

RV PARK & CAMPGROUND **Reservation System** **Buyer's Guide**

A Data-Driven, Comprehensive Guide to Choosing the
Right Reservation System for your RV Park or Campground



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INTRODUCTION

Welcome to the RV Park & Campground Reservation System Buyer's Guide. If you are in the RV park or campground business, choosing the right reservation system can significantly impact your operations, customer satisfaction, and overall success. This guide is designed to be your trusted companion in navigating the complex world of reservation and property management systems—otherwise referred to as a PMS—tailored specifically to the RV park and campground industry.

In today's digital age, customers expect seamless online booking experiences, real-time availability of information, and hassle-free check-ins. The right reservation system can not only meet these expectations but also help you optimize your business processes, maximize occupancy, and more importantly boost revenue.

Whether you're a seasoned RV park or campground owner looking to upgrade your system or a newcomer to the industry seeking guidance on where to begin, this guide is for you. We understand that every RV park and campground is unique, with its own set of requirements, challenges, and goals. That's why we've created a comprehensive resource that will help you make an informed decision tailored to your specific needs.

Remember to visit [ParkVendorReview.com](https://www.parkvendorreview.com) to rate, review, and compare these vendors. You can also find other vendors for your park by searching for a specific vendor name or browsing through a vendor category. If you find a vendor of interest, you can then request a quote, schedule a demo, or ask for more information on their products and services.



Throughout this guide, we'll walk you through the essential aspects of selecting the perfect reservation system for your business. We'll explore the key features you should look for, considerations regarding compatibility and scalability, pricing structures, and the importance of vendor reputation and support. Additionally, we'll provide you with valuable tips and checklists to simplify your research and decision-making process.

Choosing the right reservation system is not just about technology; it's about enhancing your guests' experiences, improving your operational efficiency, and ultimately growing your business. We encourage you to take your time, thoroughly explore the options, and make an informed decision that will benefit your RV park or campground for years to come.

Don't forget to rate and review your current vendors to support businesses that have provided you with great products or services! It's easy and takes less than two minutes to leave a star rating or a full review.

Leave a Star Rating: It is quick and easy to rate a vendor by leaving a star rating and clicking 'next' to submit.

Add a written review: Title your review and write about your experience with the vendor. Written reviews help other users make more informed decisions as well as offering productive feedback to vendors.

The screenshot shows a 'Write a Review' form for 'App My Community'. It features a logo at the top left and a title 'App My Community'. The form includes several rating sections: 'Overall Quality', 'Customer Support', 'Ease of Use', 'Value for Money', 'Features & Functionality', and 'Ease of Deployment', each with five star icons. Below these are two pricing questions: 'How does the pricing of "product" compare to similar products?' with options from '\$' to '\$\$\$\$\$', and 'How likely is it that you would recommend "Product/Service" to a friend or colleague?' with a scale from 1 to 10. The '10' option is selected.

DATA COLLECTION METHODS

Data used in this report was collected manually between the period October 2023 and January 2024. General data sourced via company websites, social media profiles, surveys, and interviews. Employee data and office locations sourced via company websites, LinkedIn company profiles, and direct surveys.

DISCLAIMER

Park Vendor Review sourced all data from publicly available resources, a proprietary survey sent directly to each Reservation System vendor, and direct interviews with representatives from each vendor as outlined in the Data Collection Methods section of this report. Data points were gathered as early as October 2023, while others were not obtained until January 2024 in follow up communications and interviews.

Park Vendor Review made every effort to update any data points that may have changed during this timeframe. However, in order to maintain consistency and fairness among all vendors, this report offers a comprehensive overview with an equal data collection period for all, thus minimizing any potential discrepancies.

The report notes any vendors who did not respond to Park Vendor Review's repeated requests for information and survey responses. In those cases, Park Vendor Review made every effort to provide accurate information through research and publicly available data.





UNDERSTANDING YOUR RV PARK OR CAMPGROUND NEEDS

Before diving into the world of RV Park & Campground Reservation Systems, it's essential to begin with a clear understanding of your unique business needs and priorities. Just as no two RV parks or campgrounds are identical, the reservation system that best suits your business will depend on several key factors. This section is the starting point on the journey to finding the perfect reservation system. By carefully defining your requirements, considering the size and distinctive features of your operation, and taking into account factors like seasonality and customer preferences, you'll lay a solid foundation for making a well-informed decision.

Type of RV Park and Campground Operation:

What type of operation is your park?

- Self-Service: no camp store, food, amenities or rentals offered
- Limited Service: camp store and/or food offered, but no amenities or rentals offered
- Medium Service: camp store, snack shack, rentals
- Full Service/Resort: large store, amenities, restaurant, bar, events, rentals

Consider any unique amenities, rentals, food, or services offered that set you apart from competitors. Do you have more than one park or do you plan to have multiple parks in the future? If so, you'll want to take note of systems that allow for seamless user transitions, roll up reporting, and cascading.

Size of Your Operation:

The size and scale of your RV park or campground play a significant role in determining the right reservation system.

What size park do you have?

- 1-25 Sites
- 26-50 Sites
- 51-100 Sites
- 101-200 Sites
- 201-400 Sites
- 400+

Length of Stay, Customer Preferences, and Management Style:

Transient, seasonal, or a combination of stay types can have a substantial impact on your reservation system requirements. Consider whether your business experiences high and low seasons, and if you wish to offer different services or rates during specific times.

Additionally, think about your target customer base and their booking and purchase preferences, as these can affect the features you prioritize in a software system.

Your management style, whether hands-on or more hands-off, should also factor into your system choice.

Requirements of Your RV Park or Campground

Park Vendor Review has compiled a comprehensive list of features for you to review, select, and choose from to support your PMS research.



[Download Our Reservation System Features Checklist](#)

Understanding your needs is the crucial first step in choosing a reservation system that aligns with your goals and enhances the guest experience. By carefully evaluating these aspects, you'll be better prepared to move forward in your selection process, confident that the system you choose will be tailored to your RV park or campground's unique characteristics and demands.

PMS Markets Served:

It is important to note that some vendors in this guide serve multiple markets. This means their systems are flexible enough to accommodate not only Parks in the outdoor hospitality industry, but also hotels, motels, bed and breakfasts, glamping resorts and other types of accommodation markets like marinas and vacation rentals.

While some may interpret this as a negative feature since they are not solely focused on the campground market, many features that are commonplace in a RV Park/Campground PMS system are previously vetted in the indoor hospitality market. Some of these features include OTAs, dynamic pricing, self-service guest check-in. Park Vendor Review views this as a positive technology influence in the market and believes it shouldn't be viewed as lack of focus towards one industry or another.



[Search Vendor Profiles on ParkVendorReview.com](#) to begin creating a shortlist of reservation systems.



KEY FEATURES TO LOOK FOR IN A PROPERTY MANAGEMENT SYSTEM

Bookings & Reservations

Bookings are the lifeblood of a park or campground operation and can take place through a variety of channels. You'll want to cast a "wide net" of booking options to gain as much exposure and maximize your booking potential. Remember, a site or a roofed accommodation is a perishable commodity which expires daily. It is better to rent that spot out for some fee rather than miss a booking altogether. Although most bookings were traditionally made via phone or in person, this is an outdated and inefficient process that will cost a modern campground time, money, and customers.

Online Website Bookings

Virtually all PMS vendors have a booking engine which can be embedded on your business website via a "Book Now" button. Additionally, these booking engines often allow for booking via a map to allow the guest to choose site specific reservations. Many also include a "site lock" feature where the guest can pay an extra fee to lock in a specific site for their stay. The ability to upsell certain items like firewood, ice, or golf cart rentals will increase your business revenue and offer a valuable service to your guests.

OTA / Marketplace Bookings

Online Travel Agents (OTAs) and marketplace bookings allow you to cast a wider net and list your site and accommodation inventory on other websites which will help drive reservations. Many guests that book on an OTA may not have found your park otherwise. It is estimated that 15-20% of OTA bookings come from international guests. Note there is a big distinction between 3rd Party OTA's and Marketplace sites.

A **3rd Party OTA** is an independent listing site which has a two-way connection to multiple PMS companies via their Channel Manager to list their customers' park inventory in near real-time. OTAs have been wildly successful in the hotel industry and are now penetrating the outdoor hospitality market. While parks may currently list roofed accommodations on OTAs such as Booking.com and Expedia, they cannot list RV or campground sites on these websites.

Enter campground and park specific websites such as HipCamp, Spot2Nite, and The Dyrt which are quickly approaching critical mass. These OTAs are the best for parks and campgrounds, and will help your business gain additional bookings. The revenue model varies—some OTAs charge the park for a booking and some pass along a booking fee to the guest.

A **Marketplace** listing site is different from a 3rd Party OTA, in that the Marketplace is owned and operated by a PMS company. The parks which use the company's property management system are also listed on the PMS's Marketplace site. Properties are listed on the marketplace site where guests can find the listing and complete a booking. Some Marketplace sites charge an additional booking fee in addition to the cost of their PMS.



Events and Amenities Bookings

In addition to traditional campsite reservations, many RV parks and campgrounds offer event or amenity bookings to enhance the guest experience. Event bookings may include reserving space for gatherings, weddings, or special events within the park. Amenity bookings allow guests to secure specific facilities or activities, such as picnic areas, pavilions, boat rentals, or guided tours. There may be additional fees for this feature set and bookings.

Rates & Rate Management

Rates and rate management are pivotal aspects of your RV park or campground's reservation system. Setting the right pricing strategy can directly influence your business's profitability and guest satisfaction. Your reservation system should offer flexibility in managing rates, allowing you to tailor pricing based on factors like seasons, holidays, site type, and length of stay. Effective rate management ensures you can optimize revenue while staying competitive in the market. Below are some of the rate management features you'll need to consider.

- **Deposits & Deposit Rules** are specific guidelines established by the park or campground regarding when and how deposits are required. These rules can outline deposit amounts, refund policies, and deadlines for payment, ensuring that both guests and the business have a clear understanding of reservation terms and financial commitments.
- **Dynamic Pricing/ Yield Management** is a sophisticated pricing strategy to adjust rates based on real-time demand and supply factors. This approach allows businesses to maximize revenue by increasing rates during peak periods and offering discounts during low-demand times. Dynamic pricing algorithms consider factors such as occupancy rates, booking trends, and seasonality to ensure that prices are competitive and reflect market conditions.
- **Rate Periods** refer to designated time frames during which specific pricing rules apply for RV sites or camping accommodations. These periods can vary and may include peak-season rates, off-peak rates, holiday rates, and shoulder-season rates. RV parks and campgrounds use rate periods to align pricing with demand fluctuations, providing guests with transparent and consistent pricing based on the time of year or specific events.
- **Packages** are bundled offerings that combine various amenities, services, or activities into a single reservation. Packages can be tailored to meet guest preferences and often provide cost savings compared to booking individual components separately. Common examples include "weekend getaway" packages that include campsite rental, firewood, and access to recreational facilities, creating a more convenient and attractive booking option for guests.



