

Digital   
that Delivers



# Online Booking Systems Vendor Selection Guide

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# 1. Introduction

Any online booking system should allow you to take bookings through your website. But a 'Connected' Online Booking System (COBS) is also capable of processing back office or walk-up bookings, as well as bookings through coach and tour operators, Online Travel Agents (OTAs), or other resellers. In short, a COBS enables you to manage all your inventory in one place while servicing all your booking channels in real time.

A 'connected' system can also transform your business in other ways. It can make your operations more efficient by streamlining or automating functions such as resource management, payments and refunds, or customer communications. And by bringing all your sales and customer data together into one set of reports, it can help you monitor your performance and make informed decisions about your marketing and distribution.

With so many booking systems out there, choosing the one that's right for you can seem daunting. But this is an important decision and it's worth taking some time to look at your needs and the options available - so you can make an informed and well-considered choice.

Some visitor experience businesses choose to build their own booking systems. However, this can be very expensive, technically complex, and time-consuming - and often results in solutions that are less capable than off-the-shelf software. Choosing a proven system from an established vendor allows you to benefit from the experience of specialist software developers and the combined investment of hundreds or even thousands of visitor experience providers.

This document is intended to help you take your first steps towards selecting and activating an online booking system that meets the unique requirements of your business. It introduces some of the essential features that all visitor experience providers are likely to require and provides a list of vendors whose software has been approved for activation as part of the Digital that Delivers programme.

Your choice of system will ultimately be based on the types of products you sell, how you intend to distribute those products, and how you run your operations or reporting. You will need to identify the particular features that your business needs and conduct your own research to determine which system might be the best fit for you. Throughout this process, you will be able to draw on support provided both by your Digital that Delivers Project Coordinator and by your assigned Booking Systems & Distribution Lead Consultant.



## 2. Essential Criteria

To be eligible for support through Digital that Delivers, a system should include certain **essential** features. These are features that all visitor experience providers are likely to need - such as product information management, scheduling, online bookings and payments, booking confirmation emails, and sales reporting. We have provided a list of these essential features below.

All online booking systems featured on the approved panel, undergo assessment by our Agency partners. They must meet the below essential criteria to be eligible for selection by businesses in the Digital that Delivers programme.

Note that your requirements may be more sophisticated than the minimum features defined in this section - and you may also need your system to support a number of **situational** features such as those outlined in **section 3**.

Each of the booking system vendors listed in **section 4** of this document have confirmed that their system includes *all* of the below **essential** features.

Essential Criteria	Description
<b>'Product Information Management' (PIM) and Scheduling</b>	Upload information about your day tour, activity, or admission products (including names, descriptions, and prices) and define schedules and rules that determine which time slots customers can reserve.
<b>Payment gateway (online payments)</b>	Process payment transactions between you as the 'merchant' and your customers. The platform should be capable of securely capturing and managing customer payment details and processing payments or refunds.
<b>Website Integration</b>	Allow visitors to your website to book your experiences through a web browser. You (or your website developers) should be able to integrate this functionality with your website via methods such as booking 'widgets' or iFrames.
<b>Back-office bookings</b>	Enable your back-office staff to process phone or email bookings (as well as amendments or cancellations) on behalf of customers through the system back-end.
<b>Customer Details</b>	Stores information about customers who book through your system, such as their names, addresses, or email addresses.
<b>Email Confirmations</b>	Allows you to communicate with customers who book directly with you - e.g. to send automated booking confirmation emails when a customer has completed a booking through your website.



