



THE ULTIMATE BUYER'S GUIDE TO

HOSPITALITY TV

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HOSPITALITY TV



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2026 EDITION



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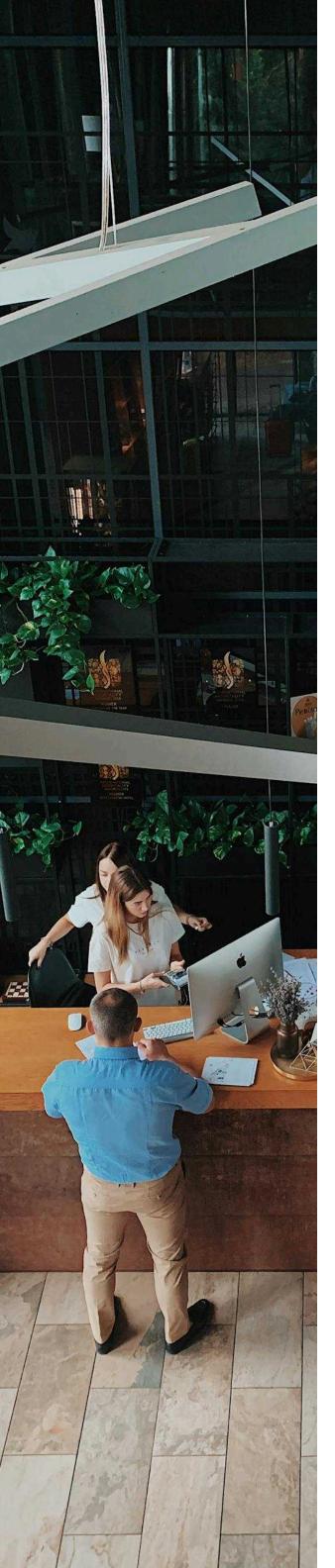
HOSPITALITY TV



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2026 EDITION





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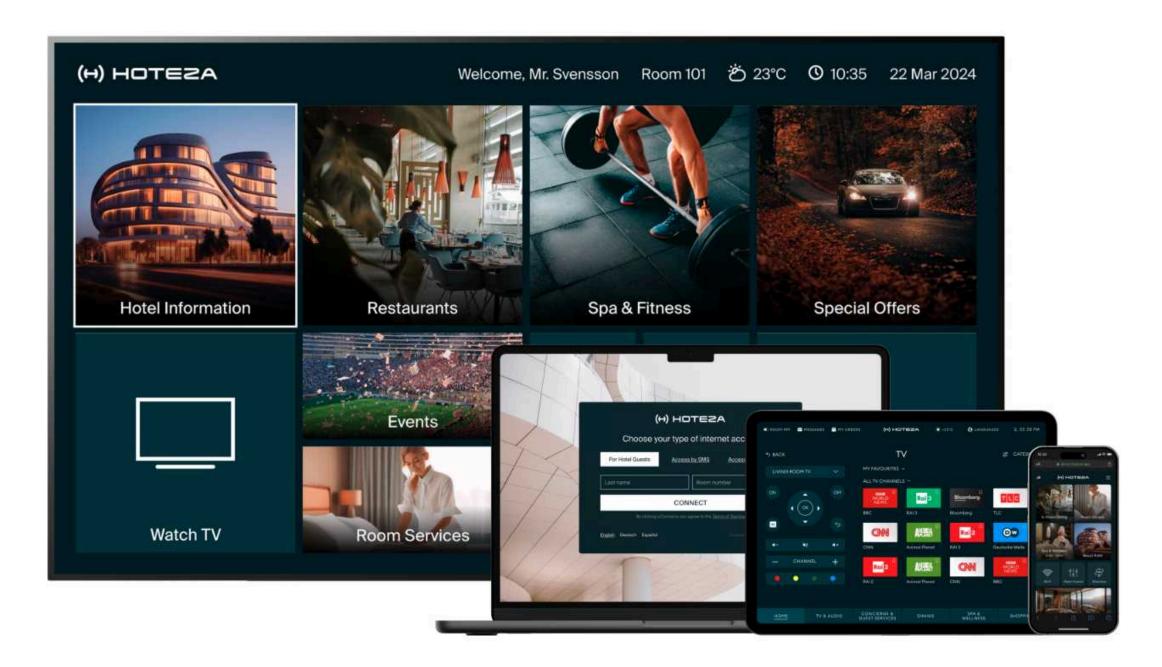
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What is a Hospitality TV?

Hospitality TV isn't just 'channels on a screen' anymore, it's the digital heartbeat of the guest room, blending streaming, communication, and engagement in one touchpoint. In today's hotel environment, the television in the guest room is one of the most frequently used touchpoints, making it an ideal channel for hotels to deliver value, convenience, and memorable experiences.

Unlike standard televisions, Hospitality TV systems are specifically designed for the needs of hotels and their guests. At their core, they provide entertainment through live channels, on-demand content, streaming apps, and secure casting from personal devices. But the real transformation comes from their ability to serve as an interactive hub where guests can do much more: check restaurant menus, book a spa treatment, order room service, discover local recommendations, or even complete an express check-out without leaving the room.



