

# SERVICE DESCRIPTION

## ONLINE RESERVATION & MANAGEMENT SYSTEM

APRIL 2024

## 1. General

resmio GmbH ("**resmio**") enables its contractual partners ("**Customers**") to use an online reservation and management system ("**Application**") on the basis of resmio's [General Terms and Conditions](#) ("**GTC**").

In essence, the service consists of the provision of dependent web applications ("**Widgets**") for accepting online reservations and orders, as well as the control and management of requests via a web application that the Customer can access online.

resmio also offers additional services depending on the selected plan. Some additional services can be added to the contract as an option and for a fee ("add-ons" and "services"). A detailed description of these services can be found in the corresponding chapters.

The prices listed at <https://www.resmio.com/en/price/> apply.

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## 2. Basic services

### 2.1. Online reservation widget

The online reservation widget is a stand-alone web application that is embedded in the form of HTML code on the customer's website or any other online profile (including Facebook, Instagram and Google Business Profile).

By using the reservation widget, the customer can receive reservation requests online. The maximum number of possible reservation requests is not limited by resmio.

Whether third parties can make reservation requests also depends on the capacities set for the time and day of the week. The customer can adjust these basic settings in their user account.

### 2.2. Online reservation system

The digital reservation system provides customers with the opportunity to view and manage all incoming reservations, cancellations and changes via their user account in resmio.

Bookings can be added manually by the customer and their authorized employees or automatically via the online booking widget. For the best possible overview, the customer can show the reservations in a daily, weekly or agenda view.

The customer can also import reservations into the digital reservation system using a .csv file. Depending on the selected plan, additional features are available, such as a print option or the ability to add a note to reservations.

### 2.3. Reservation confirmation for guests via e-mail

On behalf of the Customer, resmio automatically sends a reservation confirmation to guests who have successfully completed a booking request via the online reservation widget using their added e-mail address.

In addition to relevant reservation details and a cancelation option, the e-mail also contains the Customer's contact details for any queries.

## 2.4. Online menu / Digital menu

The online menu is a dependent web application which is integrated in the form of an HTML code on the website or as a hyperlink in an online accessible company profile of the Customer (including Facebook and Google Business Profile).

With the online menu, the customer is able to present its (gastronomic) offer online. The customer can create and manage products and product variations together with a description, the price, a photo, any extras & side dishes and notes regarding contained allergens and additives.

## 2.5. Order feature

The Customer has the option to provide the online menu with a supplementary order function and thereby accept online orders for pickup, delivery and / or via QR code. If the function is activated, users can add products from the offer in the online menu to the digital shopping cart and then order them from the Customer subject to payment. Depending on the payment method permitted by the Customer, the payment is processed via external service providers such as Stripe (SEPA direct debit, credit card), Bambora (credit card) and PayPal or in cash on site at the Customer's location. To use certain payment methods, it may be necessary to set up an account with the respective service provider in advance. All completed orders

are then automatically transferred with the order details to the Customer's resmio account for further processing.

## 2.6. Voucher system & online ticket sales

Using resmio's ticket function, the Customer can create free and paid tickets for upcoming events / promotions as well as gift vouchers and sell them online. The Customer can choose from different ticket or voucher designs, formulate redemption conditions and define the validity period. If paid tickets or gift vouchers are offered, the Customer must store the account details (consisting of an individual customer number and a secret key) for Stripe, Wordline or PayPal in its resmio account for payment processing. Corresponding accounts with the payment service providers are required. All payments are processed via these service providers.

## 2.7. Free website / landing page

Upon request, resmio provides the Customer with a simple, free website ("landing page" without additional sub-pages). There are three different design templates to choose from, which have different layouts and additional functions (e.g. integrated newsletter form). The Customer can customize the lead photo (first visible graphic, ideally highlighting the core topic in the newsletter) and introductory text. Relevant information about the restaurant, such as

contact and location details, is automatically transferred from the profile to the website. The domain through which the website is accessible to third parties is provided by resmio for the term of the contract. As the domain owner, resmio is entitled to shut down the website at the end of the contract. If the Customer already has a domain, then this domain can also be used for resmio's Application. For this purpose, the Customer updates the existing domain via resmio.