Essential Criteria	Description
<b>Google Analytics integration</b>	Allows anonymised data about online bookings (or other online transactions) to be shared with Google Analytics 4 via ecommerce tracking methods.
<b>Help desk support</b>	Includes direct support by 'help desk' staff to help you get set up on the system, onboard your products, and address initial technical issues when activating or integrating the system - e.g. when adding booking widgets to your website.
<b>Accessibility</b>	Meets internationally agreed standards (min. WCAG 2.1 Level A compliance) for website display and development.
<b>Privacy</b>	The system captures, processes, and stores customer information in compliance with the EU General Data Protection Regulation (GDPR) and the GDPR Compliance Statement and/or Privacy Policy is published online.
<b>Reporting</b>	Enables you to report the number of bookings, quantity of products sold, and revenue broken down by dimensions such as date, product category (e.g. 'tours'), and booking channel (e.g. 'online').
<b>Security</b>	The system provides a business continuity/disaster recovery plans in the event of system compromises (cyber-attacks etc), outages and failures.



### 3. Situational Features

Depending on your specific mix of products, booking channels, and operational requirements, you'll likely need your system to offer more than just the essential features listed in the previous section.

If you operate a kayaking experience, for instance, then you may want a system with a built-in resource management module that allows you to limit bookings based on the number of instructors, kayaks, paddles, or life jackets you have available. Or you may want a system that supports your membership programme. Or one with a module that allows visitors to sign digital waivers before participating in an activity.

We refer to these as **situational** features — since they are specific to you and may or may not be required depending on your particular situation. We've collated a list of some of the most-requested features among our Digital that Delivers participants. Please bear in mind that these features may or may not be relevant to you and this is not an exhaustive list.

Given that every connected online booking system should include all the **essential** criteria, these **situational** features will likely play an important role in your decision about which system is right for your business. To help you determine which systems may offer the best fit, we have included a matrix showing which situational features each system offers in the approved vendor panel in section 4.

Ultimately, you will need to decide which situational features you can or can't operate without - or which ones may help your operations run more smoothly. Make sure you understand what each feature is and what it could do for you, if in doubt, please ask the booking system vendor for more information, review the [Connected Distribution toolkit](#), or contact your Project Coordinator to arrange a meeting with your Booking Systems & Distribution Lead Consultant.

The approved vendors listed in section 4 of this document have confirmed which of the following **situational** features are supported by their software:



Situational Feature	Description
<b>Reseller Connectivity</b>	<p>Establish secure, automated connections to resellers or other third parties via documented Application Programming Interfaces (APIs) - either directly or using integrated 'channel manager' software.</p> <p><i>Before a system can be approved as a COBS, the vendor needs to demonstrate this feature by establishing and maintaining at least one connection with an online reseller (e.g. a major OTA).</i></p>
<b>B2B Portal</b>	<p>Create special accounts for your resellers and provide those resellers with a facility to book online at special rates. This feature can reduce the amount of time you need to spend processing reseller bookings through your back office.</p>
<b>Affiliate Sales &amp; Tracking</b>	<p>Create unique 'referral' or 'promo' codes for local partners (such as hotels) who regularly refer customers to you. Many systems will allow you to embed these codes within links - streamlining the customer journey while letting you see how many bookings each of your partners is generating for you.</p>
<b>Gift Vouchers</b>	<p>Sell vouchers that customers can purchase to give as gifts to friends or families. Gift vouchers can also provide an attractive alternative to refunds in case of cancellations.</p>
<b>Retail (add-ons)</b>	<p>Sell merchandise or other products as add-ons to your experiences. Note that most off-the-shelf connected online booking systems are only designed to handle a small number of add-ons. If your retail or food and beverage offerings are more complex, you should discuss your needs with your Booking Systems &amp; Distribution Lead Consultant.</p>
<b>Customer Relationship Management (CRM)</b>	<p>Manage detailed information about your customers (including their past booking behaviour), define customer segments, analyse customer behaviour, and send personalised or targeted communications. Some systems include built-in modules, while others may be integrated with specialised CRM systems.</p>
<b>Resource Management</b>	<p>For visitor experience providers, a 'resource' can be anything that constrains your availability, from a member of staff to a seat on a bus or a piece of equipment such as a bike. Managing these in your COBS rather than in a separate system allows you to link availability directly to your resource constraints - which can significantly improve your efficiency while allowing you to use your staff and assets more efficiently.</p>
<b>Digital Waivers</b>	<p>If you offer experiences that involve a degree of risk (e.g. adventure activities) then you may need visitors to sign a waiver. Choosing a system that supports digital waivers can reduce check-in times while addressing insurance requirements.</p>
<b>Offline Bookings &amp; Check-In</b>	<p>While it's always preferable to maintain a live internet connection with your booking system, where possible, some systems can process bookings and checking in guests even when you're offline. This can be useful if you're in a remote area with limited internet connectivity.</p>
<b>Memberships</b>	<p>Sell memberships and offer different pricing or other benefits to members when booking online or interacting with you during their visit.</p>