For hotels, this isn't just a shift, it's a revenue engine waiting to be switched on.

Hospitality TV becomes a branded, customizable platform that reflects the property's identity and provides new channels for upselling and communication. Hotels can push targeted promotions, run advertising campaigns, or display personalized welcome messages, all while maintaining a consistent brand experience. In addition, central management tools make it easier for hotel staff to update content, send notifications, and monitor guest interactions, creating efficiency and consistency at scale.

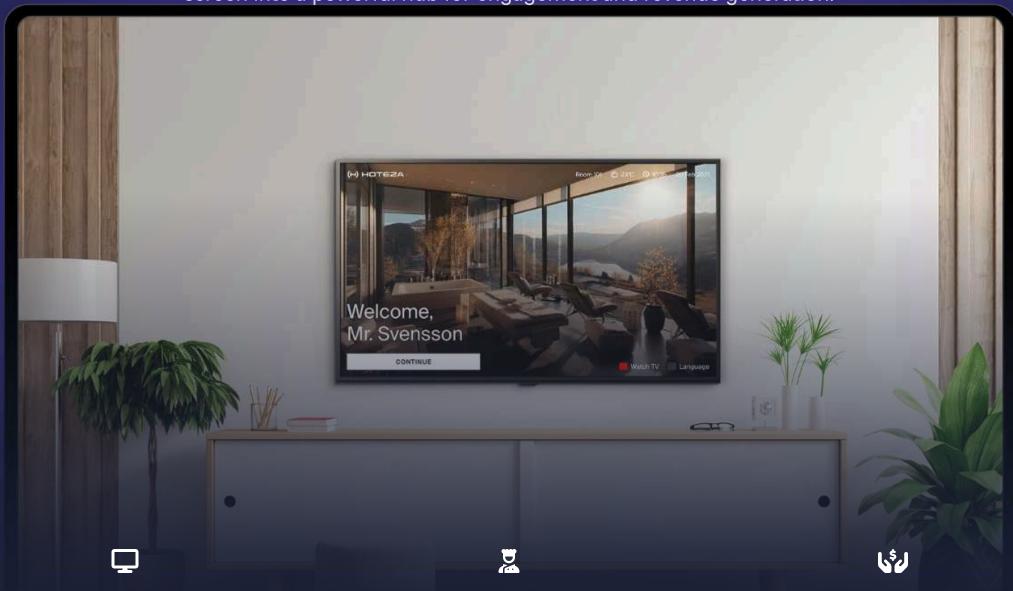
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Special thanks to our sponsor for making this guide possible

Recognized as one of the most innovative companies in guest experience technology, Hoteza has become a trusted partner for hotels worldwide seeking to modernize the in-room experience and strengthen their connection with guests. With its advanced Hospitality TV solution, Hoteza goes far beyond traditional television by combining entertainment, communication, and upselling into a seamless, intuitive platform. From personalized welcome messages and secure casting to room service ordering, spa reservations, and express check-out, Hoteza enables hotels to transform the in-room screen into a powerful hub for engagement and revenue generation.



Pre-Arrival Upsells

Send personalized upgrade and add-on offers before arrival to drive incremental spend per guest.

Front Desk Upsell

Empower front desk agents with automated, relevant upsell suggestions during check-in.

Dynamic Pricing

Use data-informed pricing strategies that adjust room upgrade offers based on demand and PMS/ RMS inputs.



Bell - Al Powered Hotel Tech Advisor

Check out my Al-powered analysis of Hoteza on HTR

See my analysis

Guide's sponsor



Hospitality TV Benefits and Business Value

- 6 Hospitality Use Cases
- 7 How a Hospitality TV adds value
- 9 Future Planning: Trends & Predictions for 2025/26



Benefits and Business Value

Hospitality TV use cases



Enhance In-Room Guest Experience

By replacing traditional TV with an interactive Hospitality TV system, hoteliers provide guests with access to entertainment, hotel information, and personalized recommendations. This seamless experience helps create a home-like environment, boosting guest satisfaction and loyalty.



Drive On-Property Revenue

Hospitality TV allows hotels to promote spa treatments, dining options, and special offers directly on in-room screens. Guests can easily explore and purchase services, turning the TV into a dynamic upselling channel that increases ancillary revenue.



Strengthen Brand Engagement

From branded welcome screens to promo spots, the TV becomes part of your brand's DNA. This reinforces brand presence and makes every stay more memorable, fostering repeat bookings and stronger brand connection.



Streamline Communication & Reduce Operational Costs

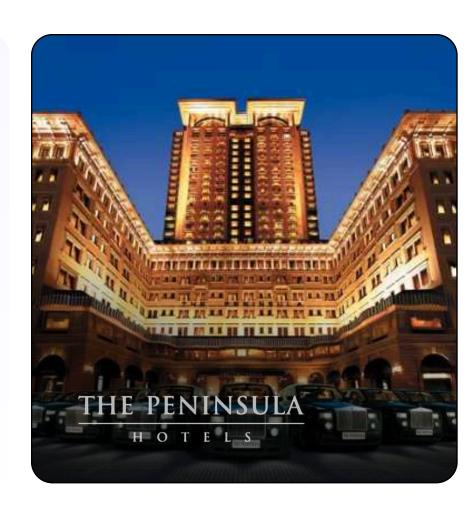
With Hospitality TV, Out go the dusty brochures, in come real-time, automated updates on screen. This reduces printing costs, minimizes staff workload, and ensures guests always have access to the most up-to-date information.