#### **Disclaimer**

resmio is not liable for incorrect information provided by the Customer which resmio enters on the Customer's website, relying on the accuracy of the information. The Customer is obligated to check the information on the website and to inform resmio in case it is incorrect. resmio does not check the content of the Customer for possible legal violations. Should third parties make a claim against resmio for possible legal violations resulting from the contents of the website, the Customer indemnifies resmio from any liability and reimburses resmio for any and all costs incurred as a result.

## 2.8. Product training / product support

Within the limits of available capacities, resmio supports the Customer in the configuration of its resmio account and the integration of the Widgets for accepting reservations and online orders. In addition, resmio will provide advice on any questions that may arise regarding the product and services. Product training can



only be provided via telephone, video conference and e-mail; on-site product training at the Customer's premises is not possible. resmio provides all Customers with the necessary information for using the application online in the support portal at [www.resmio.com/en/help/](http://www.resmio.com/en/help/).

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### **3. Extended services**

The following services are available to all Customers with the paid "PREMIUM" plan.

#### 3.1. Table reservations via Google ("Reserve with Google")

resmio customers benefit from "Reserve with Google", which is a service provided by Google LLC ("Google"), Amphitheatre Parkway, Mountain View, CA 94043, USA.

In order to use this service, a.) the Customers' business needs to have its own Google Business profile and b.) consent to participate in the "Reserve with Google" program. The consent as well as the

withdrawal are possible at any time within the resmio account at Settings -> Integrations.

Thanks to a connection between resmio and Google, guests can check the restaurant's current capacities and reserve a table directly if available. These reservation inquiries are automatically added to the digital reservation system.

#### **Note on the free trial period**

The "Reserve with Google" feature is activated for resmio customers during the free 30-day trial period and will remain activated only upon signing a contract for the paid PREMIUM or ULTIMATE plan. In case of a downgrade to the free BASIC plan, resmio may deactivate the a.m. feature.

### 3.2. Reservation reminders for guests via e-mail

resmio automatically sends a reservation reminder to the guest 24 hours before the reserved time on behalf of the Customer if the reservation has been received 48 hours before. The e-mail contains all relevant information for the reservation such as Customer contact details and a cancelation option.

### 3.3. Statistics center / reports

In the statistics center, data on reservations, guests and orders are analyzed. The Customer receives an overview with statistics and key figures about its restaurant, such as the number of online reservations, no-shows, guests, online orders, guest satisfaction, etc. In addition to the presentation in numbers, graphics / diagrams are displayed. Restaurateurs can filter the statistics according to a time window determined by them. It is also possible to export a statistical report for the previous calendar month.

### 3.4. Guest database

The Customer gets access to its own guest database, in which all guest data are stored, whose personal data have not been deleted and who have already booked a table with the Customer via resmio's online reservation widget or who have been created manually by the Customer when entering a reservation. Guests in the database can be filtered by group or sorted by name. In addition, the Customer is able to maintain master data of its guests (e.g. address, birthday, anniversary, notes) and to add keywords which can be chosen randomly. The guest profile also shows statistics, such as the number of visits, orders and tickets purchased.

### 3.5. Guest reviews

When guests reserve a table with the customer via resmio, they automatically receive an e-mail 24 hours after their visit asking them to review the restaurant experience (quality of service and food). Guests can also leave a comment.

In its user account, the customer can view submitted guest reviews along with details of past reservations in order to draw conclusions about possible improvements, if necessary. The guest review function can be activated / deactivated by the Customer at any time via the account.

### 3.6. Online wait list

The online wait list is a supplementary feature for the online reservation widget. When activated, guests can add their names to an online wait list during fully booked periods. The Customer can also manually create new entries in the online wait list, for example in the case of spontaneous visits ("walk-ins"). The requests are automatically added to the online reservation book. The Customer decides independently, based on specially defined criteria such as capacity, whether and when to convert the wait list entry into a confirmed reservation. On behalf of the Customer, resmio automatically informs the guest via an e-mail notification that a reservation has been made.

