

Services / Supplier list

Supplier*	Purpose	Contact
Canary Technologies	We use it to provide digital check-in and check-out as well as upselling, ensuring e.g. seamless hotel check-in	275 Sacramento Street San Francisco, CA 94105, United States https://www.canarytechnologies.com/
Alice by Actabl	We use it to streamline hotel operations and improve guest service by managing tasks, communication, and workflows across various departments, ensuring a seamless and efficient experience for both staff and guests.	Actabl, Inc. 568 Broadway, 11th Floor New York, NY 10012, United States https://actabl.com/
Amperity	We use it to collect and consolidate data from various sources to create comprehensive customer profiles, helping us develop personalized experiences and offers for our guests	Amperity Inc. 701 5th Ave 26th Floor Seattle, WA 98104, United States https://amperity.com/
CRS SynXis Sabre	We use it to synchronize room availability and prices across various booking channels like OTAs and our own website, preventing overbookings and maximizing revenue	Sabre Hospitality Solutions GmbH Main Airport Center (MAC) Unterschweinstiege 2-14 60549 Frankfurt am Main, Germany https://www.sabrehospitality.com/synxis-central-reservation-system/
Dymatrix	We use it to send personalized marketing campaigns and offers to guests based on their booking history and preferences, enhancing customer loyalty and encouraging repeat bookings.	Dymatrix Consulting Group GmbH Lautenschlagerstr 2 70173 Stuttgart, Germany https://www.dymatrix.de/
Happy-Contests	We use it to create online campaigns and especially raffles and contests.	Happy Contests GmbH Maximilianstr. 14, 86150 Augsburg, Germany https://www.happy-contests.de/
Inxmail	We use it to manage communication with guests, including booking confirmations, marketing newsletters, and information about special promotions or events at the hotel.	Inxmail GmbH Wentzingerstr. 17 79106 Freiburg, Germany https://www.inxmail.com/

Movable Ink	<p>We use the tool Movable Ink to personalise our newsletter services. Movable Ink uses technologies such as cookies or tracking pixels to collect data on the activity and behaviour of visitors to our website as well as on how people read our newsletters. This involves processing information that is stored on users' devices as well as data that is stored in our customer relationship management system. In addition, you will be assigned a unique user ID which we can use to associate visits to the website with your email address. Movable Ink allows us to serve personalised product recommendations via email. Depending on specific reading behaviour, we also form audiences to whom we then send newsletter content tailored to the identified user interest. By integrating cookies, Movable Ink processes access data – in particular the IP address – as well as information on surfing behaviour and click-through rates and the user's email address for the purposes of statistical analysis, serving personalised product recommendations and reach measurement. With regard to the storage of and access to information in your device, your consent is the legal basis pursuant to Sect. 25(1) TDDDG; for further processing, your consent is also the legal basis pursuant to Art. 6(1) Sentence 1(a) GDPR. Movable Ink also processes your personal data in the US. The EU Commission has issued an adequacy decision for data transfers to the US. Movable Ink is certified in accordance with the adequacy decision. We have also concluded standard data protection clauses with Movable Ink in order to commit Movable Ink to an appropriate level of data protection. A copy of the clauses is available on request. Movable Ink also processes your personal data in the United Kingdom of Great Britain and Northern Ireland (UK). The EU Commission has issued an adequacy decision for the transfer of your data to the UK. Further information about the purpose and scope of processing by Movable Ink and how long Movable Ink stores such data can be found at: movableink.com/privacy-policy. You can withdraw your consent to the processing at any time by moving the slider back in the Advanced Settings of the consent tool Cookie Notice TUI BLUE®. Please note that this will not affect the lawfulness of the processing before your withdrawal.</p>	<p>Movable, Inc. 5 Bryant Park, 9th Floor NYC, NY 10018 https://movableink.com/</p>
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PMS Opera Cloud	We use it to manage reservations, check-ins and check-outs, guest information, billing, and room assignments.	ORACLE Deutschland B.V. & Co. KG Riesstrasse 25 80992 München, Germany https://www.oracle.com/de/
PMS Protel	We use it to manage reservations, check-ins and check-outs, guest information, billing, and room assignments.	protel hotelsoftware GmbH Europaplatz 8 44269 Dortmund, Germany https://www.weareplanet.com/de/hotel-pms
Salesforce	We use it to manage and analyze interactions with guests from reservations through their stay to feedback, improving our service and increasing guest satisfaction.	salesforce.com Germany GmbH Erika-Mann-Straße 31-37 80636 Munich, Germany https://www.salesforce.com/de/

*It is our priority to keep the supplier list updated; however changes may apply from time to time.