USE CASE INSPIRATION

Hoteza and Peninsula Hotels Redefine the Guest Journey with a Custom-Made In-Room Tablet Solution

- Commitment to innovation
- Cutting-edge solution
- Luxury and exceptional service

Read the full story





Benefits and Business Value

How a Hospitality TV adds value



Increase Ancillary Revenue at Low Cost

Hospitality TV drives additional revenue by promoting on-property services such as dining, spa, and excursions. Since these offers are delivered to in-house guests, the cost of acquisition is nearly zero, making this one of the highest-margin revenue streams.



Improve Guest Satisfaction & Loyalty

By offering personalized entertainment and real-time hotel information, Hospitality TV enhances the guest experience. Happier guests are more likely to return and recommend the property, boosting long-term customer lifetime value.



Reduce Operational Expenses

Hospitality TV replaces printed materials and manual updates with digital, automated communication. This lowers printing and distribution costs, reduces staff workload, and ensures information is always up to date, improving efficiency.

87%

of hotel guests watch live TV during their stay; 72% watch premium channels or streaming TV, and 66% access on-demand content in-room

LODGING Magazine

95%

of guests turn on the TV in their room and watch for more than three hours per day, on average

Hotel Business Archive

73%

of guests say they're likely to return to hotels that meet their technology needs, highlighting how critical tech—including TV—is for guest satisfaction

Skift

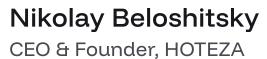
Executive Letter

What are the biggest changes impacting how hotels use Hoteza Guest Journey in our current environment and heading into 2026?

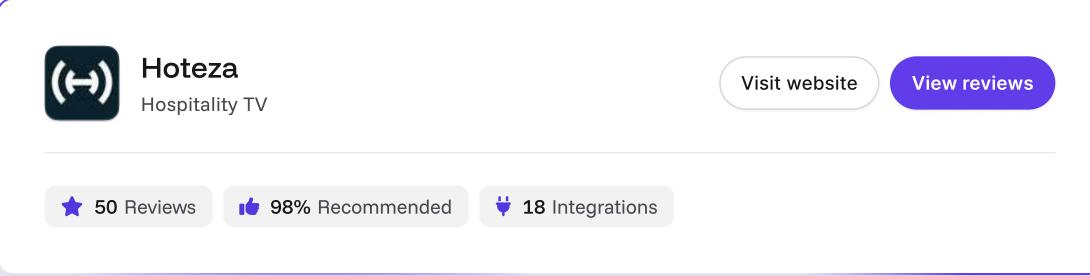
Presented by (H) HOTEZA

Hotels are rapidly shifting toward digital-first guest interactions, replacing printed directories, menus, and brochures with dynamic, easily updated content accessible through in-room devices or guests' own phones. Mobile platforms now serve as the universal remote for the stay, enabling everything from check-in to service requests and entertainment control in one seamless interface. Messaging channels such as WhatsApp and in-app chat are overtaking phone calls, creating a faster, more natural communication flow. Guests increasingly expect flexible, on-demand housekeeping, choosing cleaning times and preferences via app to align with personal schedules and sustainability goals.

Upselling strategies are evolving from generic offers to contextual, precisely timed prompts that enhance the experience without disrupting it. Digital room access through Wallet Keys in Apple and Google Wallet is becoming a new standard, removing friction and enhancing security for both guests and hotels. Al-powered tools are now enabling real-time personalization, predictive recommendations, and automated service responses, creating a seamless and anticipatory journey. Managing content across multiple touchpoints has become a priority, with centralized systems ensuring accuracy and consistency everywhere from in-room screens to lobby signage. The guest journey no longer ends at checkout; thoughtful post-stay engagement now plays a crucial role in loyalty-building. Together, these shifts demand a unified, guest- centric approach that blends personalization, convenience, and operational efficiency.







Executive Letter 8



Trends & Predictions for 2025/26

Brought to you by (H) HOTEZA

Messaging-First Guest Communication

WhatsApp and similar platforms are now the preferred channels for guest interactions. Guests expect real-time, convenient, and conversational exchanges without the delays of phone calls or emails. Embedding service requests, bookings, and personalized recommendations directly into these channels creates frictionless communication, strengthens loyalty, and opens new opportunities for timely upselling.





AI-Powered Service Automation

Al is reshaping hotel operations by instantly handling routine guest needs: day or night. From booking spa appointments to answering common questions, automation frees staff to focus on meaningful, high-touch interactions. Al-driven responses provide speed, accuracy, and personalization, aligning with the modern traveler's expectations for seamless and efficient service.