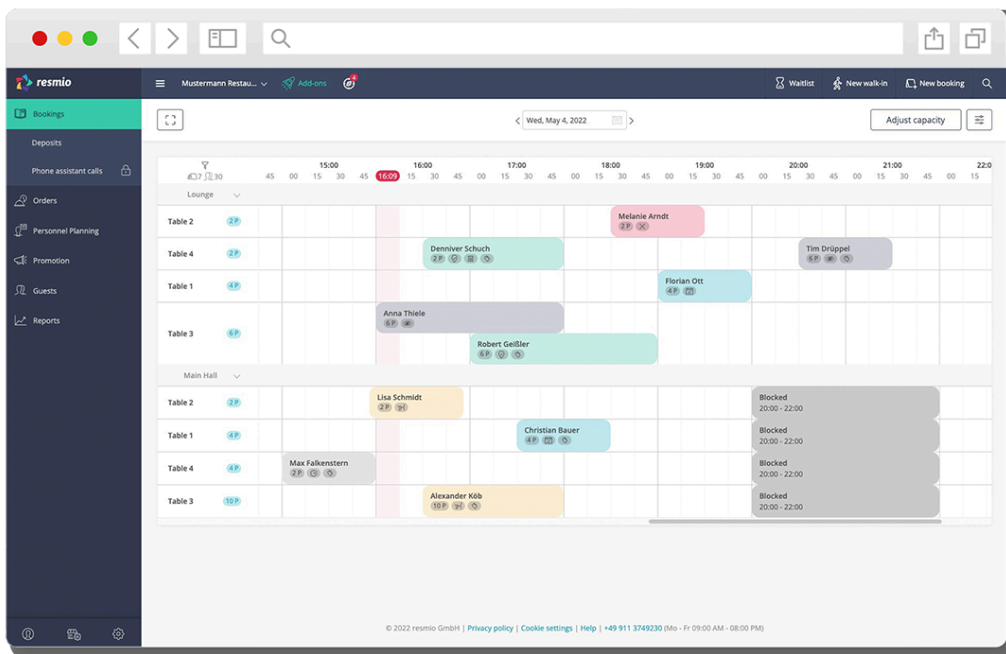
### 3.7. SMS services

The customer can be notified automatically via SMS about new reservations and orders. Furthermore, the customer has the option to automatically send guests an SMS with reservation details, a reservation reminder or an SMS with order details when a booking or order is made. Reservation reminders are sent 24 hours before the reservation if the reservation is received at least 48 hours before.

It is explicitly not possible to send SMS notifications to guests and employees during the 30-day free trial period. This feature is available at the earliest after signing a subscription (PREMIUM or ULTIMATE plan). The fee schedule listed below applies.

#### **Fees for sending SMS**

resmio charges a fee for each SMS sent. The amount can be found in the current price list. The fee will be charged to the customer on a monthly basis. As soon as the costs exceed 25 € or 50 € in a calendar month, the customer will receive an email notification. The customer can configure the maximum budget, which may be spent for the SMS distribution per month, via his account at resmio.



### 3.8. Timeline view

The timeline view is an additional feature for the digital reservation book. It stands out from the conventional list view in particular due to its visual layout (see figure above for an example) and provides the customer with an additional perspective on the current bookings for a current day. The main benefit for the customer is that any shortfalls in the occupancy of individual tables and rooms are revealed by the visual presentation.

## 4. Add-ons

The following additional services can be added to the "PREMIUM" plan, which is available for a fee. The services are already included in the "ULTIMATE" rate.