[Download Our Reservation System Features Checklist](#)

Integrated Point of Sale (POS)

Integrated Point of Sale, or POS, is a valuable reservation system feature. It seamlessly combines reservation management with onsite transactions, such as retail sales, activity bookings, and limited food purchases. The integrated approach streamlines operations, enhancing guest experiences by allowing them to charge purchases back to their folio or purchase immediately. An integrated POS system not only simplifies payment processing but also provides bar code scanning, reporting, and inventory management. Integrated POSs vary greatly from software to software, so make sure to understand your requirements and research the feature thoroughly. Note that an integrated POS can rarely handle a full bar or restaurant experience. In those cases, a 3rd party POS system connected via the PMS's API will be required.

Communications

Effective guest communications are essential for ensuring a smooth and pleasant experience at your RV park or campground. A robust reservation system should include features for sending automated booking confirmations, pre-arrival instructions, and post-stay surveys. Additionally, you can use guest communication tools to provide real-time updates via email or text message regarding amenities, events, or weather. Clear and timely communication not only fosters guest satisfaction but also builds loyalty. While triggered email communications are usually included in a PMS package, other communication systems may be an additional charge.

- **SMS/Text Messaging** may be auto-triggered, bulk, or one-time text messaging. Many systems charge for the service because they are connected to a SMS/text gateway. Just as these systems connect to a credit card gateway to ensure payment, a SMS/text gateway operates similarly to ensure delivery of the text message. If the PMS is not charging for text messaging they may be sending that text as an email and thus delivery is not always guaranteed.
- **Surveys/Net Promoter Score (NPS)** features are valuable tools for gathering feedback and assessing guest satisfaction at your RV park or campground. These features allow you to create and automatically distribute surveys to guests after their stay, providing them with an opportunity to share their experiences and insights. The NPS, in particular, is a widely recognized metric that gauges overall satisfaction and loyalty by asking guests a single question: "On a scale of 0 to 10, how likely are you to recommend our RV park or campground to others?" By analyzing survey responses and NPS scores, you can pinpoint areas for improvement and make informed decisions to enhance the guest experience. Some PMS systems charge an added cost for this, but Park Vendor Review believes it is a valuable feature.



[Download PVR's Feature and Pricing Comparison Matrix](#)

Operational Efficiency

Operational efficiency is the backbone of a well-functioning RV park or campground, and your reservation system plays a pivotal role in achieving it. Operational efficiency encompasses a range of factors, including streamlined check-in and check-out processes, automated task scheduling for housekeeping and maintenance, and tools for managing staff. By leveraging these features, your reservation system can help you maximize occupancy, reduce administrative burdens, and enhance the overall guest experience.

- **Guest Self-Service** refers to the provision of tools and technologies that allow guests to perform tasks independently and access information during their stay. This can include self-check in kiosks, mobile apps for reservations and information, and online portals for managing bookings, payments, and communication requests. Guest self-service enhances convenience and operational efficiency by reducing the workload on staff and providing guests with greater autonomy.
- **Utility Management** involves the effective monitoring and control of essential services such as electricity and water. A reservation system that includes utility management features helps staff track utility consumption, detect anomalies, and optimize resource usage, leading to cost savings and environmentally responsible operations.
- **Staff Management & Training** functionalities within a reservation system assist RV park and campground owners and managers in overseeing and developing their workforce. This includes features for scheduling, task assignments, performance tracking, and training management. Effective staff management ensures that the right personnel are in the right place at the right time, contributing to smooth operations and excellent guest service.
- **Housekeeping** features in a reservation system facilitate the scheduling and coordination of cleaning and maintenance tasks for RV sites, accommodations, and common areas. This includes assigning housekeeping staff to specific tasks, tracking cleaning progress, and ensuring that sites are ready for new arrivals promptly. Housekeeping functionality enhances the overall guest experience by maintaining cleanliness and order.
- **Job Maintenance** tools aid in tracking and managing maintenance and repair tasks across the park. This may include creating and prioritizing maintenance jobs, assigning them to staff or contractors, and monitoring job progress. Timely job maintenance ensures that facilities and amenities are in excellent condition, contributing to guest satisfaction and operational efficiency.



[Download PVR's Feature and Pricing Comparison Matrix](#)

3rd Party Integrations

3rd Party Integrations are essential components of a modern reservation system. These integrations allow your system to connect and interact with external services, software, and platforms, expanding its capabilities and enhancing the overall guest experience. Whether integrating with popular online travel agencies (OTAs) to increase your property's online visibility, connecting with financial and accounting systems for seamless transaction management, or incorporating point-of-sale solutions for onsite convenience, third-party integrations help streamline operations and provide a more comprehensive range of services to your guests. Depending upon the PMS, there may be a monthly access charge to interface to this system via their API.

- **Access Gates** are physical or electronic barriers installed at the entrance of RV parks and campgrounds to control access to the premises. These gates are often equipped with keycard or code-based entry systems and play a critical role in ensuring security and regulating entry for registered guests and authorized personnel.
- **Financial systems** are the software and processes used for managing financial transactions, accounting, and revenue tracking for individual RV parks and campgrounds. These systems are integral to recording and reconciling payments received from guests, managing expenses, and generating financial reports to support the financial health of the business.
- **Online Travel Agent (OTA)** is a third-party online platform or website where an RV park or campground can list available sites or accommodations for booking. OTAs provide an additional distribution channel, enabling properties to reach a broader audience and increase their online visibility.

- **3rd Party Point of Sale** is an external software or hardware solution used to handle onsite sales and transactions beyond the reservation process. It can encompass various services, such as retail sales, restaurant & bar orders, activity bookings, and more.
- **Wireless Meter Reading** is a newer integration option that uses wireless technology to remotely monitor and collect data from utility meters such as water, electricity, or gas meters, within an RV park or campground. This technology streamlines meter reading processes, enabling more efficient utility management and billing. The increasing popularity of electric vehicles and electric RVs coupled with rising utility rates, makes wireless metering reading a powerful tool for helping owners manage utility costs for seasonal and transient guests.
- **Kiosks** are self-service terminals which campground and park guests can use to check in, check out, make reservations, obtain maps, and access other information or services independently, reducing the need for staff assistance and enhancing guest convenience.
- **Keycard Creation** is the process of generating electronic keycards that grant guests access to their RV sites, accommodation, or other secured areas within the park or campground. These keycards are often used in conjunction with access gates and are an essential component of security and guest access control systems.
- **RFID Wristbands** are similar to a keycard in guest access functionality and issued to each guest when arriving. The RFID wristband in conjunction with a POS system that supports the functionality allows the guest the added ability to purchase food, goods and services in a cash-less manner. RFID wristbands are an additional revenue generator for medium service and full service/resort parks.



[Download PVR's Feature and Pricing Comparison Matrix](#)

Accounting & Reporting:

Accounting and reporting capabilities are fundamental aspects of a robust reservation system. These features facilitate the management of financial transactions, invoicing, and revenue tracking with precision and ease. With the right reservation system, you can generate detailed financial reports that offer insights into your property's financial health, occupancy rates, revenue streams, and more. Moreover, these reports enable you to make informed decisions, plan for the future, and maintain compliance with tax and accounting regulations. While most systems support both cash and accrual accounting methodologies, accrual accounting should be your preferred accounting method. As a service business, outdoor hospitality is better suited to recognizing revenue when the service is provided—not when cash is exchanged.

Data Migration, Setup & Staff Training

Crossing the chasm from one system to another can be a daunting journey. Data migration, system setup, and staff training are pivotal and critical phases in implementing a reservation system for your RV park or campground.

- **Data migration** involves transferring existing guest and reservation data into the new system, ensuring a smooth transition without data loss.
- **System setup** entails configuring the reservation system to align with your park's specific needs, including site categorization, pricing, and rules.
- **Staff Training** ensures that your team is proficient in using the system effectively. Well-executed training empowers staff to maximize the system's capabilities, provide exceptional service to guests, and optimize operations.

Migration, setup, and training are no small tasks and committing the time and effort your PMS provider requires will make all the difference to executing a successful transition. Parks that do not prepare and familiarize themselves with the system will have a frustrating experience when they go live with the software.

What is the typical time commitment? The process can be minimally done in two weeks, but owners should plan for 4-6 weeks if possible, depending on available resources and onboarding timelines from your PMS provider. A campground can go live with the bare minimum set up to simply take reservations, but building out a fully functional PMS with all of the feature bells and whistles discussed above will take time and attention.

User Interface & Experience

In the world of reservation systems, a seamless and user-friendly experience can make all the difference. The User Interface (UI) and User Experience (UX) play a critical role in ensuring that both staff and guests can navigate the system effortlessly. In this section, we'll explore the essential elements that contribute to an exceptional user interface and experience, from clear navigation and intuitive icons to responsive design and logical workflows. A well-designed UI/UX not only enhances the efficiency of a reservation system but also elevates the overall satisfaction of users, making it an important consideration when selecting the right system for your RV park or campground.

- **Clear Navigation:** easy-to-use menus and navigation are crucial for quickly accessing different sections and functionalities of the reservation system. Clear, well-organized menus ensure that staff can efficiently perform tasks and that guests can easily navigate the booking process.
- **Simple Layout:** a consistent and straightforward interface simplifies the user experience. Design that maintains consistency in layout and visual elements across the system makes it easier for users to understand and use various features.
- **Intuitive Icons:** recognizable icons for actions and features enhance usability. Intuitive icons can guide users to perform specific tasks without the need for extensive training.
- **Responsive Design:** compatibility with various devices is essential in today's mobile world. A reservation system with responsive design adapts to different screen sizes and devices, providing a seamless experience whether accessed on a computer, tablet, or smartphone.
- **Effective White Space:** a clean, uncluttered interface with appropriate white space contributes to a visually appealing and less overwhelming user experience. It allows users to focus on the essential elements and information.
- **Logical Flow:** intuitive workflows and processes guide users logically through the system. A well-structured reservation system ensures that tasks and actions follow a natural sequence, reducing confusion and errors.
- **Search Functionality:** quick content or item search functionality can save users valuable time. Whether it's searching for available RV sites or specific reservations, a robust search feature enhances efficiency.
- **Help Resources:** accessible tutorials and documentation provide users with the support they need. Offering easy access to help resources, such as user manuals or video tutorials, empowers users to navigate the system confidently and independently.

These items may be highly subjective, but owners should rate these items while comparing systems. Download our feature comparison spreadsheet to keep track of UI and UX qualities for the various reservation systems that you research.



