

The Marketer's Travel Industry Messaging Guide for 2026





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On the Road Again Use Cases

In today’s highly competitive travel landscape, effective communication is the key to building long-term relationships with customers. Our On the Road Again use cases will help you leverage WhatsApp, Viber, and SMS messaging solutions to revolutionize your company's approach, offering a diverse array of use cases tailored to meet the unique needs and challenges of the industry.

Whether you're looking to boost customer retention, maximize promotional efforts, or upsell travel services, these use cases will help bring your messaging to the next level, and transform your travel operation into a seamless and immersive experience. Messaging Mastery equips you with the tools and knowledge you need to stay ahead of the curve and deliver unparalleled travel experiences that captivate and inspire travelers wherever the road leads them.

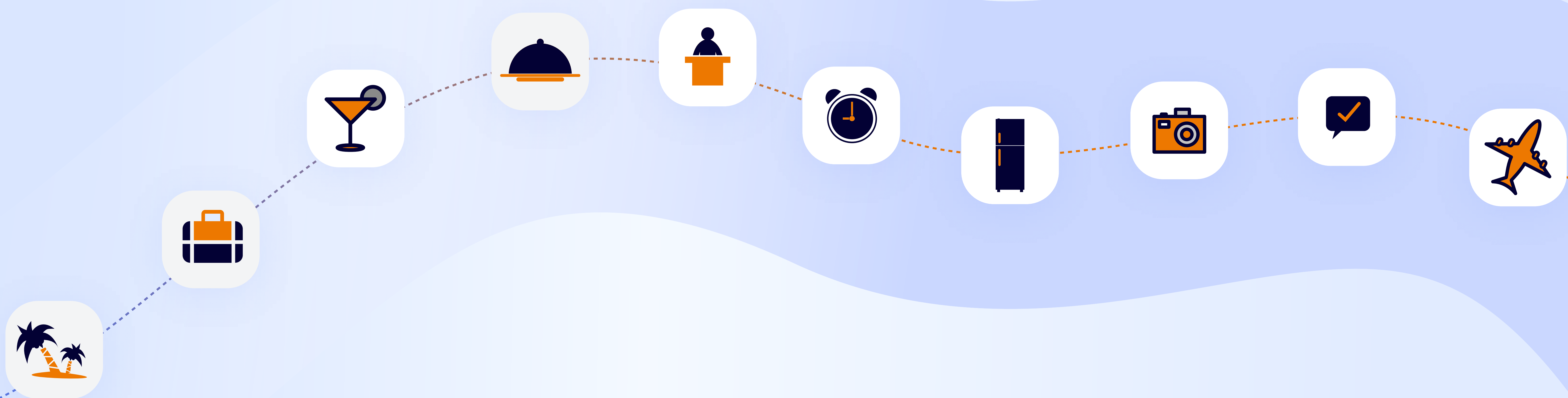


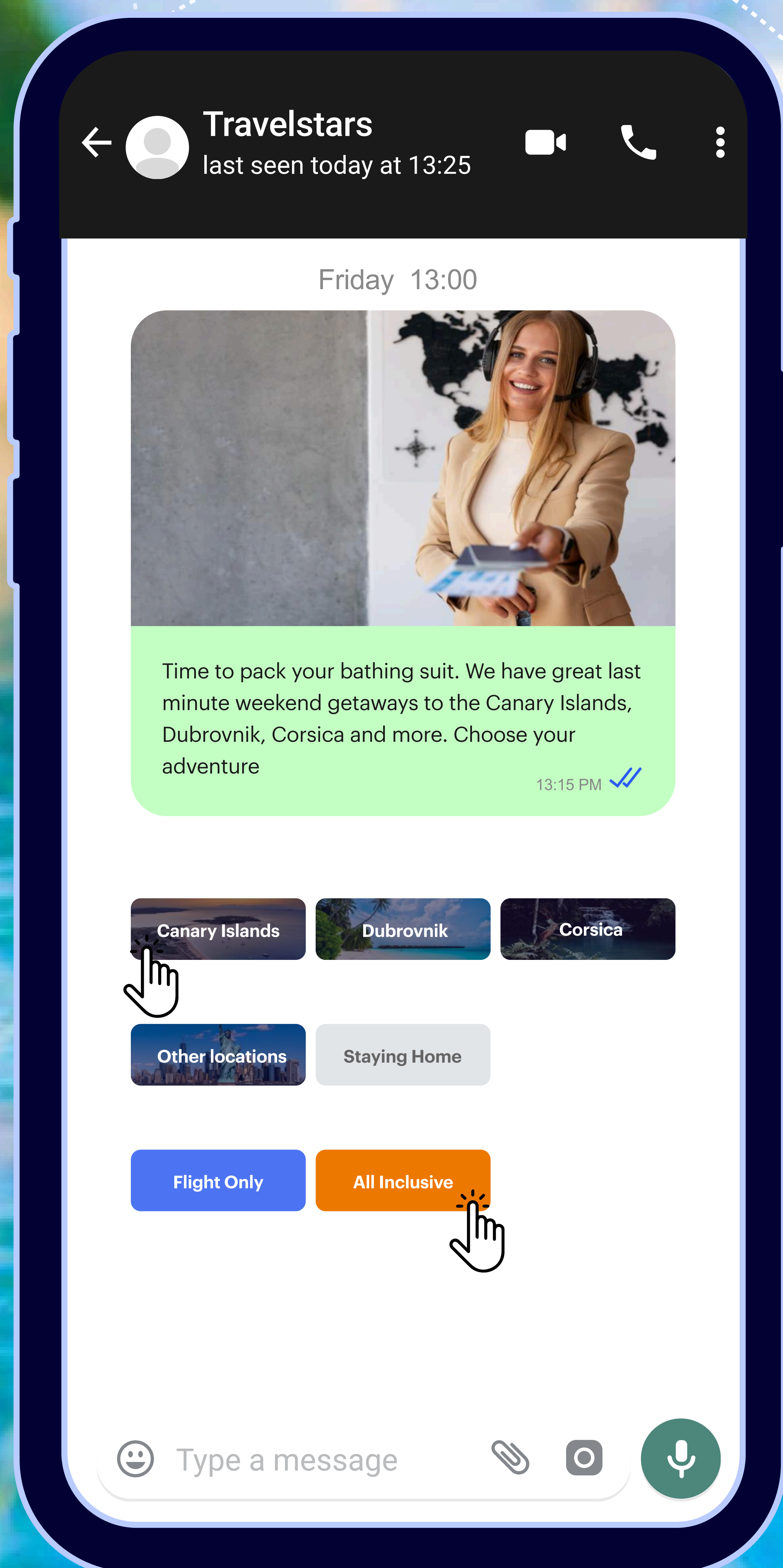
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No.1



