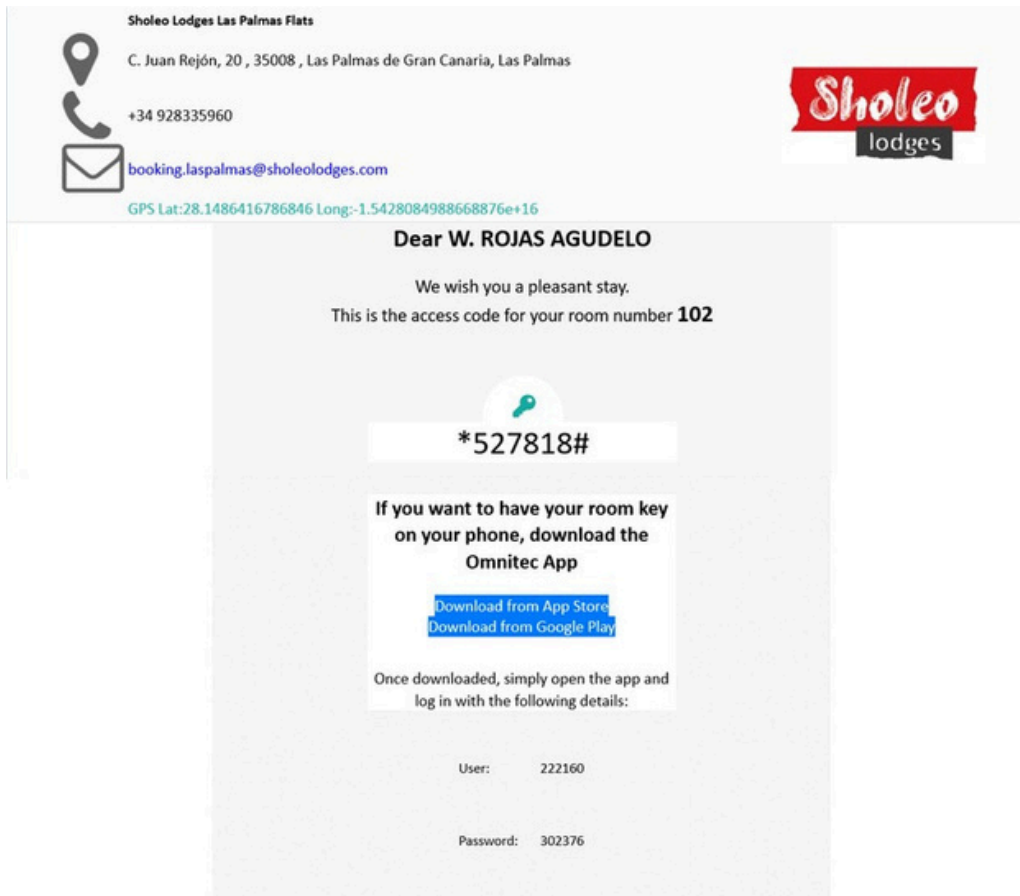
DOWNLOAD THE  
WEBAPP HERE:



ROOM NUMBER AND  
ACCESS CODE



**12** You'll also receive all this information by email.



**13** Please rate your experience and tap "Finish".  
**Remember to collect your ID documents from the scanner.**

**Check-out is at 11:00h, after this time your room keys will cease to work.**