[Download PVR's Feature and Pricing Comparison Matrix](#)



PMS COST CONSIDERATIONS

PMS costs encompass many elements including upfront expenses, ongoing subscription fees, booking fees, and potential additional charges. Upfront costs may include hardware purchases, if applicable, and any necessary customization or integration expenses. Ongoing subscription fees are typically based on the number of sites or units in your park and the level of service you require. Some systems do not charge a fee per site and only charge a booking fee, either to the park or to the guest. It's essential to inquire about any additional charges, such as support fees, training costs, premium features, or fees related to third-party integrations. By thoroughly assessing PMS cost considerations, you can make an informed decision that aligns with your budget while ensuring you have the necessary tools to manage your park efficiently.

- **Upfront costs** can consist of data migration, set up, installation, and training. Costs can range from Free to thousands of dollars depending upon the size, complexity and operation of your park. Be sure to understand the upfront costs and if they are refundable.
- **System costs** consist of ongoing operational expenses for using the system and taking reservations. PMS providers utilize different methods. One example would be a monthly SaaS (Software as a Service) fee—Systems who engage this pricing model usually have a cost per site fee. If you own a 100-site park, you would pay a certain dollar amount per site, per month.
- **Booking Fees** are charges applied to each reservation made through the PMS. Booking fees vary significantly among providers and can be structured in different ways. Some PMS providers charge the park a flat fee per booking, while others may charge a percentage of the reservation's total value. Alternatively, some providers pass the booking fee directly to the guest. It's crucial to understand how these fees are applied and who is responsible for paying them. Consider how booking fees might impact your pricing strategy and guest experience.
- **Premium Features:** Many PMS providers offer basic functionality in their standard packages, with advanced or premium features available at an additional cost. These features can include enhanced reporting tools, advanced marketing integrations, dynamic pricing capabilities, and more. Assess which premium features are truly beneficial for your park's operation and weigh their costs against the potential benefits. Remember, what's considered a premium feature can vary widely between providers, so it's important to compare what is included in the base price.
- **Third-Party Integrations**, such as online travel agencies (OTAs), accounting software, or CRM systems, can significantly enhance the functionality of your PMS. However, these integrations often come with additional fees. Some PMS providers may charge a one-time integration fee, while others might have ongoing costs associated with maintaining the integration. Evaluate the value these integrations bring to your business and consider whether the costs are justified by the efficiencies or additional revenue they may generate.

VENDOR ANALYSIS

Each vendor listed below was contacted to participate in our 68-question survey, followed by an interview to review their answers. Vendors were also encouraged to provide a 5-10 minute lightning round video to highlight their system. For those vendors who did not respond, we used publicly available data to create their profile information.

RESERVATION SYSTEM	SURVEY	INTERVIEW	LIGHTNING VIDEO
CampLife	Completed	Did not respond	Not provided
Campspot	Completed	Did not respond	Not provided
Firefly	Completed	Did not respond	Not provided
Let's Camp	Completed	Completed	Not provided
MySites	Completed	Completed	Not provided
Newbook	Completed	Completed	Provided
R2M2	Completed	Completed	Not provided
ResNexus	Completed	Completed	Provided
Resort Forward	Completed	Completed	Provided
RMS Cloud	Completed	Completed	Provided
Roverpass	Completed	Completed	Not provided
RV Business Tech	Completed	Completed	Not provided
StayList	Completed	Completed	Not provided
WebRezPro	Completed	Completed	Not provided

VENDOR PROFILES

Vendors were offered the opportunity to:

- Respond to a survey
- Participate in an interview with Park Vendor Review
- Submit a 5-10 minute demo of their system

This information provided by vendors was used to create the vendor profile. Responses may have been edited for length or clarity.

VENDOR PROFILES

CAMPLIFE

History

Since 2006, CampLife has created reservation and park management software exclusively for the camping industry. Its dependable online system helps parks of all sizes operate with greater ease so they can grow, reinvest in themselves, and provide memorable guest experiences. CampLife serves over 700 parks and camp stores.

Features like mobile check-in, digital signatures, SMS texting, events, and activities management offer convenience and keep parks agile. Dynamic pricing, site lock, remote metering, and a robust POS help drive revenue.

Elevator Pitch

CampLife's team of developers built their platform to be there for you when you need it. Because of that focus on reliability, CampLife reached an incredible 100% uptime in 2022, with 99.99% uptime to date.

Dependability makes a huge difference, so CampLife's thorough testing processes and their conscientious customer success team help ensure things keep running smoothly.

By providing guests with a seamless booking experience, park owners' hands are free to focus on making sure guests have the best possible camping experience when they arrive—and that's what really matters.

When it comes time for guests to arrive, CampLife's user-friendly interface makes park staff feel comfortable running the office, freeing owners up to tend to other responsibilities.

Unique Solution in the Market

Reliability: Boasting an impressive 99.99% uptime, CampLife ensures consistent and dependable service, minimizing disruptions and maximizing efficiency.

Intuitive User Interface: Designed with the user experience in mind, the platform is highly intuitive, making navigation and operation simple and straightforward for all users.

One-Stop-Shop: The robust suite of tools and features offer a comprehensive solution, covering a wide range of functionalities within the CampLife system.

Easy Training: CampLife's user-friendly software assures easy adoption and a minimal learning curve, facilitating smooth and efficient transition.

CAMPLIFE

COMPANY DATA POINTS

Headquarters & Offices

Mt Juliet, TN

Full-time Employees

27

Facebook

778 followers

LinkedIn

602 followers

Instagram

No listing

X- Twitter

710 followers

Youtube

83 Subscribers; 21 Videos

TikTok

No listing

Customer Service

Monday - Friday 8:00 AM - 5:00 PM CST via online chat, telephone, or email. No SLA

Markets Served

Outdoor Hospitality

Region Focus

North America

SYSTEM DATA POINTS

Software Platform

Cloud via AWS

Entry Price Point

\$3/ reservation with \$99/month min.

Software Releases/Year

50

Communication Channel

Email, Release Notes, Social, Video, In-software update alerts and message banners

Park Focus

Self, Limited, Medium, Full Service/Resort

Accounting

Accrual, Cash

of Reports

500

Integrations & Marketplace

3rd Party OTAs: None listed

Marketplace: Yes

Other Integration Categories: Access Control (Gates & Key systems), Accounting, Payment Gateways, Wireless Meters

Recent & Future Innovations

With the Events + Activities feature, parks can craft engaging activities that resonate with guests. From guided nature walks to s'mores under the stars, you can easily offer moments they'll cherish. Streamline operations by managing and coordinating activities all in one place. Boost revenue and camper engagement by offering event tickets and add-ons through online reservations and your camp store. Watch engagement—and revenue—soar.

With Sign+Store, parks can request e-signatures on waivers, agreements, invoices, and terms and conditions. And because parks can choose to make signing those documents a part of the reservation flow, staff will save time by not having to get those signatures before check in.

With the Remote Meter Reading feature, parks can charge fairly for electricity without spending hours on data collection.

CampLife continues to innovate by building on existing features to create a robust system that meets and exceeds the needs of the industry. We are focusing our efforts on tools that help parks reach new audiences, streamline the guest experience, and build relationships with their guests.

Revenue & Upsell Generation

Using the fully custom Dynamic Pricing tools, parks can match their pricing to demand and maximize premium sites as well as peak times of the season.

With Site Guarantee, CampLife allows parks to opt-in to offer guests the opportunity to pay a fee to guarantee they get their preferred campsite.

CampLife also drives revenue through the commission-free CampLife Reservation marketplace. Nearly 40% of reservations made on CampLife were discovered on the marketplace—that means new customers at no cost.

Reservation Add-ons: Parks with items in their CampLife POS can upsell commonly purchased store items and packages in the reservation process.

Site Guarantee: With Site Guarantee, parks can opt-in to give guests the option to pay an extra fee to lock in their preferred site.



[Visit this vendor's profile on ParkVendorReview.com to request a demo or receive a quote.](#)

CAMPSPOT

History

In 2015 a group of campground owners noticed that nearly half the campgrounds across the United States were not accepting online reservations. Determined to help campground owners modernize and operate their parks more efficiently, they started an online reservation software and soon thousands of campgrounds across North America were using the system to help them grow their businesses and deliver a high quality booking experience.

Today, Campspot is proud to power over 2,300 private campgrounds across North America, enjoying recognitions like the 2022 ARVC Supplier of the Year Award and the 2022 American Glamping Award. They are committed to creating and providing value to campground owners and operators.

Elevator Pitch

Campspot was created by campground owners, so they understand the big and small needs of today's campgrounds. Their software helps parks of all sizes unlock more revenue, streamline their daily operations, and reach more campers through a suite of industry-leading features, integrations and analytics.

Unique Solution in the Market

Campspot is entirely committed to private, transient-focused campgrounds in North America: every element of the user experience has been designed for campground operators and customers. They have no intention or desire to dilute this focus by expanding to other accommodation types, because they understand that the experience of booking a camping site and managing a campground is vastly different than that of a hotel or vacation rental.

Campspot believes that an effective campground software platform requires both sophisticated tools and analytics for owners/managers and also intuitive, minimal-learning-curve interfaces for staff.

Their feature set and business model is designed to maximize revenue and minimize costs. While other property management systems focused on an operations-first approach, Campspot has always prioritized the online booking experience, with a belief that a frictionless guest-facing booking engine not only increases revenue through higher conversion rates but also reduces the dependency on costly phone reservations.

Integrations & Marketplace

3rd Party OTAs: None listed

Marketplace: Yes

Other Integration Categories: Access Control (Gates & Key systems), Accounting, Analytics & Reporting, Business Intelligence, CRM & Data Management, Housekeeping, Marketing Automation, Online Travel Agents (OTAs), Payment Gateways, Point of Sale & Kiosks, Revenue Management

CAMPSPOT

COMPANY DATA POINTS

Headquarters & Offices

Grand Rapids, MI

Full-time Employees

130

Facebook

21k Followers

LinkedIn

6,651 Followers

Instagram

573 Followers

X-Twitter

95 Followers

Youtube

342 Subscribers; 24 videos

TikTok

3901 Followers

Customer Service

Mon. – Fri. 9 a.m. to 8 p.m. ET;

Sat. 9 a.m. to 6 p.m. ET

Markets Served

Outdoor

Region Focus

North America

SYSTEM DATA POINTS

Software Platform

Cloud

Entry Price Point

\$3/reservation

Software Releases/Year

12

Communication Channel

Email, Release Notes, Social,

Video, Knowledge Base

Article, Webinars, Monthly

Fireside Chats with the CEO

Park Focus

Full Service/Resort

Accounting

Accrual & Cash

of Reports

100

Recent & Future Innovations

From their robust Data and Reporting tool for parks, Campspot Analytics, to time-saving features like Guest Self Service – Date Edits, as well as key marketing integrations with SimpleTexting and Mailchimp, they are prioritizing features that help campgrounds grow their revenue, foster better customer relationships, and make day-to-day operations even easier.

Campspot doubled down on their efforts with the more recent launches of Tiered Utility Metering, Flexible Lock Site Fees, and their most recent mobile app launch of Customer Ratings and Reviews.

