

# All you need to know about digital passes...

## Buying digital guest passes for your private sublet guests

During the various lockdowns, we have had to rely on technology to remain covid secure and reduce social distancing where possible. This is why we have introduced an online digital pass system to allow our holiday home owners to buy digital passes to provide for their guests, to ensure they no longer need to queue up and can start enjoying the facilities of the park right away. You can find out more about our switch to digital passes [here](#).

## How do I buy a digital pass for my guests?

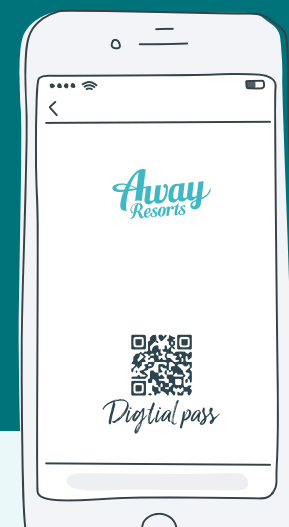
To buy a digital pass, you will require an active owner login. This will be the email you provided to us on completion of your holiday home. If you are having issues logging in or don't know the email you used, please use our online tool to [activate your account or get in touch](#).

Firstly, please click [here](#) to get to your owners login page. If you have logged in before, but have forgotten your password, there is a 'forgotten password' button to click on for help logging in.

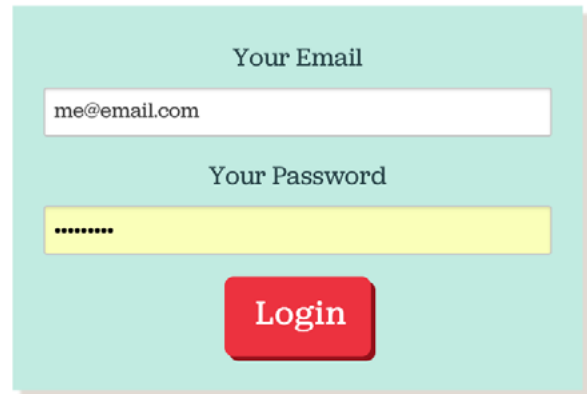
Please note, as this requires an owners login, the purchaser of the guest passes must be the owner of the account. If details are shared with a third party then access to all digital owner services including the portal and app will be revoked.



Follow our step-by-step guide...



**Enter your email address and password and you will be taken to our owners portal homepage.**



Your Email

Your Password

Login

**On the top menu, click Services. If on mobile tap on the three line menu to expand the menu**



*Hello* and welcome to your owners website

Welcome to your owners website, where you can sit back, relax and keep on top of your business whenever you like. You can view your bills, make payments, catch up on all

## Latest Owner

**On the Services page, you'll see Guest Passes. Please click on the box to start customising your Guest Pass for your holiday guests.**

Showing the single result



Guest Passes

From £40.00

Select options

## Buying the appropriate pass for my guests

The digital passes can be customised to meet the requirements of your holiday home and guests holiday information. On this screen you can choose:

- Pass Type - This will enable you to choose between off-peak dates and peak dates (summer, event dates).
- Berth of Holiday Home - This is how many your holiday home sleeps.
- Arrival Date and Nights - This is the arrival date of your guests and number of nights they're staying. The digital pass will only be valid during that time period.
- Guests - This is how many passes that are required for the party.

Depending on your selection, the price of the pass will automatically update and allow you to add the pass to your basket - reviewing your choice on the next screen.

## Entering your details and customer details

So whilst we do ask for the lead guest details and email address, we will not be marketing to them. Firstly, that would be a breach of GDPR and secondly it is purely to allow our system to generate the passes and email them over when they are ready. This can take up to 24 hours.

To continue, please enter your billing details. You will need to enter your address and owner details the one time, and after that it will remember it for future purposes.

You will then need to enter the Lead Guest details for the guest who is staying with you on the selected dates from the previous screen. On purchase, they will receive their QR codes. You will also receive a receipt of your purchase to your email address.



From £40.00

Quest passes provides access to the selected park facilities, entertainment\*, experiences and more. Passes are included when booking directly with Away Resorts.

Pass Type \*  Berth of Holiday Home \*

Peak is for bookings during school term dates. Off peak is for all other times of the year. [View away from your holiday home sleep-up-off](#)

Arrival Date \*

Nights \*  Guests \*

Subtotal  
£40.00  
Options  
£0.00  
Total  
£40.00

*Please note, if we expect or find any misuse of this ticketing system that originates from your owners' account we may be forced to exclude your account from further purchases.*

### Billing details

First name \*

Last name \*

Email address \*   
@awayresorts.co.uk

Street address \*

### Your Lead Guests' Details

First Name \*

Last Name \*

Guest Email \*

## Taking payment

We take the full payment now and this can be paid via debit or credit card. We don't take payments on account for owner passes.

## Guests receiving their passes

The guest will receive an email with the QR code and along with it all the details they require on how to distribute amongst their party, and where they can use it.

The pass can be printed but is recommended that the app is used on your mobile device. If you open up the email on your phone, the wallet is compatible with Apple Wallet and can be stored in there. There is also Google Pay or Android Pay that can be downloaded from the Play Store.

The pass itself will have the party name, expiry date and pitch number and location will be on the Pass itself, along with the QR code. The pass will only be valid on the dates you entered, and will be scanned on entry.



If your guest gets in touch that they did not receive the passes, please ask them to check their email SPAM/JUNK folder. If they still can't find the emailed passes, please get in touch with **owner-accounts@awayresorts.co.uk** and attach your order email or order reference number.