Unified, Always-Current Content Hub

Fragmented systems with outdated information cause confusion, missed orders, and diminished trust. A centralized content hub ensures that every channel: mobile apps, in-room screens, and digital signage delivers consistent, up-to-date information. This alignment not only enhances the guest experience but also streamlines operations and safeguards revenue.



Trends & Predictions 9

Tips for Building Your Shortlist: How to Select the Ideal Hospitality TV for Your Hotel

- 11 Key features
- 12 Key considerations for different types of hotels
- 17 Top Rated Hospitality TV Products
- 18 Critical Integrations
- 19 What hoteliers are saying
- 20 Pointers from industry experts



Tips for Building Your Shortlist

Key features to look for

000	Deliver Personalized Welcome Messages	Ability to greet each guest with customized messages and branding, creating a sense of recognition and belonging from the moment they enter the room.
NOK NOK	Centralized Information Hub	Guests can access hotel information, amenities, and local recommendations directly from the TV, eliminating the need for printed directories.
ÖÜÜ	Promote On-Site Services & Offers	Ability to showcase dining, spa, and activity promotions on the TV, encouraging guests to explore and spend more during their stay.
	Enable In-Room Ordering	Guests can conveniently order room service, spa treatments, or other services directly from the TV interface.
	Streamline Check- Out Process	Guests can review bills and check out directly from their TV, reducing front desk congestion and enhancing convenience.
Q	Multi-Language Support	Ability to provide menus, entertainment, and hotel information in multiple languages, ensuring accessibility for international guests.
ور مرب	Integration with Guest Devices	Guests can cast content from their smartphones or tablets to the TV, bringing their own streaming services to the in-room experience.
_	Real-Time Updates & Notifications	Hotels can instantly push event schedules, safety information, or service updates to guest rooms via the TV.
<u>6000</u>	Consistent Branding Across Touchpoints	Hospitality TV provides a branded interface that reflects the hotel's identity and values, reinforcing the brand throughout the guest journey.
ஓ	Data Insights & Analytics	Ability to track guest usage and preferences through TV interactions, providing valuable data to refine service offerings and marketing strategies.

Key features to look for 11

Large Hotels & Resorts

Operational complexity High, with departmental silos



What is important to keep in mind?

If you're running a resort or a large branded hotel, your guest is paying top dollar and expects their in-room experience to feel just as seamless as their living room at home (if not better). Families want Netflix casting for the kids, business travelers expect easy device connectivity, and brand-loyal guests expect personalization. A Hospitality TV solution here isn't just a perk—it's part of your promise of luxury and convenience.

- Multiple revenue outlets—cross-selling via in-room TV is strategic
- Guests expect 4K screens, casting, OTT apps, and room service ordering integration
- Reliability and enterprise-grade support required (downtime = brand damage)
- Standardized brand experience across portfolio

Feature	Why it's critical
Enterprise-grade scalability Centralized management across hundreds of rooms/ properties	Consistency + efficiency at scale; ensures compliance with brand standards
Casting & OTT integration Native Netflix, Disney+, YouTube, Chromecast, AirPlay support	Guests expect at-home streaming; high satisfaction drive
Interactive in-room commerce Ordering F&B, spa bookings, golf tee times via TV	Monetizes the screen, supports ancillary revenue
CRM/loyalty integration Personalized greetings, loyalty-based offers on TV	High-value guests expect recognition and tailored upsell offers
24/7 enterprise support & SLAs Multilingual, guaranteed uptime, on-site install	Large hotels can't afford downtime; brand penalties possible

Boutique & Independent



2 Operational complexity Medium, high-touch experience focused



What is important to keep in mind?

Boutiques thrive on experience. Their guests are design-conscious, often younger, and want a stylish, frictionless experience. An outdated TV stands out like a sore thumb in a boutique hotel. For this segment, Hospitality TV isn't just entertainment—it's an extension of the brand identity and a way to drive reviews.

- Guests expect sleek, branded interfaces
- Lean staff → plug-and-play solutions needed
- Strong emphasis on upsell and personalization (wine delivery, local tours, spa)
- Simpler integrations preferred—no in-house IT team

Feature	Why it's critical Reinforces brand identity; guests notice aesthetic detail	
Customizable branded interface White-labeled welcome screen with hotel logo/design		
Easy casting / plug-and-play OTT Chromecast/AirPlay built in	Guests expect to stream their own content with zero hassle	
Upsell widgets Promote wine packages, late check-outs, local tours	Revenue opportunity directly aligned with boutique's need for ancillary sales	
Review prompts / survey popups Post-stay review requests via TV	Direct tie to online reputation—critical for boutique competitiveness	
Affordable SaaS pricing Per-room/month model	Keeps costs predictable and avoids large upfront investment	

Small Hotels & B&Bs

Size <20 rooms \$ ADR / Price Range \$-\$\$

Operational complexity Low, usually managed by 1–2 people



What is important to keep in mind?

At a small inn or B&B, guests often value the personal touch more than a high-tech in-room entertainment system. Still, they don't want to miss Netflix. Owners are cost-conscious and can't afford complicated systems. For B&Bs it's all about low-cost, plug-and-play, and just enough tech to feel 'modern without losing the cozy vibe.