Revenue & Upsell Generation

Campspot software modules include:

1. Reservations: Allows campgrounds to review and book reservations in multiple visual formats. The Reservations module includes a campground-facing internal view and a customer-facing online booking engine.
2. Dynamic Business Rules and Pricing Engine: A robust toolkit of features for campgrounds to optimize rates and inventory, including Lock Site, Dynamic Grid Optimization (Campspot-exclusive feature), Dynamic Pricing, Package and Promos, Policy Management, Tax and Occupancy Customization, and more.
3. Point of Sale: A fully integrated storefront for completing on-site purchases, managing inventory, and charging to site.
4. Utility Metering: Enables users to enter, track, and bill for utility usage.

Campspot's integrated point of sale (POS) provides the opportunity to sell firewood, ice, day passes, and additional ancillary items to guests staying at or visiting the park. Campspot booking interface actually encourages add-on purchases through its add-on engine and shopping cart workflow. Rental items, such as golf carts, can be accommodated through this add-on engine. Within guest accounts, camp credit or balances can be stored, and POS items can be charged to specific guest accounts.



[Visit this vendor's profile on ParkVendorReview.com to request a demo or receive a quote.](#)

FIREFLY

History

Firefly was started by a software developer who purchased a campground with his brother. Firefly Reservations is the upgrade to Astra Campground Manager. They are owned by Aspira which also owns ReserveAmerica.com and RVParky.com. Aspira provides software for many state parks.

Elevator Pitch

Firefly Reservations is the key to maximizing bookings and streamlining operations. Their cutting-edge platform empowers you to effortlessly manage reservations, attract more guests, and boost revenue. With customizable features tailored to the unique needs of campgrounds, they offer a seamless solution for online bookings, payment processing, and guest communication. Join Firefly Reservations to elevate your campground's visibility, efficiency, and overall guest satisfaction, ensuring a thriving business in the great outdoors. Firefly Reservations is, by far, the simplest software to set up and manage your park.

Unique Solution in the Market

Firefly is the simplest software to set up and operate. There are no contracts, no setup fees, and no minimum fees.

Integrations & Marketplace

3rd Party OTAs: None listed

Marketplace: Yes

Other Integration Categories: Access Control (Gates & Key systems), Accounting, Analytics & Reporting, Business Intelligence, CRM & Data Management, Marketing Automation, Online Travel Agents (OTAs), Payment Gateways, Phone Systems, Point of Sale & Kiosks, Revenue Management

Recent & Future Innovations

Drag & Drop reservation grid, Airbnb integration, and accrual accounting.

[Visit this vendor's profile on ParkVendorReview.com](#)
to request a demo or receive a quote.

FIREFLY

COMPANY DATA POINTS

Headquarters & Offices

Dallas, TX

Full-time Employees

3

Facebook

189 Followers

LinkedIn

125 Followers

Instagram

78 Followers

X - Twitter

No listing

Youtube

89 Subscribers; 39 Videos

TikTok

No listing

Customer Service

Weekdays and Weekends via email, in-app and phone

Markets Served

Outdoor Hospitality

Region Focus

North America

SYSTEM DATA POINTS

Software Platform

Cloud via AWS

Entry Price Point

\$3.50 per reservation

Software Releases/Year

24

Communication Channel

Email, Release Notes, Social, Video

Park Focus

No response

Accounting

Accrual

of Reports

No response

LET'S CAMP

History

YasTech first developed the Let's Camp reservation system 12 years ago. Their very first client was the St. Brieux Regional Park. They came looking for someone to build an online booking system for their campground. At the time there were very few online booking software options for Canadian campgrounds so the YasTech team built them a solution and launched it for their park.

St. Brieux was part of the Saskatchewan Regional Parks Association (SRPA), which was an organization supporting a group of campgrounds in Saskatchewan, Canada. YasTech realized that the solution they built could be utilized by many other campgrounds in this association, so Let's Camp was formed and became a supplier of the SRPA, offering our solution to their parks. Becoming part of this association was a major stepping stone in their business expansion.

Let's Camp works with campgrounds across Canada and more recently the US. Four years ago they introduced a marketplace on top of our reservation system software. Their online reservation system and marketplace continues to evolve and grow as campers and campgrounds change.

Elevator Pitch

Let's Camp connects campers with campgrounds. For campers, it's a handy tool to find and book at a great campground. For campgrounds, it offers robust and flexible online reservation tools to help optimize campground management.

Unique Solution in the Market

Let's Camp software is robust and flexible, yet the user interface is simple and easy to use.

The continued focus on the customer, campgrounds, and campers help to implement new features that are actually needed.

Let's Camp is free for campgrounds to use. They simply charge the camper a booking fee on each reservation.

They offer a free marketplace showcasing all campgrounds who use the free reservation software.

Integrations & Marketplace

3rd Party OTAs: None listed

Marketplace: Yes

Other Integration Categories: API is built, but there are no integrations at this time.

LET'S CAMP

COMPANY DATA POINTS

Headquarters & Offices
Saskatchewan, Canada

Full-time Employees
2

Facebook
397 Followers

LinkedIn
49 Followers

Instagram
1334 Followers

X - Twitter
24 Followers

Youtube
13 Subscribers; 24 Videos

TikTok
No listing

Customer Service
8 - 5 pm CST Monday to Friday via phone & email;
1 hour response time

Markets Served
Outdoor

Region Focus
Canada

SYSTEM DATA POINTS

Software Platform
Cloud via Google

Entry Price Point
Fee to guest on booking

Software Releases/Year
12

Communication Channel
Email, Release Notes,
Social, Video

Park Focus
Self, Limited, Medium Service

Accounting
Accrual, Cash

of Reports
8

Recent & Future Innovations

Seasonal booking management tools: many campgrounds have campers stay year round, and these reservations require specific payment terms and cancellation rules. Let's Camp built in features that help campgrounds better manage these types of reservations.

Events listing with registration and payment: campgrounds can now post their events on Let's Camp and have their guests register and pay for tickets if required.

Ability for campgrounds to list and link to local attractions on their profile page. When people camp, they want to know what's available to do in the area. This feature helps camps promote what else campers can do when they visit.

Future innovations include dynamic pricing, a wait list, Find-a-Site feature, and a credit system for handling gift cards.

Revenue & Upsell Generation

No reponse



[Visit this vendor's profile on ParkVendorReview.com to request a demo or recieve a quote.](#)

MYSITES

History

MySites developed from the parent company SEPI Marketing five years ago. SEPI has been servicing outdoor hospitality venues since 1986. Southeast Publications customers were voicing frustrations about software in the outdoor hospitality industry, both the functionality and the pricing models.

SEPI is on a mission to make software that's as intuitive as your favorite smartphone app, gives your business a unique flair, and doesn't break the bank – even when the off-season blues hit.

Elevator Pitch

The company behind MySites has been in the outdoor hospitality business for 35 years, and the team operates like a tight-knit family. Most of the team has been there for over a decade, which means they have got a treasure trove of experience when it comes to campgrounds, RV parks, and resorts.

The software offers clients choices and freedom. There is no one-size-fits-all payment gateway solution, but rather many to pick from, so you can find the one that suits you best. Plus, there are no long-term commitments or penalties if you decide to part ways with the service.

The software is simple and intuitive. Your property doesn't enter a marketplace where you're stuck with limited control over refunds and cancellations. MySites aims to give campground owners as much control as possible in running their campground operations. MySites offers a partner who has the experience, the options, and the freedom campground owners need.

Unique Solution in the Market

MySites is Intuitive and easy to use, personalized for each campground brand, and affordable—especially for those parks with variable seasonable income.

Integrations & Marketplace

3rd Party OTAs: None listed

Marketplace: Yes

Other Integration Categories: Access Control (Gates & Key systems), Analytics & Reporting, Business Intelligence, Marketing Automation, Payment Gateways

Recent & Future Innovations

Automated Text Messaging: Streamline communication with guests through automated text messages, enhancing their booking experience and keeping them informed.

E-Sign Waiver: Simplified the waiver process with electronic signatures, allowing guests to sign important documents online, reducing paperwork and hassle.

Group Reservation Location Map: Easily manage group reservations with a visual location map, ensuring efficient allocation of spaces and resources.

MYSITES

COMPANY DATA POINTS

Headquarters & Offices

Boca Raton, FL

Full-time Employees

1

Facebook

168 Followers

LinkedIn

No listing

Instagram

No listing

Youtube

No listing

TikTok

No listing

Customer Service

7am – 7pm 7 days a week;

1 hour SLA

Markets Served

Outdoor Hospitality

Region Focus

North America

SYSTEM DATA POINTS

Software Platform

Cloud via AWS

Entry Price Point

\$3 per reservation

Software Releases/Year

12

Communication Channel

Email, Video,

We call our customers

Park Focus

Medium Service

Accounting

Accrual, Cash

of Reports

40

Connect with Google Analytics: Gain valuable insights into website traffic and user behavior by seamlessly integrating with Google Analytics, empowering data-driven decision-making.

Connect to Facebook Pixels: Maximize your online presence and advertising effectiveness by connecting with Facebook Pixels, optimizing ad targeting and tracking conversions.

Future innovations include OTA integrations and AI projects.

Revenue & Upsell Generation

Increased Booking Opportunities: site optimization feature efficiently manages inventory, creating more available booking date ranges, thus increasing your potential for bookings.

Digital Marketing: Take advantage of the free digital marketing platforms, including a newsletter reaching over 250k subscribers, to engage with the RV community, expanding your reach and attracting more guests.

24/7 Online Booking: guests can book around the clock, ensuring that reservations continue to come in even when you're not available, maximizing your revenue potential.

Proactive Review Management: review module helps you address issues before they reach social media. By resolving concerns promptly, you can maintain a positive online reputation, ensuring potential guests choose your resort over others.

Check-out page: provides users with the convenience of adding store items to enhance their stay. Moreover, it offers the option to secure the site for a nominal fee, ensuring a seamless and enjoyable experience.



[Visit this vendor's profile on ParkVendorReview.com to request a demo or receive a quote.](#)

NEWBOOK

History

Newbook is a Connected Hospitality Management Solution, providing accommodation operators with a powerful platform to operate their business. Founded in 2010, the company has scaled over the past 13 years into a global market leader with 2 international offices and over 50,000 users. Newbook's mission is to build high-quality products delivered with passion, so customers can create memorable experiences.

In 2010, Newbook's founder worked within his family-owned and operated campground. Frustration was growing amongst their team as their campground management solution proved unreliable and significantly affected their guest experience. The hunt began for a better system, however, a gap in the market for a cloud-based solution was glaringly obvious. Newbook's founder set out on a quest to develop his own solution. Fast-forward 13 years, and Newbook has grown to be a global company. In Australia and the United States, their first clients were both RV parks and they are still with the company today.