Last Minute Travel Oppps

Notify your customers of the hottest travel deals out there.



Use messaging to promote:

- Club holidays
- Loyalty program offers
- New vacation destinations
- Car rental options
- Destination activities

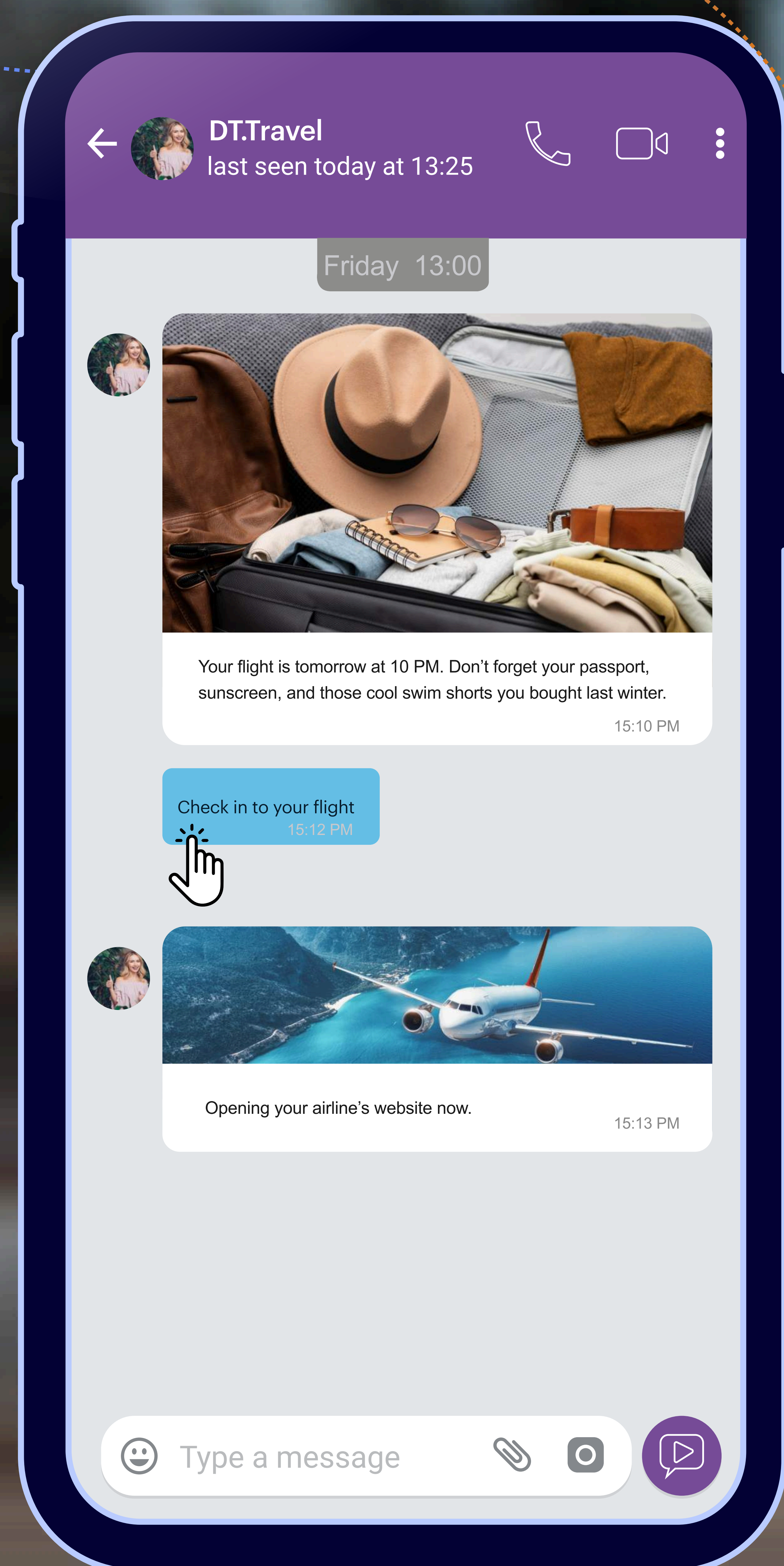
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No.2



Travel Reminders

Make sure everyone arrives on time



Use
messaging to
promote:

- Early check in
- Airport pick-up services
- Foreign food delivery services
- Travel insurance
- Purchase of adaptors for phone and computers
- Mobile service