- Guests expect basics: flat-screen + casting
- No IT staff must be self-install

• Cost is a top concern; TV is nice-to-have, not core revenue driver

Feature	Why it's critical
Plug-and-play streaming device	Owner can self-install without IT help
Chromecast or Fire Stick with hotel mode	
Basic casting functionality	Meets guest expectations without complexity
Netflix/YouTube casting	
Simple setup & support docs	Owner-operators don't have time for long onboarding
Online help guides, self-service	
Low flat monthly fee	Keeps costs predictable for small operators
Affordable SaaS pricing per room	

Budget Hotels

Size 50–150 rooms (or more for branded) \$ ADR / Price Range \$

Operational complexity Medium; often franchise branded



What is important to keep in mind?

Budget hotel guests aren't looking for luxury—they want speed, affordability, and a working TV with at least some streaming. Operators here are razor-focused on cost and uptime. A Hospitality TV solution must be cheap, reliable, and preferably bundled with Wi-Fi or PMS.

- High guest turnover = need for automated resets / privacy protection
- Guests expect something modern—at least basic streaming
- Staff can't troubleshoot complex issues
- Often bundled in franchise tech stack

⁼ eature	Why it's critical
Factory reset on checkout	Avoids guest complaints and liability for data left behind
Clears guest logins automatically	
Low-cost casting solution	Guests happy with simple streaming—cost efficiency is
Basic Netflix/YouTube support	key
OTA/bundled pricing	Operators prefer one bill, lower cost
Packaged with Wi-Fi provider	
Self-service support	Lean staff can't manage complex tech
Knowledge base, minimal training	
Quick install kits	Reduces downtime and avoids costly installation teams
Bulk-deployable, pre-configured	



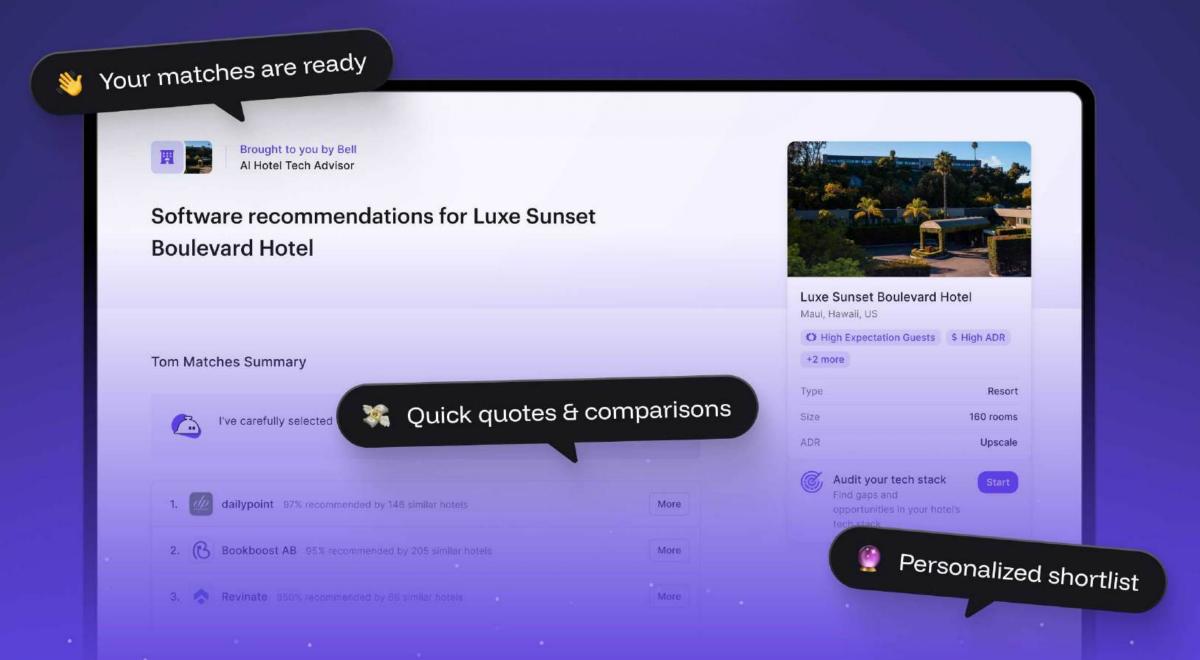


Want to find out which HOSPITALITY TV are best for your hotel?