Elevator Pitch

Newbook is much more than a powerful, easy-to-use property management system and booking engine. They are also the team that's got your back, with state-of-the-art solutions for the daily challenges that hold you back from being the best hospitality provider you can be. They start with continuous innovation and improvements to the system – so that you are using the most effective, modern version of the old 'reservations book' with a 'new book' that does everything you need. They are with you all the way when it comes to innovation, offering integrated hardware and software solutions that go way beyond the front desk, along with services that make your digital presence more powerful, your staff training more engaging and your systems more responsive. They are here for you, whenever you need them – with a 10-second average hold time to reach our support staff. They invest time collaborating with you, because making your life easier is why they do what they do. Newbook is your partner in delivering guest experiences like no other.

Unique Solution in the Market

Partnership - a partnership approach is their winning touch. They collaborate with customers to understand their unique business challenges and goals to help them implement strategies in the system to reach their potential.

Technology - As a SaaS business, they take responsibility for data security and reliability very seriously. They heavily invest in world-class infrastructure and data hosting via Amazon Web Services, meaning all data is hosted in Ohio, USA. They handle data security with the utmost importance, partnering with only the leaders in encryption, threat anomaly, penetration testing and more to maintain strict protocols.

Newbook has a reliability rating of 99.99%, rarely experiencing glitches or outages, which can significantly disrupt operations. In comparison, many competitors market a 99% reliability rating. Here's the difference:

99.99% Reliability rating = outage of 52m & 35sec annually

99% Reliability rating = outage of 3 days, 15 hrs & 39 min annually.

Product - Newbook is one of the very few in the market that offer a true one-stop-shop solution with integrations to third-parties and online travel agents. Newbook offers hundreds of integrations to third parties like Wild Energy, Quickbooks, IDEaS Revenue Management, Clover POS, and more. Newbook also allows campgrounds to list on Online Travel Agents, such as Airbnb, Booking.com, The Dyr, etc. with a completely synced-up workflow. They offer Open API, which in simple terms, allows companies to integrate into the Newbook software. An example of this is InexTech, which offers Licence Plate recognition. InexTech built an integration in the Newbook platform on its own for a customer who was using Newbook. This opens up a world of opportunities with endless integration options for customers.

Integrations & Marketplace

3rd Party OTAs: Booking.com, Book Outdoors, Expedia, HipCamp, Pitchup, Spot-2Nite, The Dyr, Vrbo, Google Hotel Ads, Airbnb, Agoda, Trip Advisor, Campstay, HomeAway and many more.

Marketplace: No

Other Integration Categories: Access Control (Gates & Key systems), Accounting, Analytics & Reporting, Business Intelligence, Housekeeping, Marketing Automation, Online Travel Agents (OTAs), Payment Gateways, Phone Systems, Point of Sale & Kiosks, Revenue Management, Guest WiFi, In-House Movies, IOT Automation, Wireless Meters, CRM & Data Management

Recent & Future Innovations

The Enterprise Central Reservation System (CRS). Enterprise CRS is a game changer for multi-property businesses. It is designed for internal staff to quickly check availability, compare facilities, journey map and place bookings across multiple properties within one transaction on behalf of the guest. This innovation facilitates much faster booking times, reduces missed calls and on-hold times, provides the team with local knowledge and 'map view' at their fingertips, and manages single transaction checkout for multiple bookings! Enterprise CRS combines the robustness of the full Newbook PMS with the simplicity of Newbook Online.

Optimized Booking Chart. The automated Optimized Booking Chart requires a one-time, simple set up, which will automatically shuffle bookings on your chart to ensure the most optimal opportunities to create more availability.

Booking Hold Sites. By activating the booking hold feature, the selected accommodation will be reserved until the booking is completed, allowing you to provide better guest experiences. This feature is also available on your Online Booking System, which is fantastic for sale periods or creating urgency for your guests to book.

Automated Payments. Seamless automation handles recurring invoices and long-term guest billing effortlessly. Automated Payments identifies due invoices, processes payments, securely stores receipts, and promptly emails guests.

PACE Report. PACE Reports track booking pace against previous years or benchmarks. This allows properties to refine forecasts and pricing strategies based on real data.

Future:

Enterprise XP - delivering an even more advanced enterprise experience for multi park businesses. Delivering an enhanced persona driven user experience that streamlines business operations across multiple parks, driving down labor costs.

Data Accelerator - advanced tools to collect, process, analyze, and present data to support decision-making and business insights. These data accelerator tools are essential for turning raw data into actionable information, enabling organizations to make informed decisions and gain a competitive edge.

PMS - Key focuses include: reduced clicks, accessibility, consistency.

Newbook Online - Upgrade to Newbook Online. Key focuses include: streamline process to ensure guest satisfaction, increased conversions, mobile-first and accessible.

NEWBOOK

COMPANY DATA POINTS

Headquarters & Offices

Gold Coast, Australia; Irvine, CA

Full-time Employees

80

Facebook

2.1K

LinkedIn

2K

Instagram

No listing

X- Twitter

No listing

Youtube

480 subscribers; 121 videos

TikTok

No listing

Customer Service

24/7 via email, phone & ticketing system; Variable SLA depending upon priority level of request

Markets Served

Outdoor & Indoor Hospitality

Region Focus

North America, Australia, New Zealand

SYSTEM DATA POINTS

Software Platform

Cloud via AWS

Entry Price Point

Customized pricing

Software Releases/Year

12

Communication Channel

Email, Release Notes, Social, Video, Webinars

Park Focus

Self, Limited, Medium, Full Service/Resort

Accounting

Accrual, Cash

of Reports

150

Revenue & Upsell Generation

Newbook's integrated all-in-one online booking system saves costs as you take reservations through your own fully-branded website. When making bookings, Newbook online likes to drive upsells and opportunities by having no dead ends. This means if a guest is searching for an accommodation type and might not be meeting the exact criteria (LOS for example) Newbook will show a button to say – extend 2 more nights to receive this offer. They also offer sales tools to display various sales that might be available on certain accommodation types, these can display with a countdown timer and will also show the reduced cost compared to other accommodation types that do not have a sale available.

Other revenue-driving tools in the Newbook online booking system include:

- Gift vouchers
- Payment plans
- Flexible rates and specials
- Waitlist feature
- Abandoned cart tracking
- Upsells

Automated SMS Upgrade - Prior to check-in an SMS or email can be configured to automate to incoming guests offering an upgrade where if it is available and has met your upgrade rules. Newbook automatically checks whether there is availability before the SMS triggers and if the guests reply 'Yes', Newbook will automatically update the guest booking and add on additional charges.

Automated SMS Stay Extensions - This single tool is a revenue generating dream. For your in-house guests who meet your stay extension rules, Newbook will automate an SMS the day before check-out to offer an extension to the guest for one more night. Your guest will receive an sms and will reply with a code word, once received in Newbook the booking will automatically be extended and charges applied. Newbook clients have been a huge revenue uplift from this tool alone – an extra \$50 for a night that would have otherwise had been occupied is fantastic!

Automated SMS Late Checkouts - If you have the availability for your guest to stay and experience your park that little bit longer, then why not offer them a late check out at the cost of a small fee? On the day of check-out with no upcoming same day arrivals, Newbook can automate an SMS to your guests offering a late check-out, again, the guest can respond with the code word, having Newbook automate the extension of check out time which will carry through to your house-keeping lists and extend your access code times.

Guest Online Booking Process - When making bookings, Newbook online likes to drive upsells and opportunities by having no dead ends. This means if a guest is searching for an accommodation type and might not be meeting the exact criteria (LOS for example) Newbook will show a button to say – extend 2 more nights to receive this offer. We also offer sales tools to display various sales that might be available on certain accommodation types, these can display with a countdown timer and will also show the reduced cost compared to other accommodation types that do not have a sale available.



[Visit this vendor's profile on ParkVendorReview.com to request a demo or receive a quote.](#)

R2M2

History

The R2M2 story began in service to the campground and canoe rental industry. Their clients are primarily privately owned properties who often lack the technology resources and personnel to properly vet and implement software and other systems which are key to creating efficiency and an exceptional guest experience.

The company was founded in 2016 after the realization that the small business sector of the hospitality industry was under-served by technology and had very specific needs for a system to truly work for them. Version 1 of their Property Management System was released to market in December of 2016.

R2M2 focuses on providing the best consultative support for their clients, offering them a very “hospitality-based” environment for customer service and support. Over the years, their system has grown at the direction of our development team but most importantly through feedback from their clients whom they refer to as ‘partners’.

R2M2 claims to have built a truly ‘All In One’ Property Management System which handles online reservations, point of sale, front desk operations and customer relations. Their tagline “Powerfully Simple Property Management Software” demonstrates their focus on the end user experience. They presently serve clients in the Spa and Services Industry as well with a focus on Hot Springs Businesses & Small Hotels. Plus, they offer a Point of Sale system for Retail & Restaurants which allows a multi-faceted property to combine customer records.

Elevator Pitch

R2M2’s focus is on driving operations for your business by combining bookings.

Unique Solution in the Market

R2M2 positions themselves as truly ‘all in one’, with no add ons, integrations, or APIs. They specialize in payment processing with an omni-channel platform to allow all sales and payments to funnel directly to where they belong in the system. They offer proprietary features such as a CRM, digital waivers, plus membership and loyalty tools.

Integrations & Marketplace

3rd Party OTAs: None

Marketplace: No

Other Integration Categories: Access Control (Gates & Key systems), Partnership with RFID for wristband and access control

R2M2

COMPANY DATA POINTS

Headquarters & Offices
Cuba, MO, Anderson, MO
and Bandera, TX

Full-time Employees
0

Facebook
97 Followers

LinkedIn
No listing

Instagram
43 Followers

Youtube
16 subscribers; 63 videos

TikTok
No listing

Customer Service
Monday – Friday 8–5 (CST)
via email; same day SLA

Markets Served
Outdoor Hospitality

Region Focus
United States

SYSTEM DATA POINTS

Software Platform
Self hosted

Entry Price Point
\$199/ month

Software Releases/Year
3

Communication Channel
Email, Release Notes, Video

Park Focus
Limited, Medium, Full Service/
Resort

Accounting
Accrual

of Reports
10

Recent & Future Innovations

Omni channel payments, digital waivers, full CRM with SMS for email marketing based on arrival date, departure and general news and announcements, spa services scheduling and management, guide scheduling and trip management

Revenue & Upsell Generation

The website can easily display related products and with the potential to build a full ECommerce environment, there's support for upsell add-ons and essentials.

Clients can also create packages via the membership platform which allows for a package price to be set and may include any number of products to be redeemed. This platform is also designed for programs such as digital punch cards where guests can book online, by phone or in person and redeem their incentives. When a punch card only has a specific amount of visits left, the customer can be emailed and encouraged to renew their purchase.



[Visit this vendor's profile on ParkVendorReview.com to request a demo or receive a quote.](#)

RESNEXUS

History

ResNexus started in the unique hospitality space in 2004, with their first client being a boutique bed and breakfast. Their mission is to elevate industries, one business at a time, through service, innovation and education. They have an industry leading 5-star customer support rating, employee over 65 team members, and are PCI compliant to securely run online payments.