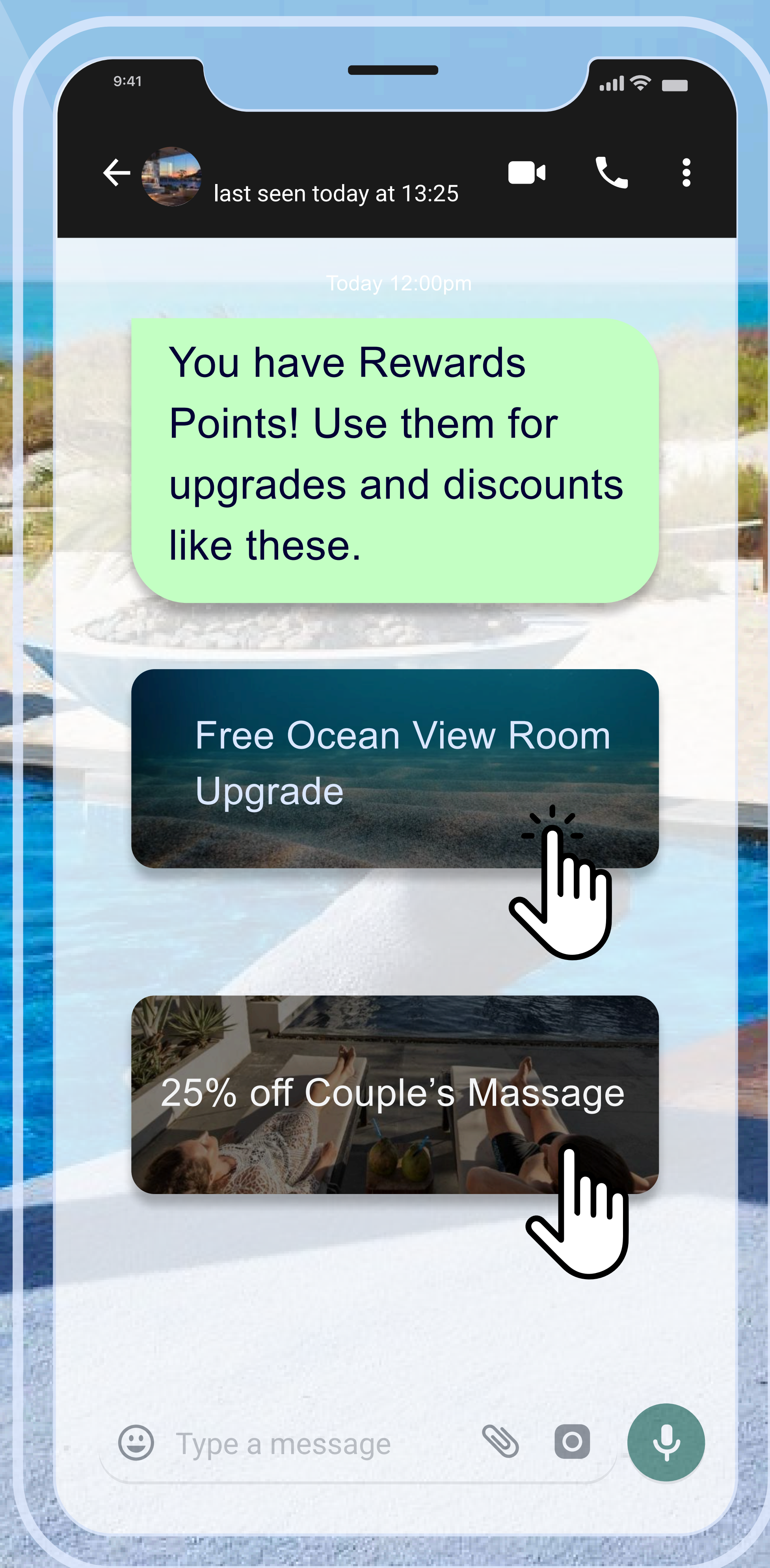
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No.3



Loyalty Travelers

Build loyalty with every message



Use loyalty messaging to promote:

- Exclusive offers
- Invitations to special events
- Increased cashback rewards
- Room service
- Fluff and fold laundry
- Transportation offers
- Restaurant reservations

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No.4



Room Service

Additional services improve customer retention

Use
messaging
for these
offers:

- Housekeeping services
- Business services
- Breakfast in bed
- Cocktail hour
- Spa services