✓ Custom shortlist ✓ Al-powered personalized fit score ✓ Key insights to determine fit

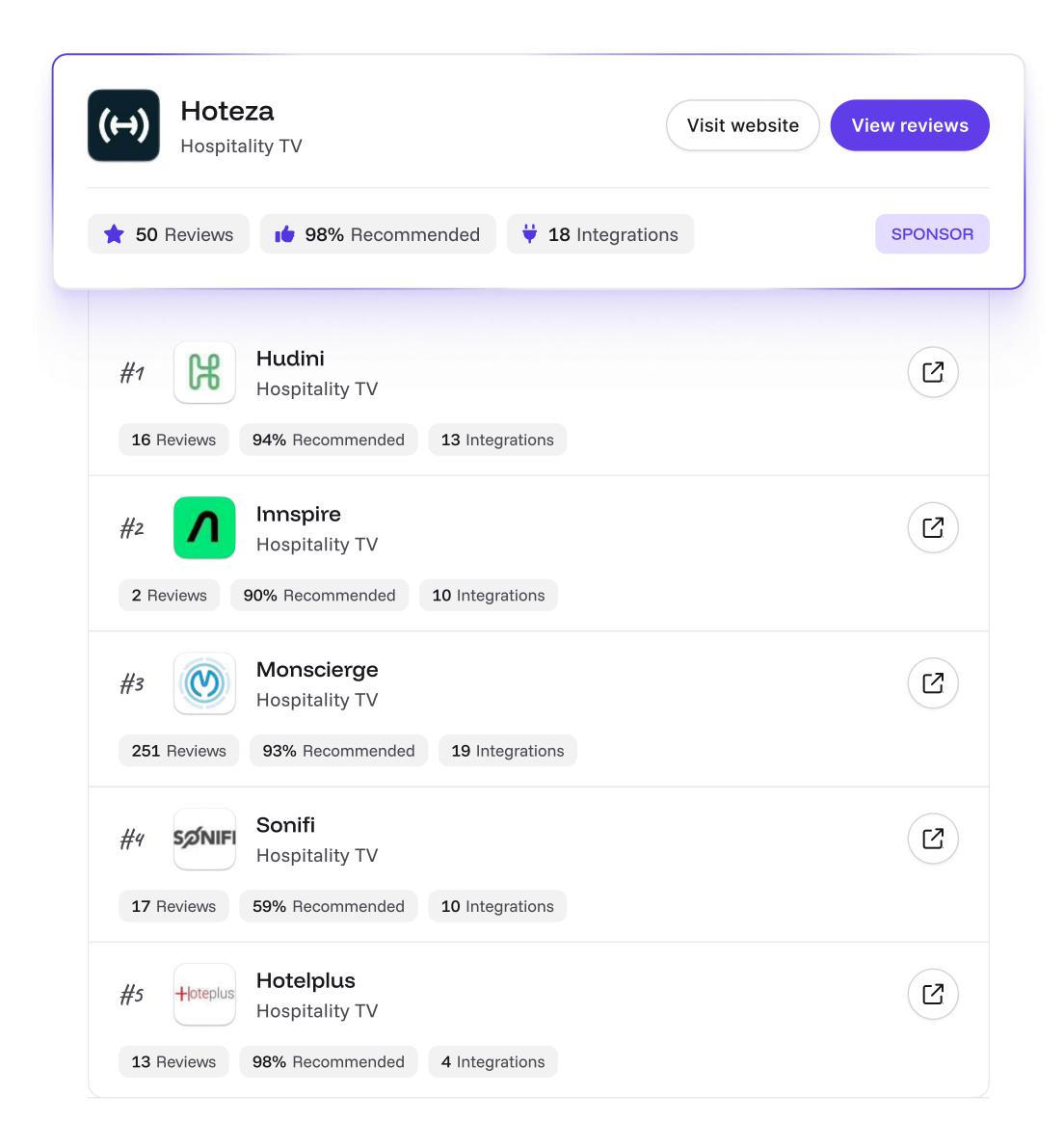
Get Recommendations

POWERED BY AI





Top Rated Hotel Hospitality TV Products

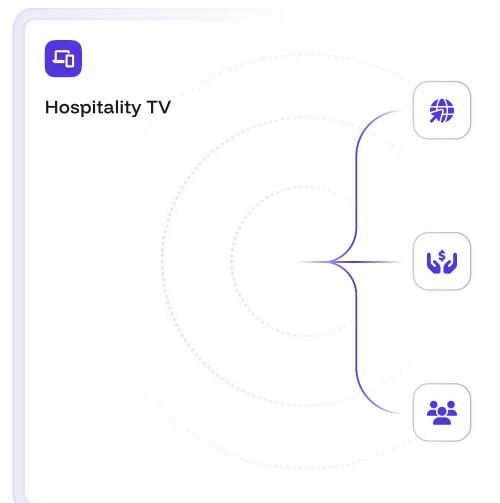




Tips for Building Your Shortlist

Critical Integrations

Without the right integrations, even the best product can add complexity and cost. Make sure any vendor you consider has the integrations you need to set your team up for success.



