

---

## Happier guests, smoother operations

Hospitality is a rapidly changing and hypercompetitive industry. Timeshare companies as well as hotel groups, owners and franchisees understand that customer satisfaction and increased efficiency and adaptability are critical to success in today's market. This is especially true when it comes to the agreement processes embedded throughout the business, from vacation club signups and online travel agencies to MROs and BEOs and more. The ability to manage a high volume of requests and reduce the wait times associated with paper-based processes is a must. And that's just what a modern agreement process delivers, resulting in happier guests and smoother operations.

### Improve the guest experience

Deliver self-service options for guests and build customer loyalty with an automated reward program that includes generating terms and conditions and bulk sending of change notifications.

### Appeal to franchisees

Make it easy to do business together with digital agreements, and connect with homegrown and other solutions using flexible APIs.

### Increase profitability

Save time, reduce costs and maximize revenue by eliminating errors, automatically generating personalized agreements, and uncovering risks and opportunities in contracts using built-in AI. At the same time, improve the quality of your operations with effective MRO contract management.

### Improve sustainability

Reduce the environmental impact of paper-based processes and demonstrate to guests that you support sustainable practices.

## Results

---

### Reduction in contract cycle time

from 4 days to 1 day

Wyndham Hotels & Resorts

### 110 minutes saved

per purchasing contract

Virgin Holidays

### 80% increase

in hotel sales contract processing time

Orbitz

---

**“Our aim in working with DocuSign was to create a paperless office. We’ve achieved much more. Signing times are down hugely both internally and externally, admin time has been reduced massively, and we’ve saved around £10,000 per year in materials costs alone. For less than a month’s work installing the system, DocuSign has been invaluable.”**

**Claire Willoughby**

Human Resources Business Partner

Virgin Holidays

## The DocuSign Agreement Cloud for Hospitality

The DocuSign Agreement Cloud for Hospitality accelerates the entire agreement process from venue rentals and sales contracts, to notarizations. It connects agreement data to preferred systems, including ERPs and CRMs, and digitizes how contracts are prepared, signed, acted on and managed.

### eSignature

Securely send and sign agreements electronically and streamline the preparation and sending of agreements.

### Contract Lifecycle Management

Gain visibility, increase efficiency and reduce risk with automatic, seamless contract management from creation and negotiation through post-signature actions and storage.

### Intelligent Insights

Locate and analyze clauses within your agreements, indexed across multiple DocuSign eSignature accounts, internal systems and external storage.

### Integrations

Easily embed DocuSign into your existing tools with 350+ prebuilt integrations, like Salesforce, SAP, Oracle and homegrown systems.

To learn more, go to [docusign.com](https://docusign.com)

## Use case examples

---

### Events and group sales

- Banquet event orders (BEOs)
- Charter agreements
- Document release authorizations (DRAs)
- Itinerary confirmations
- Sales contracts

### Franchise management

- Brand trademark terms of use
- Franchise agreements
- MSAs
- Non-competes
- Ownership transfer agreements

### Maintenance, repair and operations (MRO)

- Change requests
- Master service agreements (MSAs)
- Procurement and vendor contracts
- Maintenance authorizations and other work orders

### Timeshare sales

- Custodial access
- Deeded contracts
- Recordation
- Securitization
- Shared lease

---

#### About DocuSign

DocuSign helps organizations connect and automate how they prepare, sign, act on, and manage agreements. As part of the DocuSign Agreement Cloud, DocuSign offers eSignature: the world's #1 way to sign electronically on practically any device, from almost anywhere, at any time. Today, more than 500,000 customers and hundreds of millions of users in over 180 countries use DocuSign to accelerate the process of doing business and to simplify people's lives.

**DocuSign, Inc.**  
221 Main Street, Suite 1550  
San Francisco, CA 94105

[docusign.com](https://docusign.com)

**For more information**  
[sales@docusign.com](mailto:sales@docusign.com)  
+1-877-720-2040