

SMARTEST GUIDE × Apaleo

Onboarding guide — give every guest a personal AI concierge that knows their stay. Setup takes about two minutes; no API keys, no IT project.

What is SMARTEST GUIDE?

SMARTEST GUIDE is an in-stay AI concierge. Guests scan one QR code — in the room or at reception — and chat with **Alex** in their own language (100+ languages). Alex answers questions about breakfast, WiFi, parking, wellness, house rules and local tips, 24/7, only from your hotel profile and Apaleo data. Guests can also simply **talk to Alex** — ask by voice and hear the answer read aloud in a natural voice. With Apaleo connected, Alex also knows each guest's reservation and answers personally.

What data is shared between Apaleo and SMARTEST GUIDE — and why

When a guest identifies their room, SMARTEST GUIDE reads that guest's in-house reservation from Apaleo to personalise Alex's answers. We use:

- **Room / unit identifier** — to match the guest's room number to their reservation.
- **Check-in / check-out date and time** — so Alex gives the guest their exact times (these override the hotel's generic profile times).
- **Length of stay (number of nights)** — for stay-related answers.
- **Rate plan name** — to reference the guest's package when relevant.

We request a **single, read-only scope: reservations.read**. We never write anything, and we **never read billing, folio or payment data** — for anything about the bill, Alex defers to reception. All personally identifiable information is omitted (PII: Omit all). Data is fetched **on demand** for a single AI response and **never stored**.

Privacy Policy: www.smartestguide.com/privacy

Step 1 — Get SMARTEST GUIDE

Sign up at smartestguide.com (14-day free trial). You'll receive your hotel portal link and a QR code for your guests.

Step 2 — Connect Apaleo

In your hotel portal, the **PMS section** sits at the top. Click **Connect to Apaleo**. You'll be redirected to Apaleo — sign in with your Apaleo login (and your authenticator code if your account uses 2FA), then click **Authorize**. The consent screen shows exactly what SMARTEST GUIDE can access: read-only reservations.