#### 4.1. Personnel planning

The personnel planning tool simplifies shift schedule creation and the absence and personnel planning. The customer can create and manage any number of employees with their master data in the system. Areas of responsibility (e.g. service, kitchen, etc.) can be freely defined and individually assigned to employees. The Customer creates a daily, weekly and monthly work schedule that can be printed, downloaded as a screenshot or sent online to employees via e-mail or WhatsApp. Absences such as vacation days, sick days can be added via the absence calendar in a weekly and monthly view. The dashboard displays all important information such as current shifts and absences as well as upcoming birthdays. **The customer is responsible for permanently deleting employee data in accordance with the legal requirements.**

#### 4.2. Graphic table plan online

The graphic table plan provides an easier overview of current availabilities and reservations via the resmio web app. For example,

the Customer can see from the visual representation which tables are occupied when and with how many people. The Customer can individualize the layout of the rooms within the graphic table plan using the editor; for example, the Customer can choose between different table shapes and decorative objects, such as partitions and plants, and position them in the virtual room.

#### 4.3. “resmio Tables” iPad app

“resmio Tables” is an application for reservation and guest management and easy table management. The application can be obtained as an iOS app free of charge from the Apple App Store. Using the application, Customers can, for example, create and manage reservations, assign reservations to individual tables, enter and save guest data, and create and decorate rooms using a table plan editor. A timeline function allows reservations and rooms to be visualized over time. All information is automatically synchronized with the resmio web app.

#### 4.4. Smartphone app

The mobile app "resmio" is an application for reservation and guest management. The application can be obtained free of charge as an iOS and Android app from the Apple App Store or the Google Play Store.



With the help of the app, customers can, for example, create and manage reservations, assign reservations to individual tables, and enter and save guest data. All information is automatically synchronized with the resmio web app.

#### 4.5. Deposit for reservations

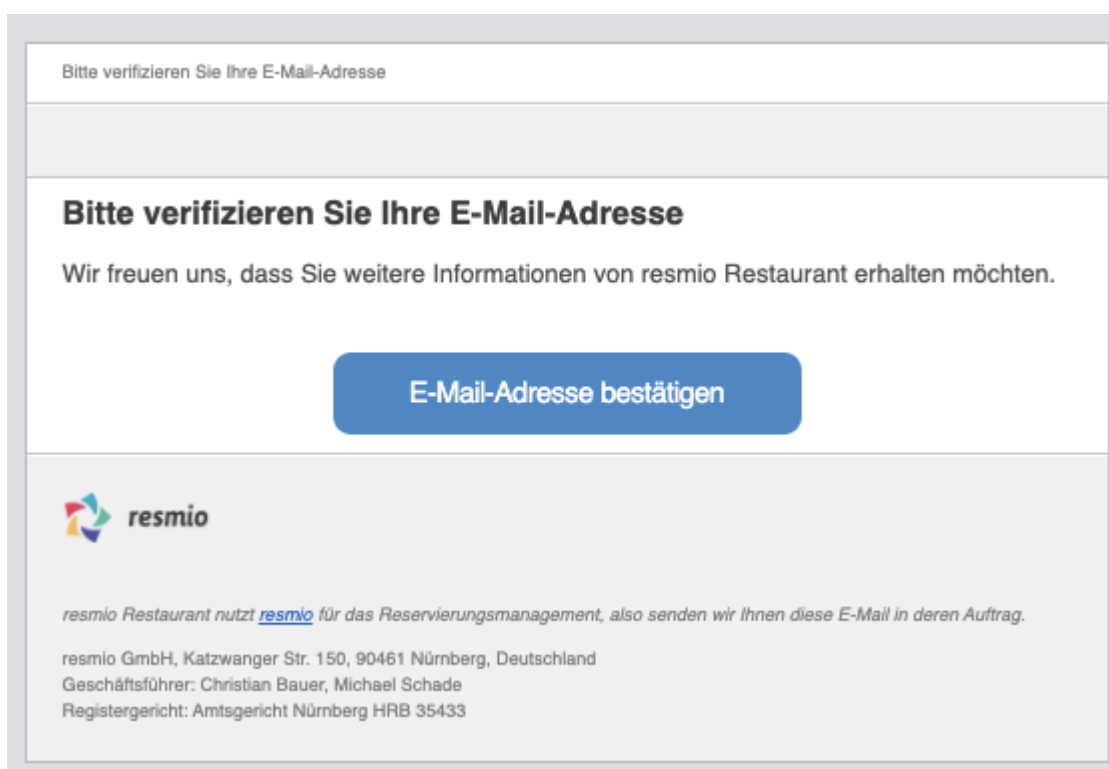
The “Deposit” option allows the Customer to request payment details from guests when making an online reservation. The Customer can individually specify the deposit amount that the guest has to pay, as no binding table reservation is made in the event of non-payment. If the reservation is completed, the Customer can offset the deposit made against the guest's service invoice or carry out a return transfer to the guest's account. The exact modalities are not specified by resmio. The Customer can decide for itself.