### Continuing Support

Support is one of the most important factors that will determine how satisfied you are with your booking system - especially if you're new to online bookings or have complex requirements. Some vendors may point you to their online knowledge base, offer support only during (their) business hours, or charge extra for one-on-one sessions. You will need to check the level of support offered by your vendor and ensure it is adequate to your needs.

## 4. Approved Booking System Vendors

The table below lists the vendors whose systems *all meet* (based on the information supplied to Digital that Delivers by the vendor) the **essential some or all of the situational** requirements for Booking system.

This list constitutes an open vendor panel for the Digital that Delivers programme. This panel of approved vendors has been established to support and ensure the effective delivery of the Booking Systems and Distribution workstream. Participants will be supplied with a list of these vendors and are required to select a vendor from this list when procuring the services of a Booking System.

Applicants who wish to engage a vendor who is not a member of the approved vendor panel should ensure that those vendors are admitted to the panel (subject to meeting the qualifying criteria) prior to engaging them to complete work as part of the Digital that Delivers programme. A vendor may apply to join the vendor panel by emailing [digital.delivers@failteireland.ie](mailto:digital.delivers@failteireland.ie)

**Important Note:** All information provided below is as supplied to us by the relevant vendors. Inclusion on this list does not constitute an endorsement of these systems by Fáilte Ireland and/or the Digital that Delivers programme. You are solely responsible for conducting your own research, following public procurement guidelines, choosing a system that meets your specific requirements, and selecting a vendor. Furthermore, you are solely responsible for discharging the vendor's fees. Grant payments in respect of the vendor's services/fees will be made in accordance with the scheme guidelines and/or the Letter of Offer, based on eligible expenditure actually incurred and paid by you as the grantee.



List of Approved Booking System Vendors (18<sup>th</sup> July 2025)

Vendor	Vendor Website	Vendor Contact	Vendor Contact Email	Situational Features											Pricing Model	
				Connected	B2B Portal	Affiliates	Gift Vouchers	Retail	CRM	Resource Management	Waivers	Memberships	Offline	Continuing Support		
Access Group	theaccessgroup.com	Sales	Contact via website				X	X	X				X	X	Annual Subscription	
Accesso	www.accesso.com	David Jungmann	david.jungmann@accesso.com	X	X	X	X	X					X	X	X	% Revenue
AnyRoad	anyroad.com	Bryan Grobstein	bryan.grobstein@anyroad.com	X	X	X	X				X	X		X	X	Fee/Subscription Combo
Bilberry Technologies	bilberry.no	Julie Anne Kråkenes	julie.anne.kraakenes@bilberry.no	X	X	X	X	X			X		X		X	Monthly Subscription
Beyonk	beyonk.com	Dean Spencer	dean@beyonk.com	X	X	X	X				X	X	X		X	Fee per ticket/booking
Bike.rent Manager	bikerentalmanager.com	Jordan Edwards	jordan@bikerentalmanager.com		X	X		X	X	X	X				X	Annual Subscription
Bilberry Technologies	Bilberry.no	Julie Anne Kråkenes	julie.anne.kraakenes@bilberry.no	X	X	X	X			X	X				X	Percentage of Sales
Bloowatch	https://www.bloowatch.com	Olivier Duperray	oduperray@bloowatch.com			X		X	X	X			X	X		Annual Subscription
Bokun	bokun.io	Daniel Hasselbach	dhasselbach@tripadvisor.com	X	X	X	X	X			X	X	X	X	X	Fee/Subscription Combo