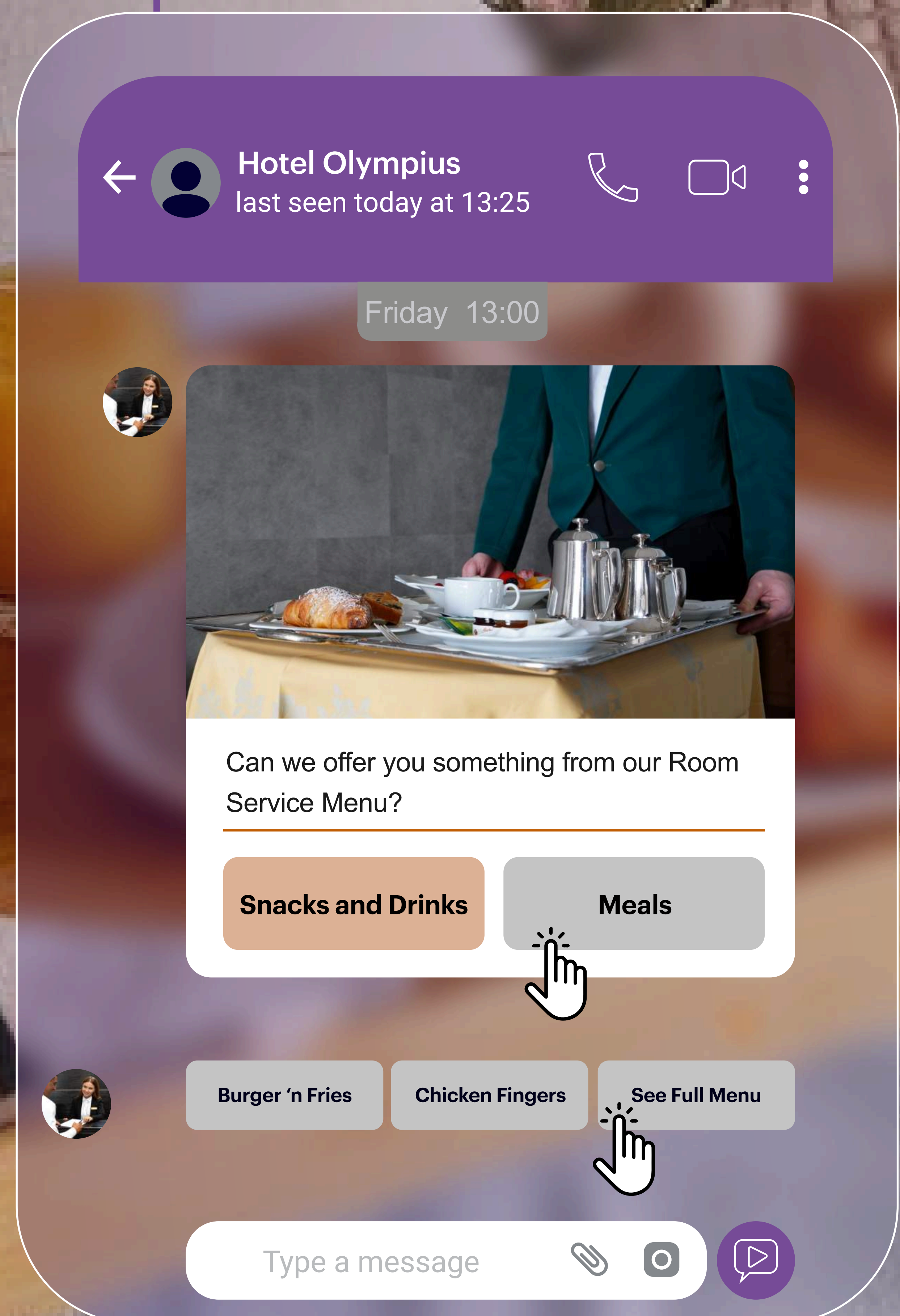


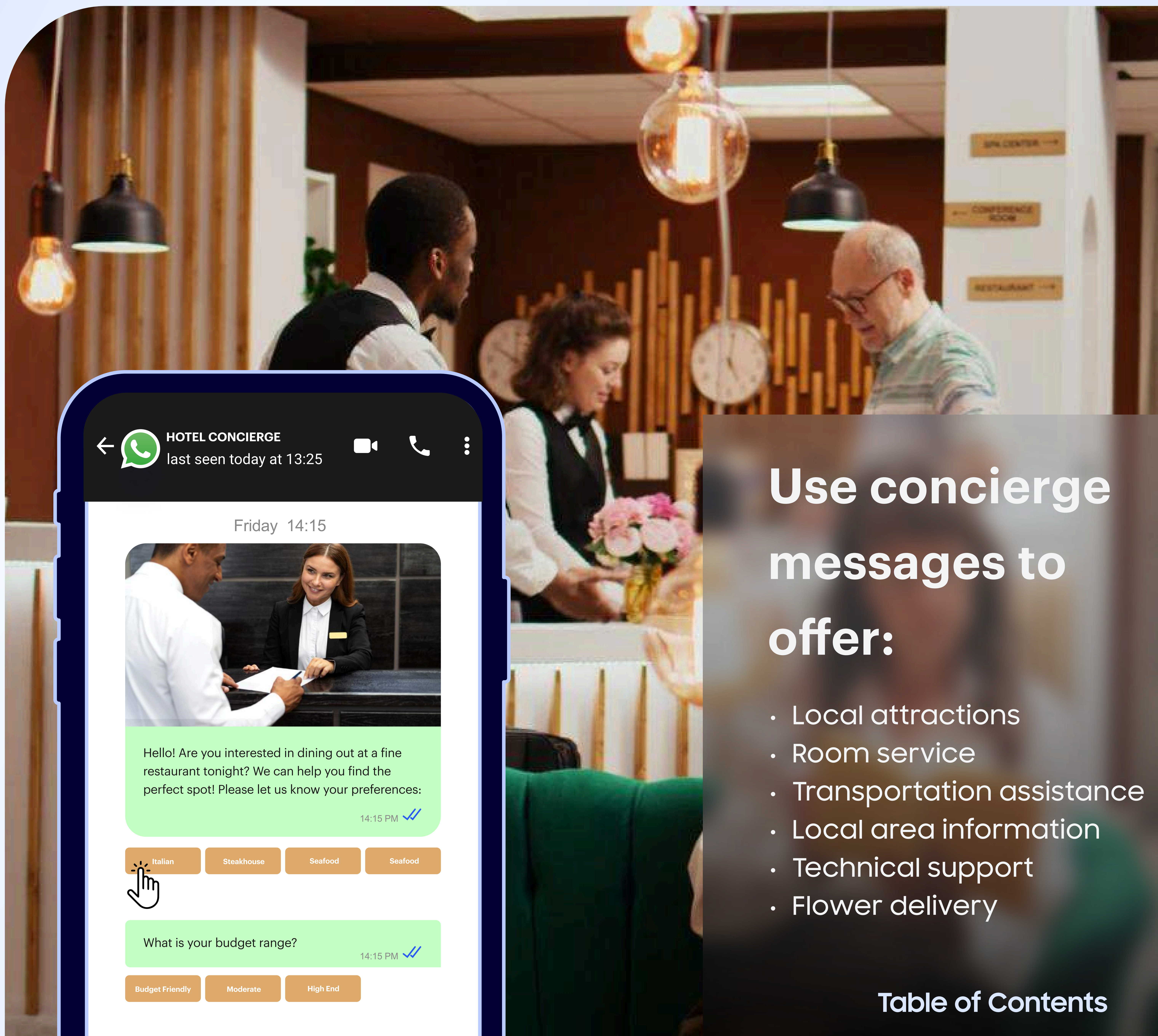
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No.5



