

Digital Guest Card

FAQ List 4: Common questions and answers

Name	Date	Signature
Responsible for specification	2021-03-25	Matthias Liedtke
Delivering committed	2021-03-28	Martin Schaarschmidt
Update requested	2021-07-14	Martin Schaarschmidt
Update published and committed	2021-07-20	Matthias Liedtke

Can the guest still apply for the digital guest card on site?

Yes, the accommodation provider can activate, automatically send and/or print a guest card at any time.

Who has access to my guests' data?

Only the host itself.

In addition, the police may access the data of guests in the justified case of verification of travel data.

How can the guest forward the guest card to the whole family?

The booking guest, can request personalized guest cards for family members or fellow travelers when booking.

If an e-mail address is provided for the additional guest cards, the guest cards will be delivered to the corresponding e-mail addresses.

If the booking guest does not provide e-mail addresses because they are unknown or their children do not have e-mail accounts, the guest data will be sent to the booking main guest, who can then forward or print the guest cards.

How can the guest use it if he does not have a smartphone ?

If it is not possible for the guest to carry the guest card with them in digital form, for example because they do not have a smartphone, the guest card can also be printed out.

The analog version of the guest card can be printed out and handed over by the accommodation provider from the extranet.

Is it possible to create individual guest cards for a single guest of a group?

Yes, when filling out the digital guest registration, the guest can indicate that he/she would like to receive individual guest cards for his/her fellow travelers.

If someone has not received the guest card by mail - how can we quickly resend it or print it?

Which options are available to you for sending the guest card, or how to print it, can be found [in this FAQ document linked here.](#)

I want to "send the guest card" after the "fast capture" of a guest, but I get the error message "Attachment file does not exist!".

If you receive the error message, please proceed as described [in this FAQ document linked here.](#)