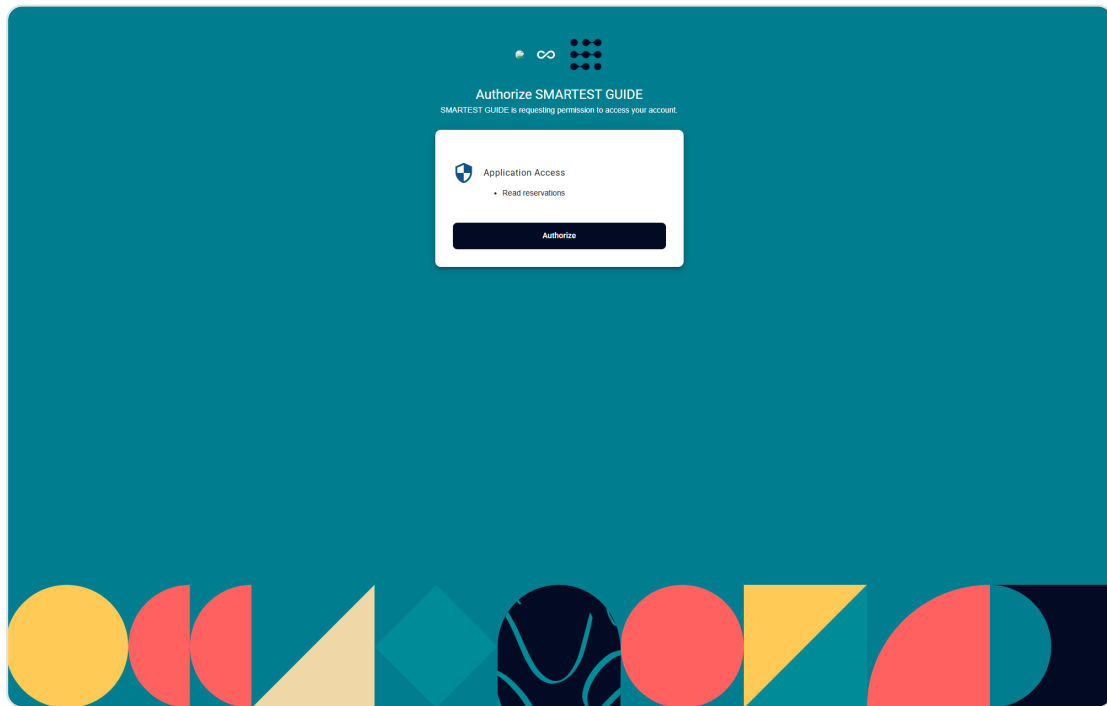
Connect your hotel system



Do you use **Apaleo**? Once connected, Alex knows your guests' stays and answers personally (check-out, package, length of stay). No copying API keys — one click and consent in Apaleo.

[Connect to Apaleo →](#)

The PMS section in your SMARTEST GUIDE portal.



Apaleo consent screen — read-only access to reservations.

Step 3 — Enter your property code

After authorizing you're taken back to your portal automatically. Type your Apaleo property code — visible in your Apaleo URL, e.g. `app.apaleo.com/BER/...` — and click **Save**.



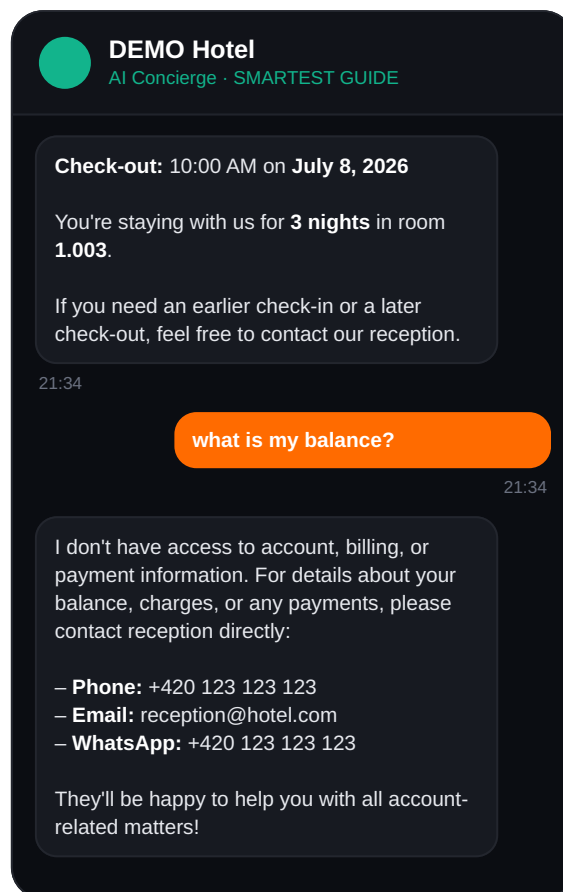
Hotel system connected (Apaleo)

Property: **BER**. Alex knows your guests' stays and answers personally (check-out, package, length of stay). [Disconnect Apaleo](#)

Connected — Alex now reads live in-house reservations.

Step 4 — Test it

Open your guest chat with `?room=<unit number>` appended (this is what your room QR codes will carry) and ask: "When is my check-out?" Alex answers from the live reservation. If a guest asks about their bill, Alex politely defers to reception — SMARTEST GUIDE never reads any billing or payment data.



A personalised answer from the reservation — billing questions always go to reception.

Day-to-day

Nothing to maintain. Alex reads a guest's reservation only when the guest asks a stay-related question — no polling, no background sync, no data stored. If Apaleo is unreachable, Alex falls back to your hotel profile; the chat never breaks.

Disconnecting

In the portal PMS section, click **Disconnect Apaleo**. Your refresh token is deleted immediately and access ends. SMARTEST GUIDE keeps no reservation data — it never stored any.

Support: support@smartestguide.com — we reply within one business day. More: www.smartestguide.com/apaleo

Privacy by design: single read-only scope (reservations.read), all PII omitted, data fetched on demand, zero retention.