Concierge Services

Add value with every stay



Use concierge messages to offer:

- Local attractions
- Room service
- Transportation assistance
- Local area information
- Technical support
- Flower delivery

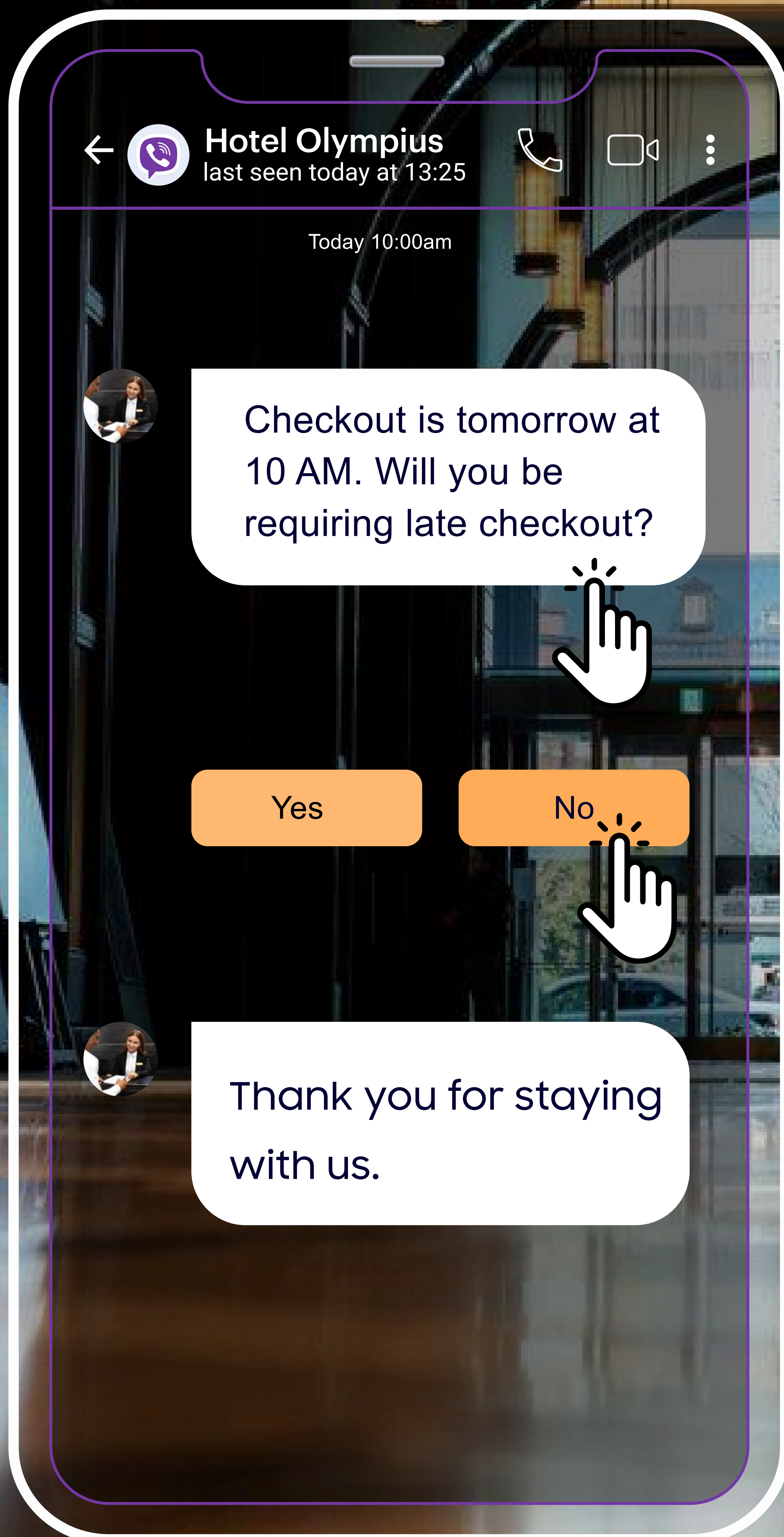
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No.6



Room Notifications

Keep your customers informed

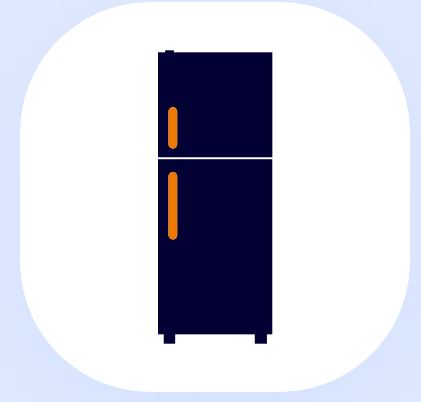


Use messaging for:

- Reservation confirmation
- Check in reminders
- Welcome messages
- Room readiness messages
- Alerts when housekeeping is coming to the room
- Billing and payment notifications
- Feedback and surveys
- Loyalty program updates

