

# Apaleo Onboarding Guide

Simon & Josef - 2026-01-23



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## What is Simon&Josef?

Through Simon & Josef (S&J), guests staying multiple nights can cancel or personalize their room cleaning, allowing the hotel to save natural resources and streamline housekeeping, while maintaining a top guest experience. All the pains with the red & green door cards belong to the past and the staff processes are simplified.

- **Simple guest engagement:** Guests scan a QR code in the room and are directed to a survey where they can cancel or personalize their housekeeping, no login necessary! Alternatively, guests who stay at least two nights can receive an SMS/email from the hotel via the S&J platform with a link to the same survey. This way, the guest can easily cancel or personalize the room cleaning from anywhere and at any time.
- **Housekeeping preferences:** The guest can set their preferences based on the options you want to provide to them (simple YES/NO, customizable services, and/or free text requests). The guest can choose to apply those for several days.
- **Housekeeping report:** At a time of your choosing, a housekeeping report containing the requests for all rooms is sent to your housekeeping staff (via email or an integration like HotelKit)
- **Guest impact and rewards:** Guests can see the natural resources they saved at the end of the survey. They can also optionally receive rewards for cancelling housekeeping, completely customizable by you.
- **Dashboard with statistics:** You get an overview and graphs of your natural resource savings, showing you the positive impact on the environment!

# What data is shared between apaleo and Simon&Josef and for what purpose?

Simon&Josef's integration with apaleo streamlines onboarding, increases guest engagement and improves the guest experience.

**Properties and units (rooms)** managed in apaleo are synced to Simon&Josef to allow the use of our service by your guests and to facilitate onboarding. No room list to send us or enter manually! We use the following:

- **Property information:** Used to choose which property to sync to your Simon&Josef account
- **Room categories:** Allows to use Simon&Josef only for certain categories of rooms
- **Room identifiers and names:** Used to generate the unique links and QR codes for guests to give their housekeeping preferences. Also allows you to exclude specific rooms from the service.

Current and upcoming **reservations** managed in apaleo are synchronized to Simon & Josef:

- **Checkin and checkout dates:**
  - Avoids guests participating on the last day of their stay (where a cleaning is anyway mandatory).
  - Allows guests to save their housekeeping preferences for the whole stay
- **Guest base information:**
  - Number of guests: Printed on daily housekeeping report
- **Guest contact information (email and phone):**
  - Allows to notify guests of the service by SMS or email to increase engagement. This is optional based on the hotel's choice. Guests can opt out of notifications.

The data synced and stored in Simon&Josef is covered by our Privacy Policy accessible at the following URL:

<https://app.simonandjosef.com/privacy/policy>

## How do I connect Simon&Josef to apaleo?

To link apaleo with Simon&Josef:

1. Open the Simon&Josef app page on the apaleo store and click the "Connect" button, which will send you to the Simon&Josef application
2. **On the Simon&Josef landing page:**
  - a. If you are already logged in, the onboarding should start and directly redirect you to apaleo (step 3)
  - b. If not logged in, click the "*Login and connect apaleo*" button. Once login is complete, you will be redirected to Apaleo (step 3)
  - c. If you don't have a Simon&Josef account yet, click "Contact Simon & Josef for onboarding". We will reach out to you shortly to get you set up.
3. **On the Apaleo authorization page:**
  - a. confirm the permissions required for Simon&Josef to connect to your apaleo account.
  - b. You will then be redirected to Simon&Josef.
4. **When back on Simon&Josef, complete the setup:**
  - a. Select the property you want to link
  - b. Select the room categories for which you want to use Simon&Josef
5. **Once the onboarding is finished:**
  - a. Go to the "Guests/Notifications" section, you should see all your rooms and current reservations
  - b. If needed, you can trigger a synchronization at the top of the page
6. **Your apaleo integration is fully set up!** If not already done, we will reach out to you shortly to customize your survey, your report, and the design and printing of QR codes to place in the rooms.

## How do I get help?

If you get stuck or have any questions about the process you can always reach us at the following email address:

[services@simonandjosef.com](mailto:services@simonandjosef.com)

We reach back to you shortly and assist you through the onboarding process.

## How do I learn more about Simon & Josef?

You can visit:

- Our apaleo store page
- Our official website: <https://simonandjosef.com>

You can also contact us at [services@simonandjosef.com](mailto:services@simonandjosef.com) for any questions.

