



# CARIBE ROYALE

## O R L A N D O

### **Caribe Royale Orlando Resort Debuts New Mobile App**

*The latest enhancement in the AAA Four Diamond Resort's ongoing reimagination, **Caribe Royale Orlando Digital Guest Experience** provides elevated services, offers exclusive in-app perks*

**ORLANDO, FL (February 16, 2023)** – [Caribe Royale Orlando Resort](#), the only AAA Four Diamond all-suite meetings resort in Orlando, today announces the debut of *Caribe Royale Orlando Digital Guest Experience*, its first-ever mobile app.

The app, which soft-launched in January, connects Caribe Royale Orlando's guests to a wealth of property information and services, all conveniently centralized on their mobile devices. Through the app, guests can begin the check-in process prior to their arrival, communicate directly with the Front Desk via chat within the app, and access the shuttle schedule for visits to the *Walt Disney World®* Theme Parks and *Disney Springs®*. Guests are also able to view menus from the hotel's restaurants and seamlessly book reservations for [The Venetian Chop House](#) through a direct link.

"We designed the *Caribe Royale Orlando Digital Guest Experience* app to further inspire guests to embody our motto of 'Live Royale,'" says Amaury Piedra, Managing Director of Caribe Royale Orlando Resort. "Each in-app feature, from access to Walt Disney World tickets and shuttle schedules to our Quick Connect with Staff Chat option, provides our guests with the power to customize their stay in real time, whether they're on property, or off-site enjoying the nearby theme parks."

Additional in-app features include **MyStay**, which allows guests to request housekeeping and in-room amenities, set up "Do Not Disturb" hours, request valet services and more. The **Things to Do** feature provides travelers with a list of Disney shopping, attractions, and entertainment, and **Chat** is an in-app chat function that puts guests directly in touch with front office staff. The app also benefits meetings attendees, allowing them greater simplicity in organizing their stay so they can focus more fully on business.

The *Caribe Royale Orlando Digital Guest Experience* app is the most recent addition the resort has made to its robust list of on-site amenities and enhanced offerings. In 2021, Caribe Royale Orlando completed an extensive \$140 million property renovation, inclusive of its 1,337 guestroom suites (120 of which are two-bedroom villas), public areas, dining outlets, and a significant expansion to meetings and event spaces.

"The launch of our proprietary app was a natural next step in our reimagination," Piedra continues. "We're looking forward to communicating with our loyal guests through this platform and eventually launching even more perks for our mobile app users, including exclusive offers and a loyalty program."

The *Caribe Royale Orlando Digital Guest Experience* app was developed in partnership with [Runtriz](#), the leading provider of contactless mobile guest engagement solutions for the hospitality industry. Runtriz is part of Radius Networks, which powers the Flybuy Platform.

“Communication, efficiency, and convenience all impact where guests decide to stay,” says Alonso Vargas, SVP of Product at Radius Networks. “Caribe Royale Orlando is now able to offer a cutting-edge mobile solution that provides a high level of service, all powered by their guests’ personal devices.”

The *Caribe Royale Orlando Digital Guest Experience* app is available to download on iOS and Android platforms via the [Apple App Store](#) and [Google Play Store](#). For guests staying at Caribe Royale Orlando’s neighboring property, Buena Vista Suites®, a similar app called *Buena Vista Suites® Digital Guest Experience* is also available for download.

To learn more about Caribe Royale Orlando’s offerings, amenities, and reimagination, visit [cariberoyale.com](#).

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#### **Media Contact**

QUINN PR  
[caribe@quinn.pr](mailto:caribe@quinn.pr)

#### **About Caribe Royale Orlando Resort**

Located just minutes from the *Walt Disney World®* Resort in the nation’s number one convention and tourist destination, Caribe Royale Orlando is the only AAA Four Diamond all-suite meetings resort in Orlando. A TripAdvisor 2021 Travelers’ Choice Award winner – among just 10 percent of hotels worldwide to receive the distinction – the upscale Caribe Royale is emerging from a \$140 million renovation that includes fully remodeling all of its one-bedroom suites, an all-new 50,000-square-foot grand ballroom (bringing the total meeting space to 220,000 square feet), and an inviting new lobby. Being privately-owned, Caribe Royale offers meeting planners faster approval cycles and more flexibility to create stand-out events. To learn more or to book a visit, event or meeting, visit [www.cariberoyale.com](http://www.cariberoyale.com). Follow the all-suite convention hotel on [Facebook](#), [Instagram](#), [Twitter](#) (@cariberoyale), [LinkedIn](#) and [Pinterest](#). #cariberoyaleorlando

#### **About Runtriz and Radius Networks**

Runtriz is the leading provider of contactless mobile guest engagement solutions for the hospitality industry. Runtriz creates apps that connect the hospitality industry with their guests via solutions such as mobile F&B ordering, guest service requests, event scheduling, messaging, guest feedback, ID verification, contactless mobile check-in, mobile key, and in-room controls. Runtriz is a part of Radius Networks, the company that also powers the [Flybuy Platform](#), which is a customer experience platform that helps businesses generate repeat customers with a comprehensive, turnkey, location-based system that is currently live in over 50 countries.