



SyberKey VerifiedStay

A Scalable Hospitality Trust Vertical for Hotels, Short-Term Stays, Remote Reception and Digital Access

1. Executive Thesis

The hospitality industry is rapidly moving toward remote check-in, contactless arrival, mobile keys, virtual reception, unmanned front desks, serviced apartments and short-term rentals. This creates convenience, lower staffing dependency and faster guest arrival, but it also creates a critical trust gap.

Hotels and short-term rental operators increasingly know **who booked**, but they do not always know **who is actually checking in, who is authorising the deposit, who accepted the house rules, or whether room access should be released right now.**

SyberKey VerifiedStay solves this gap.

VerifiedStay is a live biometric trust and action-authorisation layer for hospitality. It verifies the live guest, binds the guest to the booking, captures biometric approval for registration, house rules and security deposits, and releases room access only after an approved SyberKey verification.

The product does not replace hotel PMS systems, booking engines, smart locks, payment gateways, virtual reception platforms or property-management systems. It plugs into them as the missing **live human trust decision layer.**

Hospitality systems know who booked. SyberKey proves who is actually checking in.

2. The Market Shift

Hospitality is becoming digital, remote and access-code driven.

Modern contactless hotel check-in allows guests to complete arrival processes through smartphones, kiosks or web links, including ID upload, payment and digital room key delivery. Industry platforms increasingly position mobile check-in, digital registration and keyless access as tools for reducing queues, improving efficiency and lowering front-desk friction.

Smart lock and PMS integration is also becoming central to automated hospitality. PMS-to-lock workflows allow room access to be generated automatically after a booking is validated, avoiding manual creation and distribution of keys or codes.

This shift creates a major opportunity for SyberKey because the industry is digitising the check-in and access process faster than it is strengthening the trust layer behind that process.

3. The Core Problem

Remote check-in creates a new operational question:

Should this exact person be allowed to receive access to this exact property, room, apartment, villa, or restricted area at this exact moment?

Current systems often rely on:

- Email links
- SMS codes
- Uploaded ID documents
- Card pre-authorisations
- Selfie capture
- Manual remote receptionist review
- Shared lock codes
- Guest declarations
- Checkbox-based house rules acceptance

These are useful, but they do not fully prove live human intent.

They do not always prove:

- The person checking in is the verified guest.
- The verified guest is live and present.
- The cardholder authorised the deposit.
- The guest accepted the hotel registration terms.
- The guest accepted the no-party / no-smoking / damage policy.
- The access code was not shared with an unauthorised person.
- The person receiving the room key is the same person bound to the booking.
- A strong evidence trail exists for chargebacks, damage, disputes or incidents.

This is the gap VerifiedStay fills.

4. SyberKey VerifiedStay Solution

VerifiedStay is the biometric trust and access-authorisation layer for hospitality.

It allows a hotel, virtual reception platform, serviced apartment operator or short-term rental manager to verify and approve:

- Guest identity
- Guest-to-booking binding
- Remote check-in
- Biometric registration card signing
- House-rules acceptance
- Security deposit approval
- Card-not-present payment approval
- Digital key / PIN / room access release
- Late checkout approval
- Visitor approval
- Cleaner / contractor / staff access
- Checkout confirmation
- Dispute evidence creation

The most important control point is:

No approved SyberKey live guest verification = no room key, no PIN, no mobile key, no kiosk key card and no smart-lock access.

5. Product Category

Hospitality Trust Infrastructure

It is not merely:

- A hotel check-in app
- A PMS
- A booking engine
- A smart lock
- A payment gateway
- A guest messaging tool
- A normal ID verification vendor
- A virtual receptionist

It is a **live action-authorisation layer** that integrates with all of them.

VerifiedStay turns every high-risk hospitality action into a verified live human approval event.

6. Why SyberKey Is Different

Traditional hotel and short-term stay systems automate workflows.

SyberKey authorises the human behind the workflow.