ResNexus is family owned and operated. CEO and Founder James Mayfield, together with his brothers David and Nathan, have decades of hospitality experience in a variety of industries. ResNexus started in 2004 and was one of the first cloud-based property management softwares on the market, and entered the campground industry in late 2014. They focus on providing the best online guest shopping experience paired with powerful back office tools and management.

Elevator Pitch

ResNexus' driving philosophy is Learn, Serve, Grow. They earn about your individual needs and property, see how they can serve it without expecting anything in return, and help your business grow. The primary focus is helping your business grow in revenue and time savings.

Integrations & Marketplace

3rd Party OTAs: Booking.com, Book Outdoors, Expedia, HipCamp, Pitchup, Reserve America, Spot2Nite, The Dyr, VRBO

Marketplace: No

Other Integration Categories: Access Control (Gates & Key systems), Accounting, CRM & Data Management, Online Travel Agents (OTA's), Payment Gateways, Point of Sale & Kiosks, Revenue Management

Unique Solution in the Market

ResNexus is an all-in-one solution. The ResNexus difference is having all the tools you need developed by ResNexus so you only have one login and one system to learn. This helps reduce confusion, save time, save money, and keep it simple for you and your staff.

ResNexus is first and foremost a customer service company and committed to client success. They claim to be one of the highest rated and award-winning PMS systems in multiple categories on 3rd party software review sites.

RESNEXUS

COMPANY DATA POINTS

Headquarters & Offices
Salem, UT

Full-time Employees
66

Facebook
13K Followers

LinkedIn
731

Instagram
No listing

Youtube
1.49K subscribers; 666 videos

TikTok
No listing

Customer Service
Monday - Friday, 7 AM - 5 PM
MST Saturday, 7 AM - 3 PM MST;
72 hour longest SLA time

Markets Served
Outdoor & Indoor Hospitality

Region Focus
North America

SYSTEM DATA POINTS

Software Platform
Private Cloud

Entry Price Point
\$30/month

Software Releases/Year
52

Communication Channel
Email, Release Notes, Social,
Video, Login page

Park Focus
Self, Limited, Medium Service

Accounting
Accrual, Cash

of Reports
100

Recent & Future Innovations

Cart abandonment, night audit, built-in contracts, group event bookings, automated reviews on airbnb, ResNexus credit card services.

In the future, ResNexus is adding hourly units or less-reservable units for amenities, golf carts, jet ski, tee times, etc available in 15-minute increments. They are planning integration with Pricelabs by February or March of 2024. There is a planned integration with Dormakaba, Open API, hourly bookings, and new travel protection options to include weather and travel delays.

Revenue & Upsell Generation

Revenue management, unique booking engine, Google Travel, SEO services, website services, and OTA integrations.

ResNexus has a retail and POS system. In addition, guests can shop by specials or packages. Built-in POS system, scan barcodes, inventory management capabilities. Campgrounds can sell items via a guest portal.



[Visit this vendor's profile on ParkVendorReview.com to request a demo or receive a quote.](#)

RESORT FORWARD

History

Resort Forward was born out of the founders' many years of summer trips to Northern Minnesota. They felt the booking engines were hard to use and outdated. The company's first clients were resorts in this area, varying in size from 7 cabins to 100 seasonal units.

Now Resort Forward is more than just bookings. Their software is designed to help you run a more efficient business in various aspects like reservation management, automated guest correspondence and payment collection, dynamic pricing to allow you to maximize revenue during busy times, and more. Designed specifically for resorts and campgrounds, Resort Forward worked closely with owners to build the software they have today. They focus on core features that will help you run a more effective business on a day-to-day basis.

Elevator Pitch

Resort Forward is a modern approach to reservation software, built specifically for resorts and campgrounds, with the input of resorts and campground owners leading to what the product is today. All 3rd party integrations are built directly within ResortForward so customers do not have to worry about learning multiple external systems.

Unique Solution in the Market

Resort Forward offers a modern approach tailored specifically to resorts and campgrounds. All integrations are built within ResortForward, and they offer various ways to collect payments.

Integrations & Marketplace

3rd Party OTAs: Booking.com, Expedia, Spot2Nite, VRBO, Airbnb

Marketplace: No

Other Integration Categories: Accounting, Analytics & Reporting, Online Travel Agents (OTAs)

Recent & Future Innovations

Automated payment links for ACH payments and new booking options. Coming soon: bar & restaurant-style point of sale, Vericheck for online check verification, e-sign for easier guest signature collection.

Revenue & Upsell Generation

The guest booking engine is intuitive and easy to use. Units and boats are treated differently so that customers can be sure they aren't losing revenue on idle or unreserved units and boats. Automations, including automated payment collection, allow you to focus on other aspects of your business.

Resort Forward allows guests to select add-on options during the booking process. These add-ons are created by the resort or campground and can include whatever customers want to offer their guests.

RESORT FORWARD

COMPANY DATA POINTS

Headquarters & Offices

Mankato, MN

Full-time Employees

Facebook

100 Followers

LinkedIn

No listing

Instagram

No listing

Youtube

No listing

TikTok

No listing

Customer Service

24/7 via email, phone & text; No SLA, but 24 hour target

Markets Served

Outdoor Hospitality

Region Focus

United States

SYSTEM DATA POINTS

Software Platform

Cloud via AWS

Entry Price Point

\$79/month

Software Releases/Year

15

Communication Channel

Email, Video

Park Focus

Full Service/Resort

Accounting

Accrual, Cash

of Reports

15

[Visit this vendor's profile on ParkVendorReview.com to request a demo or receive a quote.](#)

RMS CLOUD

History

RMS was founded in 1983 as a bootstrap start-up competing with pen and paper. The evolution of RMS is a long and learned journey leading to the company being global experts in property management software, growing from humble beginnings in selling door-to-door software, to being an award-winning cloud-based enterprise solution trusted by thousands of properties across the globe.

RMS's first clients were midsize RV parks and campgrounds looking for a more holistic view of their operations, and a simpler interface for staff. RMS was largely responsible for computerizing the hospitality industry and was the first cloud-based PMS in 2010. Forty years of experience has given the world a true solution for property management that is forever evolving and innovating.

RMS offers flexible and scalable cloud-based reservation management solutions to fit the unique needs of RV parks, campgrounds, national/state parks, and marinas. The feature-rich technology helps outdoor properties streamline their day-to-day, increase bookings, and improve the guest experience to increase revenue and maximize business potential - all with free 24/7 support.

Elevator Pitch

RMS offers flexible and scalable cloud-based reservation management solutions to fit the needs of outdoor properties. With 40 years of software development, supporting thousands of properties, the feature-rich technology is specifically designed to meet the unique needs of RV parks, campgrounds, marinas, and government properties. Built to support single properties and large operations, RMS is flexible enough to respond to any growth strategy your business may have, offering centralized operations, thousands of reports for in-depth business insights, 600 integration partners, advanced accounting functionality, and more. They help properties streamline their day-to-day, increase bookings, and keep guests coming back – all with free 24/7 expert support.

Unique Solution in the Market

Unmatched Experience and Capabilities: RMS has been innovating their platform for over 40 years, providing the most comprehensive features and functionality to handle even the most complex hospitality situations. The development pipeline is directly shaped by customer feedback and industry demands, ensuring your needs are met and exceeded.

Unparalleled Security: RMS has military-grade security certifications earned through partnerships with government and military agencies, exceeding industry standards. They have numerous additional security credentials and ongoing third-party examinations, guaranteeing that your data is always protected.

True Enterprise Solution: RMS offers a single, customizable database that can manage multiple properties and property-types, regardless of size or complexity. The universal setup options, centralized financial management and reporting, and global user, group, and franchisee controls provide totally customizable access.

Free 24/7 Expert Support: A dedicated team of hospitality experts are available around the clock to answer your questions and provide assistance, ensuring you're never alone.

Continuous Innovation: RMS is constantly updating and innovating their software, providing you with a platform that constantly evolves to meet your changing needs and the latest industry trends.

With RMS, you get the most experienced, secure, and comprehensive hospitality management solution available, all backed by free 24/7 support and a commitment to continuous innovation.

Integrations & Marketplace

3rd Party OTAs: Booking.com, Book Outdoors, Expedia, HipCamp, Pitchup, Spot-2Nite, VRBO, AirBnB, Agoda

Marketplace: No

Other Integration Categories: Access Control (Gates & Key systems), Accounting, Analytics & Reporting, Business Intelligence, CRM & Data Management, Housekeeping, Marketing Automation, Online Travel Agents (OTAs), Payment Gateways, Phone Systems, Point of Sale & Kiosks, Revenue Management

Recent & Future Innovations

Enhanced email campaign builder: upgraded the EDM module to include streamlined email creation, greater layout control, personalized content, enhanced branding, and unlimited design options.

Interactive Map bookings inside of Quick Quote: the tool that enables you to quickly search and quote bookings now works with interactive maps so you can make visual booking decisions. Changes to maps are now self service meaning the park can make all updates or changes.

Inventory grouping: Now you can group two or more site types into a single inventory category to optimize booking for similar site or room types.

Site upgrades: Notifications can be set up to alert front-desk staff of upsell opportunities when available, so they'll know when to offer an upgrade to a guest.

Wireless Meters / Smart meters: Two new smart meter integrations (Marine-Sync & Wild Energy) with real-time meter reads that feed into your RMS database. With this technology, your guests can remotely switch their meters on and off, spending more time with their family and not in your office.

Guest loyalty upgrades: Now integrated to the guest portal.

Interactive Documents: Filling out forms, checking off boxes and more features for interactive forms.

Coming Soon:

- Refreshed Guest Portal UI
- Refreshed Owner Portal UI
- New OTP login for all portals – enhanced security
- New integrations for payment, key locks, IPTV, and POS
- Integration with Tableau and AI for business intelligence reporting
- More options for payment gateways
- Integration with Toast POS system

RMS CLOUD

COMPANY DATA POINTS

Headquarters & Offices

Melbourne, Australia; San Diego, CA

Full-time Employees

154

Facebook

1.9k Followers

LinkedIn

8K Followers

Instagram

549 Followers

X- Twitter

278 Followers

Youtube

2.86k subscribers; 310 videos

TikTok

No listing

Customer Service

24/7/365 via phone and email;

SLA is 3 hours for urgent;

72 hours for advice

Account Management

Yes

Markets Served

Outdoor and Indoor Hospitality

Region Focus

North America, Australia, New

Zealand, Europe, Asia

SYSTEM DATA POINTS

Software Platform

Cloud via Azure

Entry Price Point

Custom

Software Releases/Year

1-2

Communication Channel

Email, Release Notes, Social,

Explainer Video, Webinars,

in-platform announcement

Park Focus

Self, Limited, Medium,

Full Service/Resort

Accounting

Accrual/Cash

of Reports

200

Revenue & Upsell Generation

RMS will alert front-desk staff of upsell opportunities and you can configure upsells and add-ons to feature in the Internet Booking Engine.