<b>Bookeo</b>	bookeo.com	Sales	sales@bookeo.com	X		X	X			X		X		X	Monthly Subscription
<b>Booking Ninja</b>	bookingninja.io	Robert Clarke	rob@bookingninja.io				X		X		X	X		X	Monthly Subscription
<b>Checkfront</b>	checkfront.com	Sales	Advait.gupte@checkfront.com	X	X	X	X	X		X	X			X	Multiple Options
<b>ClearBookings</b>	clearbookings.com	Ciarán Flynn	ciaran@clearbookings.com	X	X	X	X		X		X	X	X	X	Fee per ticket/booking
<b>DigiTickets</b>	digitickets.co.uk	Luke Fletcher	Luke.fletcher@digitickets.co.uk	X	X	X	X	X		X	X	X	X	X	Multiple Options
<b>Distinctive Systems Ltd</b>	distinctive-systems.com	Catherine Whitehead	catherine.whitehead@distinctive-systems.com		X	X	X						X	X	Multiple Options
<b>eola Ltd</b>	eola.co/business	Owen Davies	owen@eola.co			X	X				X	X	X	X	Other
<b>Expian</b>	expian.io	Clare Newman	Clare.newman@expian.io	X	X	X	X	X		X	X	X	X	X	Fee per ticket/booking
<b>FareHarbor</b>	fareharbor.com	Adrian Courtney	adrian.courtney@fareharbor.com	X	X	X	X			X	X	X		X	Fee per ticket/booking
<b>FuseMetrix Group</b>	fusemetrix.com	Callum Knight	cknight@fusemetrix.com	X	X	X	X	X	X	X	X	X		X	Monthly Subscription
<b>Future Ticketing</b>	futureticketing.com	Bill Crane	bill@futureticketing.ie	X	X	X	X	X	X	X		X	X	X	Fee per ticket/booking
<b>Globetrack</b>	globetrack.com	Christina Gore	christina@globetrack.com	X		X	X	X	X	X				X	Monthly Subscription
<b>Merlinsoft Ltd</b>	www.merlinsoft.co.uk	Owen Gleadall	owen@merlinsoft.co.uk			X	X	X	X	X		X	X	X	Fee per ticket/booking
<b>Moder</b>	moder.fi	Joonas Kilponen	joonas@moder.fi	X		X		X	X	X				X	Fee per ticket/booking
<b>Njuko</b>	Njuko.com	Matt Trevett	Matt.trevett.njuko.com		X	X	X	X		X	X	X	X	X	Fee per ticket/booking
<b>Palisis - TourCMS</b>	palisis.com	Eduardo Marti	eduard.marti@palisis.com	X	X	X	X						X	X	Fee/Subscription Combo