Layer	Existing Systems	SyberKey VerifiedStay
Booking	Records who booked	Confirms who is acting
PMS	Stores reservation and room status	Controls whether action should proceed
Virtual reception	Automates check-in	Adds live biometric trust
Smart lock	Issues access	Requires verified approval before access
Payment gateway	Processes money	Confirms live guest intent before payment/deposit
ID verification	Checks ID once	Re-verifies live human at sensitive actions
Guest messaging	Sends links/codes	Prevents links/codes becoming weak trust proxies
Registration forms	Capture acceptance	Captures biometric/FingerSign acceptance

This is the commercial difference:

Others digitise check-in. SyberKey secures the human authority behind check-in.

7. Core Product Modules

A. Verified Guest ID

Creates or uses a SyberKey Bio-ID to verify the guest as a reusable trusted identity.

Use cases:

First-time guest identity binding
Returning guest fast check-in
Adult/age eligibility confirmation
Fraud-risk reduction
Guest-to-booking binding

B. Live Check-In Approval

Confirms that the guest is live, present and intentionally approving check-in.

Use cases:

Remote hotel check-in
Late-night arrival
Unmanned reception
Serviced apartment access
Resort/villa access
Corporate accommodation

C. Biometric Registration Card

Uses SyberKey FingerSign capability to capture biometric acceptance of hotel registration documents.

Use cases:

Hotel registration card
Privacy notice
No-smoking policy
No-party policy
Damage policy
Pet policy
Minibar/incidentals terms
Guest declaration

D. Deposit and Payment Authorisation

Allows the guest to biometrically approve deposits, card pre-authorisations, room upgrades, late checkout fees or damage charges.

Use cases:

- Security deposit
- Incidentals hold
- Card-not-present transaction
- Room upgrade
- Late checkout
- Minibar charge
- Damage recovery
- Chargeback defence

E. Key Release Control

Room access is released only after SyberKey approval.

Use cases:

- Mobile key
- Smart-lock PIN
- Kiosk key card
- Room number release
- Lift/floor access
- Parking gate code
- Villa gate access
- Serviced apartment access code

F. Short-Term Rental Guest Assurance

Applies the same live guest verification to Airbnb-style stays, direct bookings, villas and property managers.

Use cases:

- Guest verification before code release
- No-party policy signing
- Minimum-age verification
- Deposit approval
- Damage claim evidence
- Shared-code risk reduction
- Unauthorised guest substitution prevention

G. Staff, Cleaner and Contractor Access

Extends VerifiedStay beyond guests to operational access.

Use cases:

Housekeeping access

Cleaner access to short-term rentals

Maintenance visits

Security patrols

Contractor verification

Emergency access

Property-manager access

H. Audit and Dispute Evidence Pack

Generates a secure event record for every sensitive action.

Evidence can include:

Guest action statement

Verification timestamp

Booking ID

Property ID

Action type

Biometric verification result

Liveness result

Push/QR approval

Signature completion

Document hash

Payment intent reference

Access-release approval

Audit hash

Certificate reference

8. Hospitality Segments

VerifiedStay is scalable because the same trust layer applies across many accommodation categories.

8.1 Hotels

Target segments:

Large hotel chains

Boutique hotels

Airport hotels
Business hotels
Budget hotels
Luxury hotels
Resorts
Casino hotels
Adult-only properties
Regional hotels
Remote/unmanned hotels

Pain points:

Front-desk pressure
Long queues
Late-night arrivals
Fraudulent bookings
Card-not-present disputes
Unauthorised room access
Lost or shared keys
Manual registration burden
Chargeback defence
Incident evidence

VerifiedStay value:

Fast verified check-in
Reduced front-desk workload
Secure digital key release
Stronger guest registration evidence
Better payment/deposit proof
Improved audit trail

8.2 Serviced Apartments

Target segments:

Corporate serviced apartments
Long-stay accommodation
City apartment hotels
Managed apartment blocks
Extended-stay brands

Pain points:

No traditional front desk
Guests arrive at different times
Access codes are shared
Deposits and damages are common
Corporate travellers need frictionless entry

VerifiedStay value:

Remote check-in
Verified guest-to-booking binding
Deposit approval
Smart lock access only after verification
Checkout confirmation
Cleaner/maintenance access governance

8.3 Short-Term Rentals

Target segments:

Airbnb-style properties
Professional short-term rental managers
Direct-booking vacation rentals
Holiday homes
Villas
Beach houses
Urban apartments
Party-risk destinations

Pain points:

Fake guests
Underage parties
Shared access codes
Property damage
Chargebacks
House-rules disputes
Anonymous direct bookings
Host safety concerns

VerifiedStay value:

Verified guest before access code release
Biometric house-rules signing
Age eligibility checks

Deposit approval
Access-code gating
Audit evidence for disputes

8.4 Virtual Reception Platforms

Target segments:

Virtual hotel reception providers
Remote concierge platforms
Digital front desk companies
Hotel kiosk providers
Guest journey platforms
Unmanned check-in providers

Pain points:

They automate reception but may not own strong live identity
They need differentiation
They need higher-value premium modules
Hotels want safer unattended arrival

VerifiedStay value:

White-label live biometric verification
API-based trust decision
Key-release approval
Payment/deposit authorisation
Registration signing
Audit pack
Premium upsell module

8.5 Co-Living and Student Accommodation

Target segments:

Student housing
Co-living apartments
Shared accommodation
Boarding houses
University-linked residences

Pain points:

Access control
Age/eligibility
Guest/visitor management
Contractor access
Resident turnover
Shared code abuse

VerifiedStay value:

Verified resident access
Visitor approval
Contractor access verification
Digital signing of residence terms
Incident audit trail

8.6 Corporate Housing and Workforce Accommodation

Target segments:

Mining camps
Remote workforce housing
Government accommodation
Defence accommodation
Healthcare worker housing
Construction camp accommodation
Corporate relocation housing

Pain points:

Remote sites
High turnover
Safety requirements
Restricted access
Contractor verification
Operational audit

VerifiedStay value:

Verified staff/guest access
Biometric access approval
Contractor identity control
Room assignment verification
Audit compliance

8.7 Resorts, Villas and Luxury Stays

Target segments:

- Luxury villas
- Island resorts
- Private residences
- High-value holiday homes
- Celebrity/VIP accommodation
- Gated resort properties

Pain points:

- High asset value
- Security risk
- Staff/contractor access
- Guest substitution
- Privacy and safety
- Premium guest experience

VerifiedStay value:

- Silent high-security check-in
- Verified guest and staff access
- Biometric deposit approval
- Visitor approval
- Property access audit
- High-end trust experience

9. Remote Reception Opportunity

Virtual reception is one of the fastest entry points for SyberKey because the partner already has the customer journey.

Remote reception providers typically manage:

- Guest communication
- Booking lookup
- Pre-arrival check-in
- Remote ID upload
- Payment flow
- Room assignment
- Kiosk/mobile key flow
- Escalation to human staff

VerifiedStay adds the missing high-value trust layer:

- Live guest verification
- Biometric guest consent
- Payment/deposit action approval
- Registration card signing
- Room-key release authorisation
- Audit certificate

This is the commercial pitch to a virtual reception company:

You automate the front desk. SyberKey secures the trust decision behind it.

The virtual reception company can sell VerifiedStay as:

- Premium fraud prevention
- Secure unattended check-in
- Biometric key-release control
- Digital registration upgrade
- Short-term rental expansion module
- Hotel group enterprise security add-on

10. Platform Integration Ecosystem

Integration categories

Category	Examples of systems
PMS	Oracle OPERA, Mews, Cloudbeds, RMS, RoomRaccoon, Guesty, Hostaway, Lodgify
Virtual reception	Remote front desk, guest journey, digital concierge, check-in platforms
Smart locks/mobile keys	ASSA ABLOY, SALTO, Dormakaba, RemoteLock, TTLock, Goki, mobile key platforms
Payment gateways	Stripe, Adyen, Square, Worldline, Tyro, hotel merchant gateways
Booking channels	Direct booking, Booking.com, Expedia, Airbnb-style channels, corporate booking
Guest messaging	SMS, email, WhatsApp, guest apps