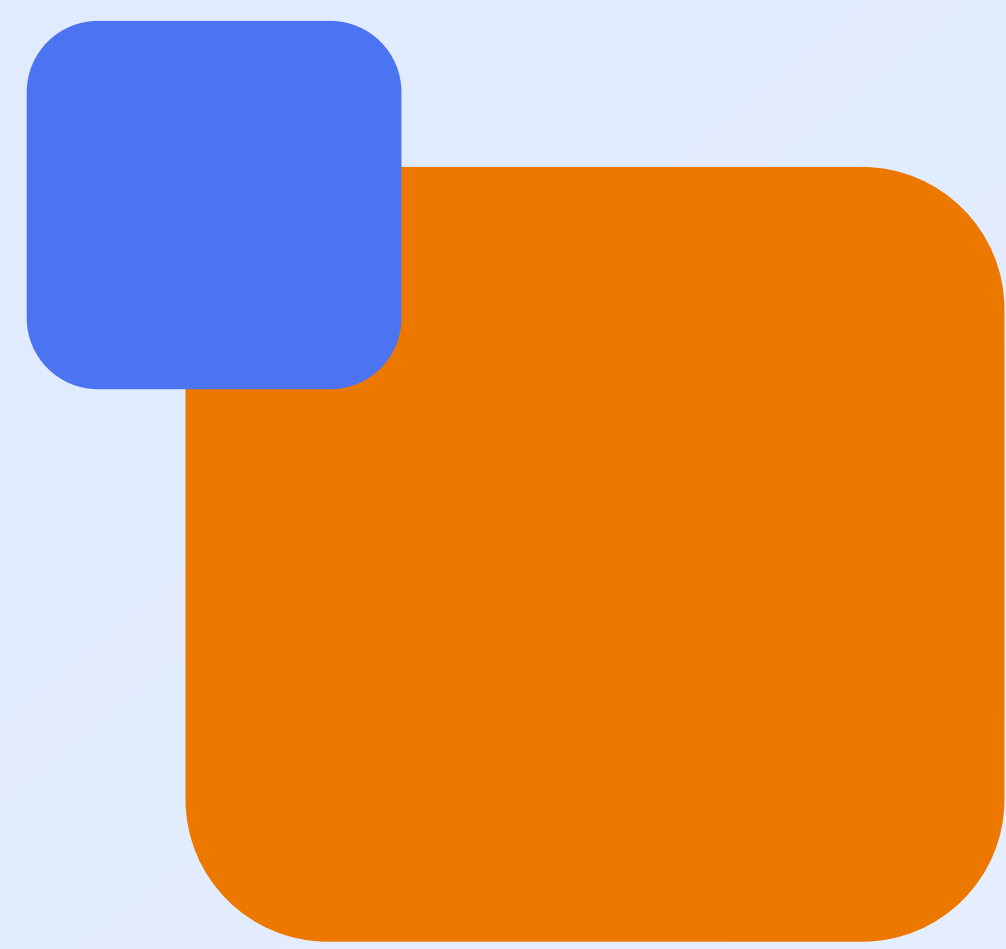
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No.7



Short-Term Residential Upsells

Make every stay at your place first class



Use messaging to engage guests and ensure their stay is perfect:

- Special room requests
- Check-in information and instructions
- Private chef
- Breakfast delivery
- Boxed lunches
- Personal trainer
- Romantic packages
- Daily cleaning

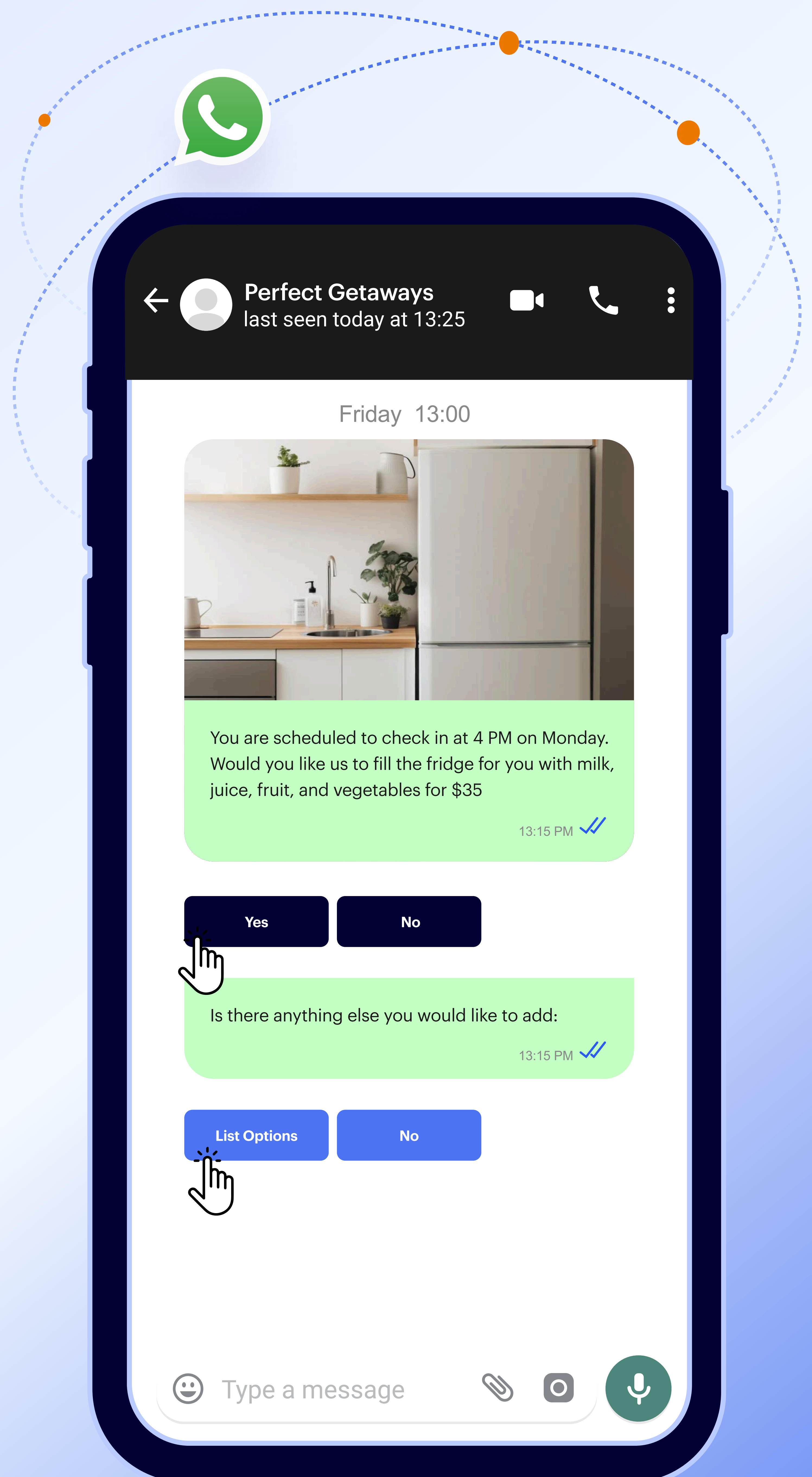


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No.8



Local Attractions

Help Vacationers Find the Perfect Activity



Our area has many attractions for families like yours. Would you like to book some of these while you are here?