<b>Portside/Takeflight</b>	tflite.com	Jason Hopkins	jhopkins@portside.co	X	X		X			X			X	X	Fee per ticket/booking
<b>Prioticket</b>	prioticket.com	Ramon Vrieselaar	ramon@prioticket.com	X	X	X	X	X			X	X	X	X	Fee/Subscription Combo
<b>Recras</b>	recras.com	Hilko Kooistra	support@recras.nl	X		X	X		X	X		X		X	Fee/Subscription Combo
<b>Retail Integration Ltd</b>	<a href="http://retail-int.com">retail-int.com</a>	Paul Clarke	p.clarke@retail-int.com	X	X	X	X	X		X	X	X	X	X	Project Dependant
<b>Retreat Guru</b>	Software.retreatguru.com	Devine Irvine	Support@retreatguru.com	X	X	X	X		X		X			X	Fee per ticket/booking
<b>Rezgo</b>	rezgo.com	Stephanie Murphy	Stephanie.murphy@rezgo.com	X	X	X	X		X	X	X	X		X	Fee per ticket/booking
<b>Roller</b>	roller.software	Pabel Sulman	pabel.sulman@rollerdigital.com				X		X		X	X		X	Annual Subscription
<b>Secutix</b>	secutix.com	Christopher Malins	christopher.malins@secutix.com	X	X	X	X	X	X	X	X	X	X	X	Monthly Subscription
<b>SiEntries</b>	sientries.co.uk	Martin Stone	martin.stone@sportident.co.uk		X	X	X	X	X		X	X		X	Fee per ticket/booking
<b>Smeetz</b>	smeetz.com	Nick Fenton	nick.fenton@smeetz.com	X	X	X	X	X	X	X	X	X	X	X	Annual Subscription
<b>Tessitura Network</b>	tessituranetwork.com	Rachael Easton	rachael.easton@tessituranetwork.com	X		X	X		X	X	X	X	X	X	Annual Subscription
<b>Ticket Tailor</b>	tickettailor.com	George Follett	george@tickettailor.com	X		X	X	X			X	X	X	X	Fee per ticket/booking
<b>TicketingHub</b>	www.ticketinghub.com	Carl Pihl	carl@ticketinghub.com	X	X	X	X			X			X	X	Fee Per ticket/booking
<b>Ticketsolve</b>	ticketsolve.com	Paul Fadden	pfadden@ticketsolve.com	X		X	X	X	X	X		X	X	X	Fee per ticket/booking
<b>Total Ticketing Limited</b>	totalticketing.com	Martin Haigh	martin.haigh@totalticketing.com	X	X	X	X				X			X	Fee per ticket/booking

<b>TrekSoft</b>	trekksoft.com	Gabriella Porcu	gabriella.porcu@trekksoft.com	X	X	X	X	X		X	X			X	Annual Subscription
<b>Turitop SL</b>	turitop.com	Vincent Walshe	vincent@turitop.com	X	X	X	X	X	X	X				X	Monthly Subscription
<b>Universe (a Ticketmaster Company)</b>	universe.com	Nuala Skeffington	nuala.skeffington@ticketmaster.ie	X	X	X	X	X			X	X	X	X	Fee per ticket/booking
<b>Vennersys</b>	vennersys.co.uk	Stuart Ward	stuart.ward@vennersys.co.uk	X	X	X	X	X	X	X		X	X	X	Fee/Subscription Combo
<b>Ventrata</b>	ventrata.com	Holt Lau	holt@ventrata.com	X	X	X	X	X		X	X		X	X	Monthly Subscription
<b>VisiSoft</b>	visisoft.co.uk	Lee Drew	lee@jugosystems.co.uk		X	X	X	X				X	X	X	Monthly Subscription
<b>Vintia Ltd</b>	www.vintia.com	Theunis Hanekom	theunis.hanekom@vintia.com	X	X	X	X	X	X	X	X	X		X	Other
<b>WeTravel</b>	https://www.wetravel.com/	Chris Richards	chris.richards@wetravel.com											X	Other
<b>YourDaysOut</b>	yourdaysout.com	Ciaran Dunne	ciaran.dunne@yourdaysout.com				X	X	X		X	X		X	Fee per ticket/booking

## 5. Selecting the Right System for your Business

It's easy to get swept away by what technology can do. But you want to pay for solutions to the real problems you face every day - not for features you don't need and never use. It is important that you involve all aspects of your business in the selection process to make sure it fits the purpose of all functions.

