SafeTimes™ App

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The SafeTimes™ app is designed to assist owners to create a safe and assured customer post-COVID environment through a customer capacity and control monitoring tool for the hospitality industry. It will solely rely on, monitor and generate independent, verifiable third-party data for owners to achieve its requirements.

PURPOSE

This app seeks to address issues of concern in light of the COVID-19 crisis which has resulted in the virtual shutdown of the hospitality industry worldwide. In order to re-open the hospitality industry safely in a post-lockdown environment, it is envisaged that international health authorities will require certain compliance with social distancing guidelines, restrictions on customer booking sizes, and overall customer limit requirements in venues. Already, countries such as Portugal, Hong Kong and Singapore have introduced protocols for the industry around customer numbers and distancing control to promote safety and confidence in the sector.

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Any overall solution offered by the hospitality industry will ideally include a system which visibly demonstrates independence on data, and generates accurate, verifiable customer data.

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This independence and transparency will not only potentially reassure national authorities but as importantly potential customers.

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OUTLINE OF APP

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- Free to customer iOS or Android app

- Automated plug-and-play owner app without additional software delivering digital realtime dashboard

- Works with internal booking and till systems, and external apps

- Bars, restaurants, cafes, hotels - full hospitality sector compatibility

- Functionality within app to include/exclude series of add-ons

- Three basic optional data control systems:

    - Headcount Only

    - Headcount and Bookings

    - Headcount, Bookings and Time Slots

- Headcount colour-coded '*Green*' within rounding parameters

- Independent data and statistics

- Accurately monitors customer numbers live

- Instant live desktop on all three systems: live customer limits, bookings, timeslots

- Allows flexibiilty for no shows and walk-ins

- Gives customers peace of mind of safe premises being monitored and controlled

- Enabled for future government apps on social contact tracking

- Social media integration available for venues to market current status and compliance with safety standards

MONITORING & CONTROL

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- Customers opt into location services when using app and/or use unique allocated QR code.

- Customers can reserve attendance at a venue in advance avoiding queues or customer loss due to entry delay at venue.

- App-ready customers will ensure safety of no queues at venues.

- On arrival, app or QR code automatically uploads customer to venue dashboard.

- Data is gathered from mobile phone customer GPS or QR code NOT venue systems - ACCURATE, INDEPENDENT and VERIFIABLE.

- Monitoring and control ensures maximum range house limit of customers never exceeded.

- App can verify and confirm bookings are no more than 4 people - independently verifiable if required.

- App users can survey local area for available venues

- If time slots used, new customers enter when others leave - ensures no breach of safe limits.

- Digital dashboard can be displayed outside venue as PR feature to reassure customers of safe venue.

- Dashboard can be colour-coded to show safe compliance with limits that are owner-imposed, and can include parameters rather than single hard number.

- All data and dashboard is owner-controlled and determined.

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ADD-ONS

◆ Bookings - app can incorporate standalone booking system to maximise instant customer engagement upon app download.

◆ Time slots - to maximise turnover hit by lower venue capacity while offering wider group opportunity to socialise, app can offer time slots which expire and admit next slot customers.

◆ App can monitor and permit customer cancellations to adjust available venue limit on constant basis (including expiring times of arrival) including grace periods.

◆ Social media venue engagement can be enhanced using app to promote venue and safety app usage.

◆ App can allow for walk-ins from app-ready customers (or offer flexibility for optional walk-ins outside parameters with owner discretion).

◆ App can offer customer search and bookings functionality based on 'nearby location' or geographic preference. If guidelines restrict customers to certain home radius, app search functions will assist customers.

◆ App can be upgraded to consensually gather other valuable trends and data for owners.

◆ App can be proposed at official levels as enabler of safe operation of hospitality sector. *Key determinant will be availability of independently generated and verifiable monitoring data.*

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TECHNICAL SPECIFICATIONS

The SafeTimes™ App is developed for cross platform support, available in both iOS and Android versions. Users will need to register a free account that will generate a unique ID and/or QR code allowed the user to be tracked when entering any of the venues that are on the platform. User data will be sent to a cloud-based server for processing and use on the realtime dashboards. All data will be anonymised in accordance with GDPR. For venues, data will be streamed to a mobile app and a web platform that will enable display of a realtime dashboard on digital displays inside and outside the venue.