City Zoo

Waterpark

Children's museum

Aquarium



How many tickets do you need?

Show tourists a good time

- Restaurants and cafes
- Concerts
- Sporting events
- Local art fairs



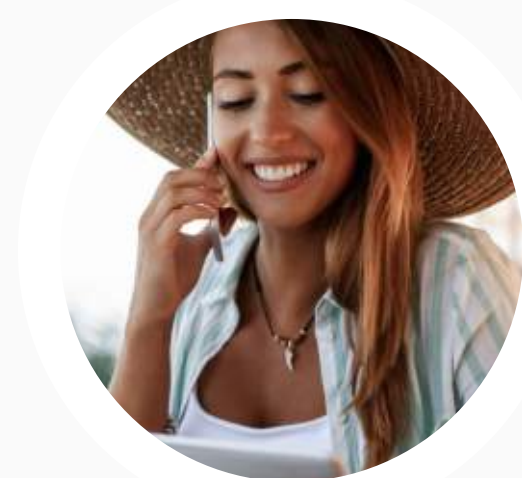
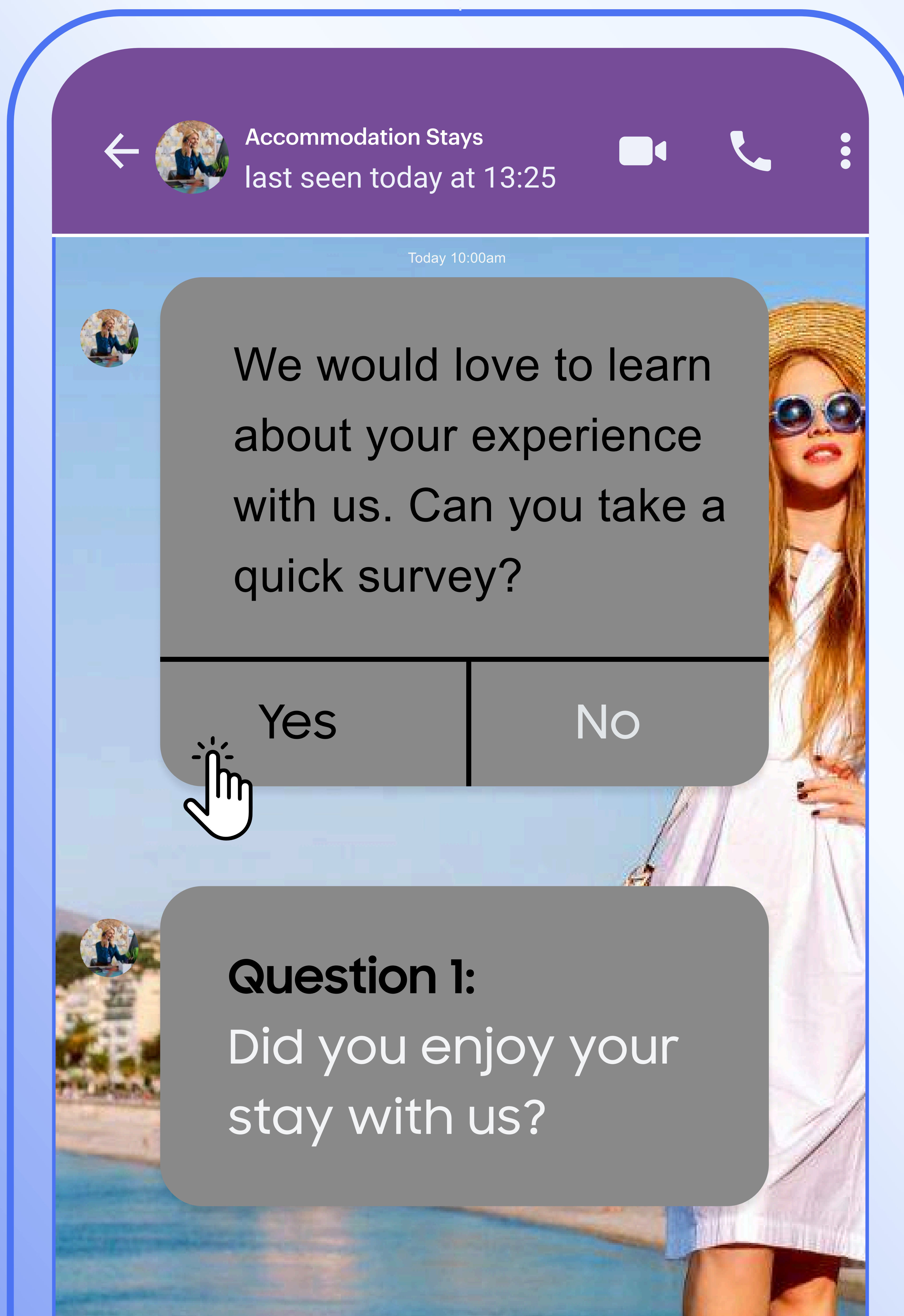
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No.9