#### 4.6. Marketing / Promoting features

With activation of the “marketing” add-on, resmio activates for the Customer marketing features described in more detail below:

- **E-Mail-Newsletter**

resmio enables the Customer to create a newsletter and send it to guests manually or automatically. For data protection reasons, the group of recipients is limited exclusively to those guests who a.) have given their consent via the online reservation widget or b.) have registered via the newsletter subscription form. In this case, resmio enables registration via double opt-in.




Bitte verifizieren Sie Ihre E-Mail-Adresse

**Bitte verifizieren Sie Ihre E-Mail-Adresse**

Wir freuen uns, dass Sie weitere Informationen von resmio Restaurant erhalten möchten.

**E-Mail-Adresse bestätigen**

 **resmio**

resmio Restaurant nutzt [resmio](#) für das Reservierungsmanagement, also senden wir Ihnen diese E-Mail in deren Auftrag.

resmio GmbH, Katzwanger Str. 150, 90461 Nürnberg, Deutschland  
Geschäftsführer: Christian Bauer, Michael Schade  
Registergericht: Amtsgericht Nürnberg HRB 35433

*Figure shows double opt-in for e-mail newsletters*

The Customer can integrate the online reservation widget on its

website. The HTML code required for doing so is provided by resmio. When creating the newsletter, the Customer can choose from various design templates, which can be further customized by the Customer.

- **Review & feedback widget**

resmio enables the Customer not only to view existing guest reviews, but also to use them for marketing purposes in a way that is visible to everyone via the so-called review widget and the satisfaction widget. resmio determines guest satisfaction on the basis of submitted positive and negative reviews. The percentage value of the positive ratings is indicated in the satisfaction widget, which can be integrated in the form of an HTML code on the Customer's website. The review widget also shows the public comments of guests. The Customer can decide which comments are visible to third parties in the review widget and which should be hidden.

- **Google Review Redirection**

When guests are asked to leave a review after their visit, they can either be forwarded to resmio first or to the Google review page. The decision is up to the Customer.

## 5. Services

The following additional services can be added to the "PREMIUM" and "ULTIMATE" rate plans, which are subject to a charge. **Services cannot be tested separately.** In addition, special conditions apply to services with regard to the fee, term and cancellation. The conditions are described below in this service description.

### 5.1. Partner Network Plus

resmio grants customers access to its extensive partner network, consisting of over 100 national and international partner sites, gastronomy and rating portals, apps and business directories. A current excerpt can be viewed at <https://www.resmio.com/en/reservations/partner-network/>. On behalf of the Customer, resmio creates profile entries with all connected partners. resmio takes the data for these partner entries from the restaurant profile of the Customer. The data can be edited by the Customer at any time. Any profile changes are automatically synchronized between resmio and the partner profiles. This inclusion increases the potential reach of the restaurant.

#### **Contract period, termination**

After booking, the "Partner Network Plus" service is automatically merged into the respective main contract and without a prior trial period. The notice of termination periods and running times are based on the main contract. Separate termination of the service is not possible.

## 5.2. Order flat rate

By booking the "order flat rate", commission fees, which resmio otherwise charges on placed online orders, are no longer applicable. Instead, the Customer pays a flat monthly fee, which can be viewed in the price list at [www.resmio.com/en/price/](http://www.resmio.com/en/price/).

### **Contract period, termination**

After booking, the "Order flat rate" service is automatically merged into the respective main contract and without a prior trial period. The notice of termination periods and running times are based on the main contract. Separate termination of the service is not possible.