Category	Examples of systems
ID verification partners	Government ID, passport, licence, eID, NFC document vendors
Insurance/dispute	Damage claims, chargeback evidence, host protection workflows

11. High-Value Workflows

Workflow 1 — Remote Hotel Check-In

1. Guest receives check-in link.
2. Virtual reception creates SyberKey pre-check-in session.
3. Guest completes live biometric verification.
4. SyberKey returns approved/rejected/manual review.
5. If approved, check-in proceeds.
6. If rejected, guest is routed to remote receptionist.

Workflow 2 — Registration Card / House Rules

1. Hotel generates registration card.
2. SyberKey creates FingerSign session.
3. Guest accepts terms using biometric signature.
4. Document hash and signature certificate are stored.
5. Hotel receives audit evidence.

Workflow 3 — Security Deposit

1. Hotel requests deposit or incidentals hold.
2. SyberKey displays action statement.
3. Guest biometrically approves deposit.
4. SyberKey returns approved decision.
5. Virtual reception executes payment gateway authorisation.

Workflow 4 — Key Release

1. PMS confirms room ready.
2. Virtual reception confirms pre-check-in, registration and deposit.
3. SyberKey creates key-release approval session.
4. Guest approves room access.
5. SyberKey returns approved webhook.
6. Virtual reception calls mobile key/smart lock provider.
7. Guest receives room access.

Workflow 5 — Short-Term Rental Access

1. Guest books apartment/villa.
2. Property manager sends SyberKey verification link.
3. Guest verifies identity and signs house rules.
4. Deposit is biometrically approved.
5. Smart lock code is released only after SyberKey approval.
6. Checkout audit is stored.

Workflow 6 — Cleaner / Contractor Access

1. Cleaner is scheduled for a property.
2. SyberKey verifies cleaner identity before access.
3. Access is time-limited.
4. Audit trail records who accessed and when.

12. Product Moat

VerifiedStay's moat comes from combining several SyberKey capabilities into one hospitality-specific infrastructure layer.

A. Live biometric action approval

This is stronger than simple ID upload or SMS link approval.

B. Reusable Bio-ID

Returning guests can be verified faster without repeatedly exposing identity documents.

C. QR / push / biometric flexibility

The system can support multiple guest flows, depending on hotel risk policy.

D. FingerSign integration

Registration cards and house rules become biometric acceptance events, not mere checkboxes.

E. Key-release gating

The real power is not just verification. The real power is blocking access until the trust decision is approved.

F. Audit evidence

Every sensitive action creates a structured proof event.

G. System neutrality

VerifiedStay can integrate with PMS, smart locks, virtual reception, payment gateways and booking platforms without replacing them.

13. Competitive Positioning

A normal identity vendor says:

“We verify your guest’s ID.”

VerifiedStay says:

“We verify the live guest and authorise whether the exact hospitality action may proceed now.”

This is a stronger category.

Competitor type	What they do	VerifiedStay difference
ID verification vendors	Verify passport/licence/ID	SyberKey verifies live action authority after booking
PMS systems	Manage reservations	SyberKey controls trust decision before sensitive action

Competitor type	What they do	VerifiedStay difference
Smart locks	Issue access codes/keys	SyberKey decides whether access should be released
Virtual reception	Automates check-in	SyberKey secures live guest approval
Payment gateways	Process payment	SyberKey proves live guest authorised payment/deposit
Guest messaging	Sends links	SyberKey prevents links becoming weak access proxies
E-signature tools	Capture acceptance	FingerSign biometrically anchors acceptance

14. Unit Economics Thesis

VerifiedStay has attractive economics because it is software/API driven.

High gross-margin potential

Reusable across many hospitality segments

Per-transaction revenue opportunity

Partner-led distribution

Low hardware dependency

Repeat usage with every booking/stay

Upsell from check-in to payment, signature, access and staff verification

Each booking can produce multiple billable events.