PMS

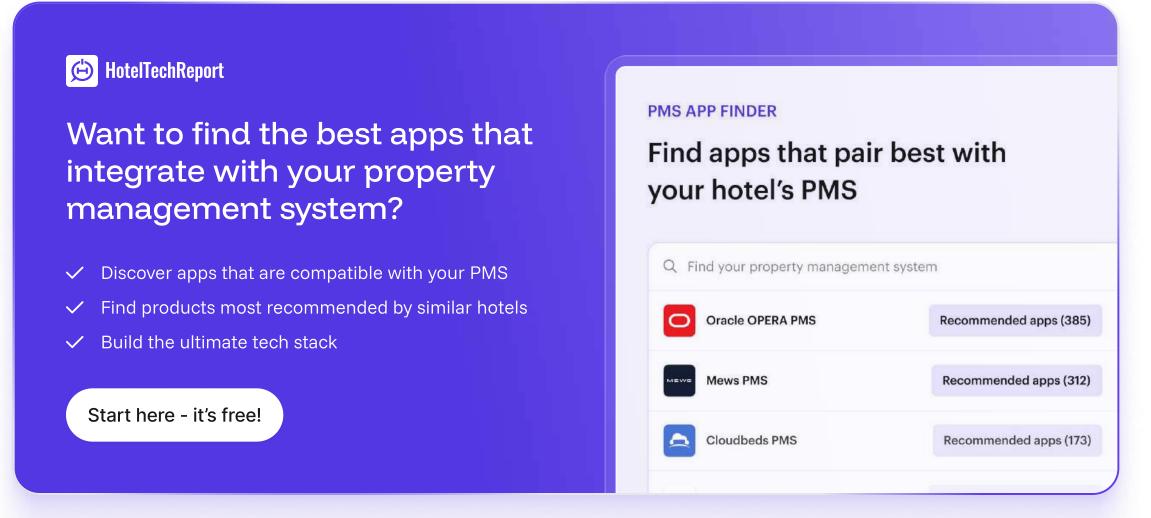
Integration with the PMS ensures that guest profiles, room preferences, and stay details are synced in real time. This allows for personalized greetings, tailored recommendations, and automated check-out via the TV.

Point of Sale (POS) Systems

Connecting Hospitality TV with POS systems enables seamless ordering for dining, spa, and other services directly from the TV. Charges are instantly posted to the guest's folio, creating a smooth experience and boosting revenue.

Guest Messaging & Mobile Apps

Integration with messaging platforms and hotel apps allows guests to receive notifications on the TV as well as on their devices, creating a consistent, omnichannel communication experience.