RMS includes a Dynamic Pricing tool as well, so you can set-and-forget rules that automatically increase pricing during high-occupancy periods and reduce prices when you need more bookings. RMS's integrations with top revenue management companies expand your revenue and pricing tools further by enabling competitor pricing comparisons and additional data analytics so you can make sure you're optimizing your revenue day in and day out.

RMS provides clients with multiple opportunities for upselling. First, to maximize revenue potential in the proprietary Internet Booking Engine (IBE), properties can configure upsells and display add-ons and extras that guests can add to their carts before checking out. Then, when your guests check-in at your property, notifications can alert front-desk staff of any room upgrades available to the guest. Lastly, when a guest uses the Guest Portal for contactless check-in or to review their reservation details during their stay, they can review and select any additional add-ons they need.



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ROVERPASS

History

RoverPass is a tech start-up based in Austin, Texas, renowned for its advanced online reservation management system designed specifically for RV parks and campgrounds. The company initially emerged as an extensive online marketplace, facilitating easy reservation of campsites directly through its website. Today, RoverPass stands as a pivotal tool for campground owners, offering capabilities to manage reservations, track availability, and optimize business operations all in one place. In addition to its core reservation services, RoverPass also provides professional marketing tools and a presence in the RoverPass Marketplace, North America's largest directory of bookable campgrounds, enhancing visibility and bookings for outdoor hospitality businesses.

RoverPass's solutions were designed to help campground owners overcome their key challenges. They created Marketplace, a platform where owners could list their RV parks or campgrounds, making them visible to a large audience. This tool allowed owners to showcase what was unique about their places and highlight nearby attractions, addressing the need for a strong marketing strategy in a market where many owners might not have been marketing experts. By focusing on these key areas, RoverPass provided innovative and necessary tools for RV park and campground owners at a time when the industry was experiencing significant growth and change.

Elevator Pitch

RoverPass is revolutionizing the RV park and campground industry with the largest marketplace in the US, connecting you to over 30 million annual visitors. Their dynamic software continuously evolves, integrating user feedback to introduce cutting-edge features that streamline your reservation management. More than a service provider; they are your business partner, dedicated to your success. The platform not only simplifies reservations but also empowers you with comprehensive marketing tools and expertise, driving increased visibility and revenue. Choose RoverPass and experience a partnership that elevates your campground to new heights.

Unique Solution in the Market

Largest Marketplace: RoverPass offers the largest marketplace in the US for RV parks and campgrounds, providing extensive visibility and access to a broad audience of potential customers.

Continuous Software Improvement: As a software company, RoverPass actively seeks user feedback to innovate and launch new features. This approach ensures that their solutions remain relevant and highly effective for their clients.

Partnership with Campground Owners: RoverPass positions itself as a partner to campground owners, aligning their success with the success of their clients. This partnership approach fosters a collaborative and supportive environment.

ROVERPASS

COMPANY DATA POINTS

Headquarters & Offices

Austin, TX

Full-time Employees

33

Facebook

4.5k Followers

LinkedIn

7k Followers

Instagram

1,067 Followers

X - Twitter

2001 Followers

Youtube

36 subscribers, 10 videos

TikTok

No listing

Customer Service

Monday - Friday 8 - 5 (CST)
via phone & email; 24 hour SLA response

Markets Served

Outdoor Hospitality

Region Focus

North America

SYSTEM DATA POINTS

Software Platform

Cloud via AWS

Entry Price Point

\$99/month

Software Releases/Year

11

Communication Channel

Email, Video

Park Focus

Self, Limited, Medium Service

Accounting

Cash

of Reports

150

Marketing Support: The company aids campground owners with marketing guidance, tools, and training. This comprehensive support helps clients effectively market their businesses, enhancing their visibility and profitability.

Integrations & Marketplace

3rd Party OTAs: None listed

Marketplace: Yes

Other Integration Categories: Accounting, Analytics & Reporting, Online Travel Agents (OTAs)

Recent & Future Innovations

Channel Manager Integration: A new feature allowing campgrounds to manage reservations across multiple platforms, including Expedia, Airbnb, and HipCamp, streamlining the reservation process across various sites.

Expanded Marketplace Partnerships: Collaborations with other marketplaces for reciprocal listing visibility, enhancing exposure and booking potential for campgrounds on both RoverPass and partner sites.

Custom Chat GPT for Campgrounds: A specialized version of GPT, released free for campground owners, to assist with customer inquiries, provide tips, and improve overall guest service.

Solar Eclipse Interactive Map: A unique tool designed to boost bookings by highlighting prime locations for viewing upcoming solar eclipses, thereby attracting more guests during these events.

Coming Soon:

- Group bookings
- Mass texting
- Easier rates for long term parks
- ACH integration
- Revenue & Upsell Generation



[Visit this vendor's profile on ParkVendorReview.com to request a demo or receive a quote.](#)

History

RV Business Tech, based in Galveston, and founded by RV Resort owners and technology veterans, represents a pioneering fusion of over 30 years of expertise in the hospitality industry and more than 25 years in the technology sector. This unique combination has culminated in the development of an exceptional reservation software product, tailored to meet the specific needs of the RV and camping sector. The company's journey, rooted in deep industry knowledge and technological innovation, reflects their commitment to delivering cutting-edge solutions for business management in the recreational vehicle market.

The origin story of RV Business Tech software begins with their very first client, the Jamaica Beach RV Resort in Galveston. This initial partnership was significant, as it marked their entry into the market with a focus on serving a fast paced RV Resort. The resort, known for its comprehensive facilities and guest services, provided an ideal platform to showcase the capabilities of the software.

Elevator Pitch

If you want a reservation software that can handle large or small parks, won't require you to spend countless hours training your staff how to use it, and has unique features that no-one else has, try RV Business Tech software. The company is run by a team of campground owners and technology veterans who focused on features that really matter the most.

Unique Solution in the Market

Patented Technology: RV Business Tech has filed for multiple patents, underscoring a commitment to innovation and ensuring that the technology remains unique and cutting-edge.

Intuitive User Experience: The platform is designed with a focus on user-friendliness, featuring intuitive navigation such as swipe left/right gestures, which makes it accessible and easy to use for all levels of users.

Advanced Command Center: The inclusion of a centralized command center in the software allows for efficient management of reservations, customer data, and other critical operations, all from a single, streamlined interface.

Comprehensive 12-Month Calendar Views: This software solution offers extensive calendar views that cover up to 12 months, providing users with a long-term overview of bookings, availability, and other key metrics, which is crucial for planning and resource allocation.

Customizable and Scalable Features: The software is not only powerful but also highly customizable, catering to the specific needs of each RV business. This scalability ensures that the software is equally effective for small, medium, and large enterprises in the RV and camping industry.

Integrations & Marketplace

COMPANY DATA POINTS

Headquarters & Offices

Austin, TX

Full-time Employees

30

Facebook

No listing

LinkedIn

No listing

Instagram

32 Followers

X – Twitter

No listing

Youtube

No listing

TikTok

No listing

Customer Service

Monday – Friday 8 – 5;
Saturday 8-12 (CST);
24 hour SLA response

Markets Served:

Outdoor Hospitality

Region Focus:

North America

SYSTEM DATA POINTS

Software Platform

Cloud via AWS

Entry Price Point

\$3/reservation

Software Releases/Year

11

Communication Channel

Email, Release Notes, Video

Park Focus

Self, Limited, Medium,
Full Service/Resort

Accounting

Accrual, Cash

of Reports

102

3rd Party OTA's: Booking.com, Expedia, VRBO

Marketplace: No

Other Integration Categories: Access Control (Gates & Key systems), Accounting, Analytics & Reporting, Business Intelligence, CRM & Data Management, Housekeeping, Marketing Automation, Online Travel Agents (OTA's), Payment Gateways, Phone Systems, Point of Sale & Kiosks, Revenue Management

Recent & Future Innovations

Patents filed on the tab system, swipe technology and various calendar operations, plus AI optimization for customer websites.

Revenue & Upsell Generation

Customers can allow guests to add extra services, such as charging for site lock.

During checkout a guest can choose extra rentals such as golf carts, firewood, pool wristbands and more.

STAYLIST



[Visit this vendor's profile on ParkVendorReview.com to request a demo or receive a quote.](#)

History

Staylist stands out among PMS software review platforms as a robust, all-in-one solution crafted explicitly for campground management. Its integration of POS, online ordering, and comprehensive PMS features, combined with a mobile-first approach, offers a user-friendly and secure interface for handling reservations and rate management. Launched in 2015 and trusted across the U.S. and Canada, Staylist efficiently modernizes campground operations, connecting businesses with millions of outdoor enthusiasts.

Staylist's initial clients were transient parks in the Smoky Mountains, with Rivers Edge being the first adopter in Pigeon Forge. These clients were from industries like campgrounds, high-end resorts, glamping, cabins, and the broader lodging industry. Initially, the parks ranged from 50 to 250 sites. As of 2023, Staylist has expanded to hundreds of accounts across all states and Canada, catering to parks with an average of 500-1000 sites.

Elevator Pitch

Imagine a property management solution that revolutionizes your business without any cost to you, the owner. That's Staylist. The platform offers seamless integrations, effortless online booking, and even shifts credit card fees and booking costs to guests, not owners. Staylist boasts the highest level of PCI compliance, handling credentials upfront and saving you countless hours on paperwork. The POS system, complete with inventory tracking and online ordering menus, launched in 2021. And coming in 2024—Call Tracking with ROI - will further enhance your business efficiency. Staylist isn't just a tool; it's your partner in transforming and streamlining your hospitality business.

Unique Solution in the Market

- All-in-one platform PMS
- Robust POS with online ordering capabilities
- PCI Compliance Highest Level
- Movable Grid Optimization
- Call Tracking with ROI specs

Integrations & Marketplace

3rd Party OTAs: Booking.com, Expedia, Pitchup, The Dyrtr, VRBO

Marketplace: No

Other Integration Categories: Access Control(Gates & Key Systems, Accounting, Analytics & Reporting, Business Intelligence, CRM & Data Management, House-keeping, Marketing Automation, Online Travel Agents(OTA's), Payment Gateways, Phone Systems, Point of Sale & Kiosks, Revenue Management

Recent & Future Innovations

COMPANY DATA POINTS

Headquarters & Offices

Knoxville, TN

Full-time Employees

25

Facebook

24 Followers

LinkedIn

254 Followers

Instagram

130 Followers

Youtube

No listing

X - Twitter

55 Followers

TikTok

No listing

Customer Service

Monday - Friday

Markets Served

Outdoor Hospitality

Region Focus

North America

SYSTEM DATA POINTS

Software Platform

Cloud via AWS

Entry Price Point

Fee to guest

Software Releases/Year

365

Communication Channel

Email, Release Notes, Video, portal notifications.

