



Rated



We chose Elavon because of their integration to our main reservation system, which is a crucial part of that whole seamless journey for our guests.”



Neil Sawers,
Director of IT, Mondrian



A boutique experience

Located on London’s South Bank, the bold and energetic Mondrian London hotel exudes the eclectic vibe of its location. The unique combination of glamorous bars, stunning restaurants and state-of-the-art conference facilities makes the Mondrian a favourite choice for tourists and business guests alike.

MONDRIAN
LONDON
.....
AT SEA CONTAINERS



The technology is an online window to the hotel - bringing together all the information that finance teams need.”

Kamilla Sztaba, Income Auditor / Mondrian



A five-star service

Mondrian London was clear from the outset that their customers expected fast and frictionless payments.

They needed a solution that could fully integrate with their reservation system whilst being fully accessible to staff throughout the hotel, at all times. For Neil Sawers, Mondrian’s Director of IT, providing seamless and reliable payments was his top priority, “It’s imperative that guests receive a slick and professional check-in service - favourable first impressions are crucial.”

Currency options

Mondrian London welcomes many overseas visitors so processing international currencies is an essential part of the service. Elavon’s Dynamic Currency Conversion (DCC) gives Mondrian guests the flexibility to pay in their home currency and be certain of the charge they will see on their statement. Elavon also provide in-house training to ensure Mondrian staff are confident in offering DCC to guests, further improving their payment experience. The hotel also benefits as they earn extra revenue by sharing a percentage of the currency conversion rates.

Let’s work together

Elavon make sure your business gets the right payment solutions that will inspire you to achieve your potential. If you’re interested in more details about Elavon’s hospitality payment solutions, get in touch.

We make it possible. You make it happen.

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Brittany Crowley, Rooms Co-ordinator says, “I don’t know how the technology works, I just know it does! That’s great because it allows me to focus my attention on interacting with the guests during check-in.”

A holistic view

With its various restaurants, bars, cinema and spa, Mondrian requires a holistic view of its payments performance. Elavon’s online reporting tool, iMerchantConnect, stood out with its accurate, real-time web reporting. Whatever the channel and devices, Mondrian staff can access daily and monthly statements, investigate chargebacks, track deposits, saving time and paperwork. Kamilla Sztaba continued, “The web portal is easy to use and the reports allow me to see payment breakdowns by hotel area.”

Neil Sawers, Director of IT added “We’re keen to make a big impression on our guests. We like to do the extra things that make their stay memorable. Thankfully having a payment system that works means that isn’t one of them! It has to ‘just work’ and with Elavon it does.”

Elavon’s specialist hotel solutions:

- Easy reconciliation and real time reports
- Extra revenue with Dynamic Currency Conversion
- Engineer installed terminals and onsite training
- 24/7 Customer support