You might want to break down your requirements and possible solutions as follows:

Area	Description	Solution
<b>Products</b>	List your experiences (e.g. tours, activities, admission, events), along with any other products such as merchandise, food and drink, donations, or accommodation. Which do you want to sell online? Do you want to combine them?	You will need a system that allows people to book (i.e. reserve and pay for) the types of experiences you offer. If you sell other types of products - and especially if you want to sell them in a single 'basket' with experiences - then this may further narrow the field. Of course, you may decide to use separate systems for other product types.
<b>Consumers</b>	Who buys your experiences? Are you targeting families, school groups, domestic visitors, foreign independent travellers, or 'enthusiasts'? How do you think they behave - e.g. are they likely to book online, using mobile devices, at short notice?	Consider which features are essential to meet people's basic needs and which ones could improve their experience - e.g. Apple / Google Pay, mTickets, partial payment, or easy rescheduling.
<b>Operations</b>	What problems do you face in running your experiences and managing resources such as time, staff, or equipment? Do you sometimes struggle to manage capacity? Where does your time go?	Online booking systems can't automate every task, but they might help you streamline some of your most common or time-consuming processes. For instance, if you run kayak activities, have limited seats on a bus, or have multiple guides on staff, consider using a system that includes a resource management module.
<b>Distribution</b>	What problems do you face in processing and keeping track of bookings or other transactions - whether through your direct channels or through tour operators, OTAs, or hotel partners? Do you struggle to manage schedules and pricing across different systems or distributors?	You want a system that can power all your channels, not just your website. Do you take bookings via your back-office or in-person? Could promo codes, a trade portal, or a channel manager make it easier to service and report third party bookings?



Area	Description	Solution
<b>Finances</b>	How do you process payments or refunds from customers and manage payments to your staff or suppliers? Do you manage your own finances, or do you leave this for a bookkeeper?	Could a system that is capable of generating receipts, tracking payments and refunds, or paying contractors reduce your workload?
<b>Legal</b>	You need to ensure that your products and services (including your website and booking system) are accessible. But what other legal requirements do you need to address — e.g. do you require visitors to sign a waiver before taking part in a tour or activity?	While all online booking systems should be accessible, it's up to you to ensure that they are - and to ensure that you manage your product information and integrations to support access. Could options such as digital waivers reduce your workload?
<b>Reporting</b>	How do you need to report on sales - e.g. by category, channel, and/or customer segment? Do you want to track users through your website? Do you want to simplify your reporting process?	Online booking systems vary greatly in terms of reporting capabilities - ask vendors to take you through the process and provide sample reports / a demo of their reporting dashboard. Fortunately, most systems now support Google Analytics ecommerce tracking.
<b>Technology</b>	What systems do you already have in place to manage your website (e.g. WordPress), Google Analytics, customer data, finances, ePOS, email campaigns, or access control? Are you willing to change those systems, or are they locked in?	Do you want your online booking system to integrate with or to replace other systems? While the former can increase cost and complexity, some systems may integrate out-of-the-box or via add-ons.
<b>CRM - Customer Relationship Management</b>	How do you want to engage with your customers and manage information about them?	Do you need a solution that can send real-time emails or texts to customers based on their booking behaviour? Or that can dispatch email campaigns to specific customer segments?

Once you understand your requirements, here are the next steps you should follow:



Online Booking Systems Vendor Selection Guide

1. **Do your own research** - review the list of vendors and see which ones look right for your business.
2. **Create a shortlist** - Select 2 or 3 (maximum 5) vendors that fit your requirements.
3. **Send your shortlist to your Lead Consultant** - they will review and make sure the selections meet your Booking System requirements.
4. **Demos** - Schedule live demonstrations with your shortlisted vendors to learn more about the system capabilities and offerings. This will assist in your decision making. Ensure you have representatives at all levels of your business (especially operations) on these demonstrations.
5. **Make a decision** - You may wish to score each vendor against your requirements, or you may find that one vendor stands out above the rest. While making your selection, use feedback from all representatives in your team to come to a decision.
6. **Inform your Project Coordinator** - Once you have made your decision, let your project coordinator know who you have selected. They will work with you on next steps, including on-boarding and go-live.