Park Focus

Self, Limited, Medium, Full Service/Resort

Accounting

Accrual, Cash

of Reports

55

- POS with online ordering, inventory tracking, and reporting
- Credit card processing built-in with PCI compliance completed & reporting
- Invoicing & accounting models for reporting & tracking
- CRM Upgrades with yield management tools
- Brand new UI/UX with Staylist Pro v3 Launched in May 2023
- Call Tracking (coming in 2024)

Revenue & Upsell Generation

- UI/UX Online Booking Process
- Yield management and site-lock fees
- Passing credit card fees to customer
- Passing online booking fees to the customer
- Addons via the portal: e.g. golf cart rentals, extra person fees, reservation charges, pet fees
- Events promotions through a robust CRM
- SMS Texting
- Point of Sale



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WEBREZPRO

History

WebRezPro began as an offshoot of World Web Technologies in 2003, offering a cloud-based system clients could use to oversee their properties. Around that time, the internet first enabled access to property information and reservations from any device, and WebRezPro was ideally positioned to deliver on this promise as a cloud-based system.

Initially, WebRezPro served hotels and bed and breakfasts in the Canadian Rockies, but their client base has expanded to include vacation rentals, multi-property groups, hostels, campgrounds, and more. WebRezPro is now used by 2000 properties in 45 different countries around the world.

Elevator Pitch

WebRezPro offers a flexible, feature-rich property management system at an affordable price. It streamlines operations by automating routine tasks and eliminating double entry while providing the data needed for a personalized guest experience. The system is cloud-based, so it can be accessed from any device. Security is top-notch with SSL encryption, EMV certification, two-factor authentication, and more.

Technologies & Features

WebRezPro includes features for front desk, booking engine, self check-in, housekeeping, Integrated accounting, rate management, group management, reporting, and system security.

WebRezPro offers integrations if features are required that are not native to the software. In 2024, WebRezPro will come out with their v11 iteration of the software, complete with a new, commission-free online booking engine.

Unique Solution in the Market

WebRezPro is unique for its versatility, reporting, and customer support.

Versatility: WebRezPro offers over 125 integrations with other hospitality technology partners, making it easy for clients to build their tech stack around the software.

Reporting: WebRezPro comes with advanced reporting, forecasting, and analytics capabilities. Custom report templates give clients a personalized way to view their data on an ongoing basis.

Banned guest feature: If a guest insists on roasting S'mores during a fire ban, WebRezPro enables clients to prevent the guest from returning.

COMPANY DATA POINTS

Headquarters & Offices

Calgary, BC

Full-time Employees

49

Facebook

12k followers

LinkedIn

744 followers

Instagram

199 followers

X-Twitter

821 followers

Youtube

23 subscribers; 26 videos

TikTok

No listing

Customer Service

8 am – 9pm MST

Markets Served

Indoor & Outdoor Hospitality

Region Focus

North America

SYSTEM DATA POINTS

Software Platform

Cloud on AWS

Entry Price Point

\$96/month

Software Releases/Year

52

Communication Channel

Email, Release Notes,
Video & Social

Park Focus

Self, Limited & Medium Service

Accounting

Accrual

of Reports

25

Integrations & Marketplace

3rd Party OTAs: Booking.com, Expedia, Pitchup, The Dyrty, VRBO

Marketplace: No

Other Integration Categories: Access Control (Gates & Key Systems), Accounting, Analytics & Reporting, Business Intelligence, CRM & Data Management, Housekeeping, Marketing Automation, Online Travel Agents(OTAs), Payment Gateways, Phone Systems, Point of Sale & Kiosks, Revenue Management

Recent & Future Innovations

Tentative reservations: Allows a potential guest to receive a quote, but not commit to a booking. A confirmed reservation can then be made in the system without re-entering the information.

Custom report, year over year: Clients can view year-over year data for up to four historical years.

Email templates: Email templates can now be sent automatically depending on the completion status of the guest agreement. If a guest hasn't signed an agreement, the system can send out automated reminders.

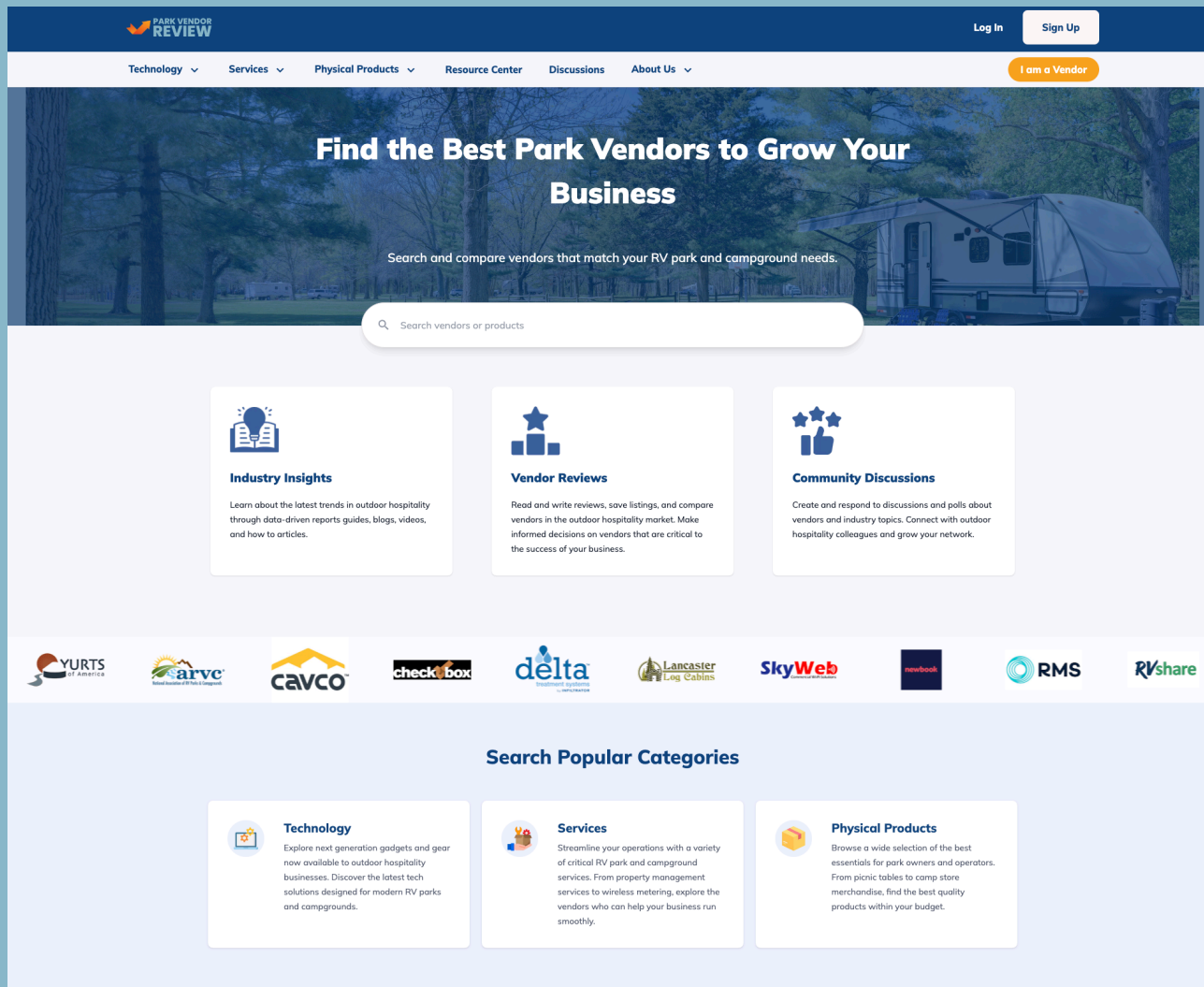
WebRezPro will be coming out with a v11 iteration of the software in 2024, which includes the following: new sign-in page, updated dashboard, new booking engine, Improved rate calendar, easier unit closeouts, faster check-ins/outs, improved guest agreements.

Revenue & Upsell Generation

WebRezPro's reservation system drives park revenue by enabling operators to offer a range of upsells for the guest to select from when they book. The system also comes with the option to show photographs of the different sites available. These photographs enhance credibility and therefore the likelihood of a potential guest completing the booking. In addition, the v11 iteration of the booking engine will include enhanced design choices, improved mobile navigation, and a notices box where the property can include messages.



[Visit this vendor's profile on ParkVendorReview.com to request a demo or receive a quote.](#)



ABOUT PARK VENDOR REVIEW

ParkVendorReview.com is a B2B platform empowering campground and RV park owners to research the products and services that will help them grow their businesses.

At ParkVendorReview.com, campground and RV park owners, operators, and developers can find, compare, select, and review industry vendors. Users can create discussions, engage in conversations, and gain insights into RV park and campground best practices.

Head to ParkVendorReview.com to find:

- Vendor Reviews
- Product Demos
- Industry Insights
- Community Discussions
- Podcasts
- Buyer's Guides
- Industry Reports

GLOSSARY OF TERMS

Online Booking: A feature that allows guests to reserve RV sites or camping spaces over the internet, typically through a park's website or mobile app.

Availability Management: The process of tracking and managing the availability of RV sites or campsites, ensuring accurate booking information.

Channel Management: The ability of a reservation system to distribute inventory and bookings across various sales channels, including your website, third-party booking platforms, and more.

Guest Profile: A record containing guest information, such as contact details, preferences, and past reservation history, used for personalized service and marketing.

Rate Management: The capability to set and adjust pricing for different types of RV sites or camping accommodations, often based on factors like season, demand, or amenities.

Occupancy Forecasting: Using historical data and trends to predict future occupancy levels, helping in decision-making and resource allocation.

Inventory Control: Managing the number and types of available RV sites or campsites to prevent over-booking and optimize utilization.

Reservation Confirmation: The communication sent to guests to confirm their reservation details, including dates, site number, and any additional information.

Check-In/Check-Out: The process of registering guests upon arrival (check-in) and recording their departure (check-out) in the PMS.

Housekeeping Management: A feature that schedules and tracks cleaning and maintenance tasks for RV sites or campgrounds.

Billing and Invoicing: The PMS functionality that handles guest payments, generates invoices, and tracks financial transactions.

Site Assignment: The process of allocating specific RV sites or camping spaces to guests upon check-in, often based on availability and guest preferences.

Maintenance Requests: A system feature that allows guests to report issues or request maintenance services for their RV site or campground.

Guest Communication: Tools for sending messages, alerts, or notifications to guests, such as welcome messages, reminders, or service updates.

Reporting and Analytics: The ability to generate and analyze data and reports related to reservations, occupancy rates, revenue, and other key performance indicators.

Integration: The PMS's capacity to connect mostly via an API and exchange data with other systems, such as accounting software, reservation platforms, or point-of-sale systems.

API: stands for "Application Programming Interface." APIs enable developers to access specific features or data from a service or platform without needing to understand the underlying code, making it easier to integrate different software systems and create more powerful applications.