Guest Feedback

Find out what your customers are thinking



**Learn more
about your
customers:**

- Take surveys
- Ask post-stay questions
- Provide live support
- Create focus groups

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No.10



Booking Changes

Let your customers know when their plans have been changed



Use Notifications for other unexpected changes:

- Hotel reservation changes
- Booking changes
- Car rental reservation changes
- Car rental pickup instructions
- Traffic updates
- Weather advisories
- Flight delays
- Health and safety advisories

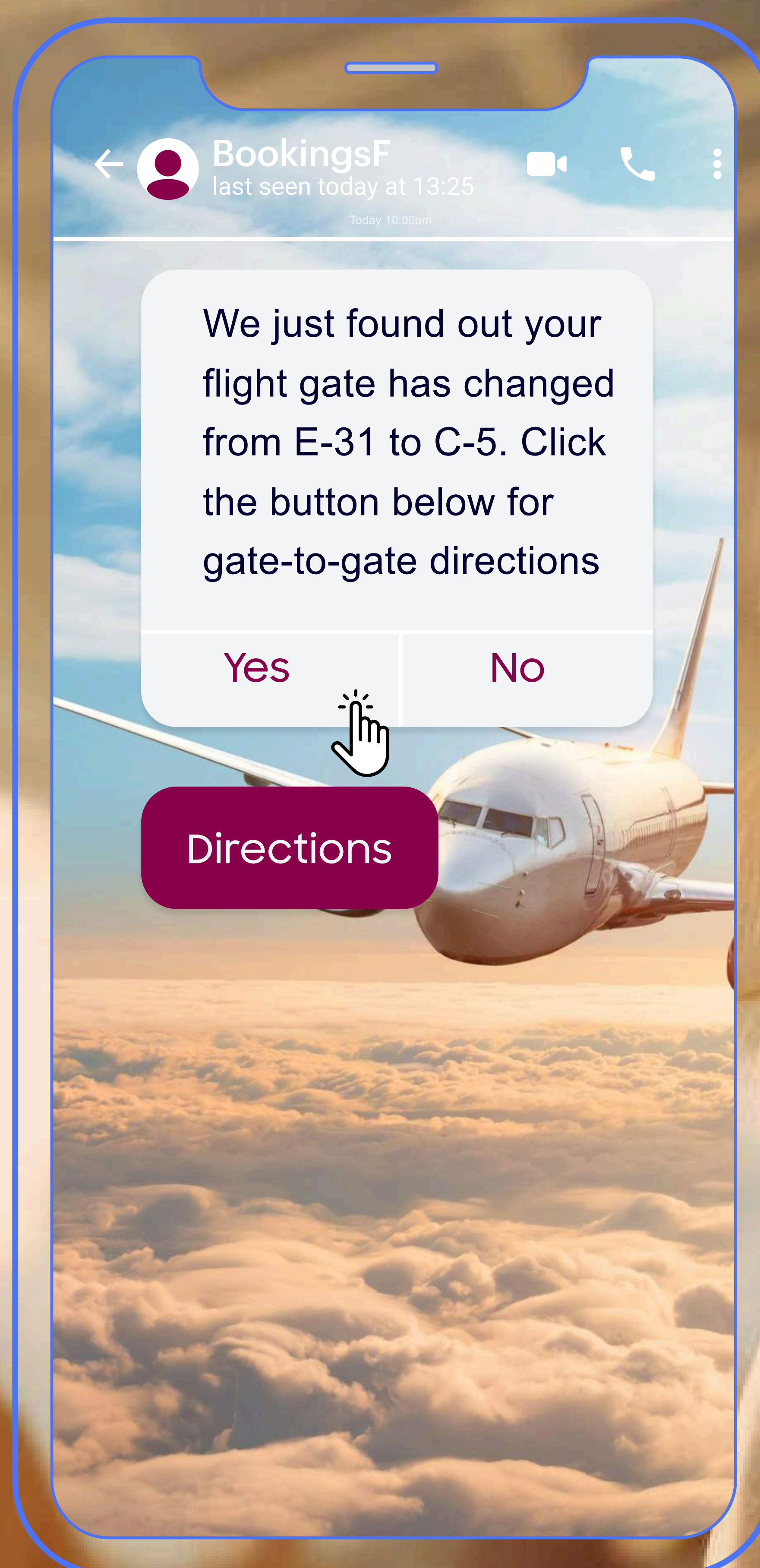


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Why MessageWhiz?

MMDSmart's MessageWhiz helps travel agencies, hotel and lodging operators, and hospitality providers deliver secure, timely, and compliant, real-time communications at scale. Here's why leading institutions trust us:

- Highest Delivery Rates: Ensure booking confirmations, flight updates and check-in reminders arrive quickly and reliably anywhere in the world through our network ownership and intelligent global routing
- 24x7 Customer Support: Travel never sleeps. Our our dedicated account managers available 24X7 to drive your success with personalized support
- Designed for Performance: Lower your risk with Click-through rate (CTR) performance based thresholds and automation
- Flexibility: Rely on us to be agile and customize the solution based on your needs
- GenAI Optimized Messages: Leverage AI to create and test multiple text versions to find the voice and messaging that drives customers to action
- Multi-Channel Reach: Engage customers on their preferred channel over SMS, RCS WhatsApp, Viber, Telegram, email, voice and others
- Advanced Automation: Trigger real-time messages based on user behavior, transactions, or system events
- Analytics & Reporting: Track performance and optimize campaigns with in-depth reporting tools financial services Contact us WhatsApp

Get in touch.

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WhatsApp



About MessageWhiz

MessageWhiz is a leading SMS service platform powered by MMDSmart. We provide a smart text messaging service for business, with a unique pay-by-conversion success option. Companies benefit from SMS business marketing by improving communication with their clients at the most opportune and relevant moments, and significantly growing business outcomes.