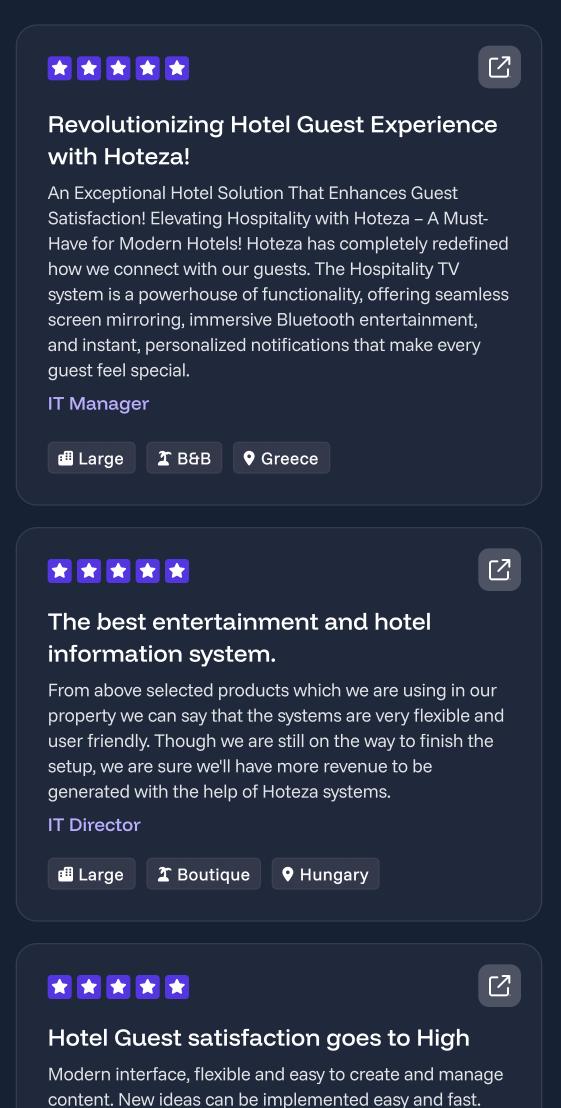
Critical Integrations 18





What hoteliers are saying about their Hotel Upselling Software providers

Reviews of (H) H□TEZA Read all reviews

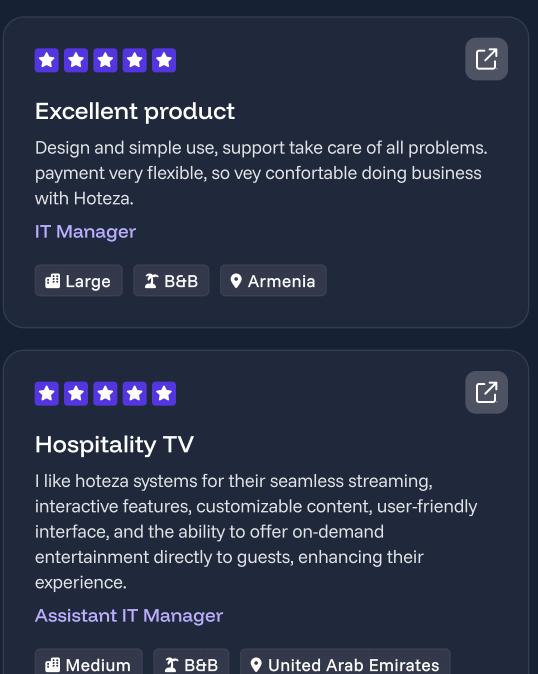


IT Manager

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Cyprus







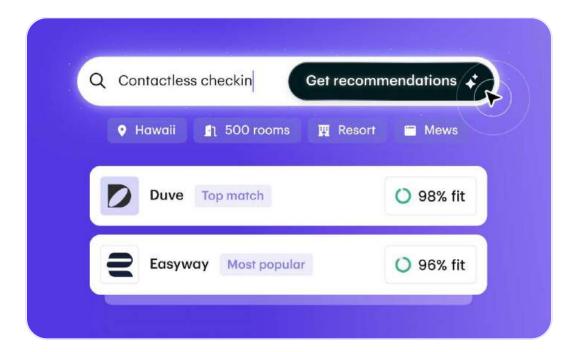
4-easy steps to kickstart your process and help you find the best Hospitality TV for your hotel

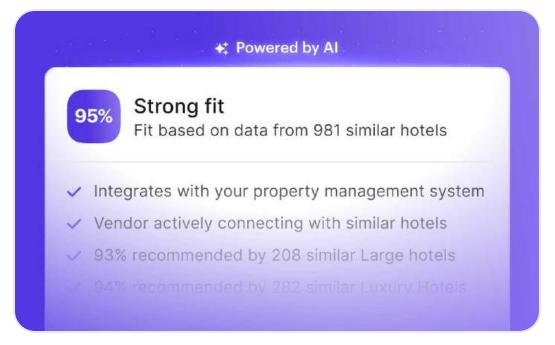
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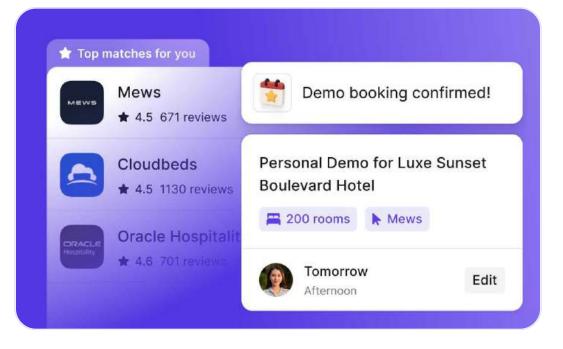


Get demos to compare solutions

Get demos from your shortlist in previous step to have a basis of comparison for the key nuances and differences between products.







Build your shortlist

Our Al-powered Product Advisor instantly matches your hotel with the best-fit software based on your unique needs—no spreadsheets, no guesswork. Dive into Al-driven analysis that explains exactly how and why each recommendation fits your property.

Take the quiz

Vet vendors with AI powered analysis

Access instant, unbiased insights that combine review and expert summaries, keyword and sentiment analysis, and real-world data from hotels like yours. Benchmark vendors across the metrics that matter most—user experience, support, ROI, integrations, and automation.

Browse products

Get demos, try products

The best way to choose hotel software is to try it. We make it easy to schedule demos with multiple vendors in one click—so you can compare options, shape your preferences, and gain leverage in negotiations.

Schedule demos



Key questions to ask on your demo calls

#1	How does Hospitality TV integrate with our existing PMS and POS systems?
	The platform connects directly with leading PMS and POS providers via API, syncing guest profiles, folios and room data. This ensures personalized content delivery and seamless in-room ordering with automati charge posting.
#2	Can we customize the interface to reflect our brand identity?
	Yes, the TV interface is fully customizable with your logo, colors, imagery, and messaging. You can also tailor welcome screens and promotions to align with your brand standards.
#3	How easy is it to update content, promotions, or hotel information?
	Content can be updated in real time through a simple web-based dashboard. This eliminates the need for reprints and ensures guests always see the most accurate and up-to-date information.
#4	What languages and accessibility options are available?
	Hospitality TV supports multiple languages and can be configured per guest preference. It also includes accessibility features such as text-to-speech and simplified navigation.
#5	How can Hospitality TV help us drive more revenue?
	he system promotes upselling opportunities such as dining, spa treatments, and activities directly on the TV. With targeted offers, hotels often see a significant increase in ancillary spend per guest.
#6	What analytics and reporting capabilities does the system provide?
	Hospitality TV tracks guest usage patterns, service orders, and interaction data. Reports highlight engagement levels and revenue generated, helping hotels optimize promotions and guest experience strategies.



Compare price quotes

What are the typical pricing models and ranges that I should budget for?

- Implementation Expense. Implementation expense depends on the hotel's existing infrastructure and the integrations required (e.g., PMS, POS, guest apps). Costs can also vary based on whether new hardware (smart TVs, set-top boxes) is needed and whether implementation is done on-site or remotely.
- Monthly Subscription. Pricing for Hospitality TV is typically based on the number of rooms or TV devices. Most providers operate on a per-room, per-month subscription model, which usually ranges between \$5–\$15 per room. Exact pricing varies by vendor, and some providers offer calculators or custom quotes to help hotels estimate total costs.

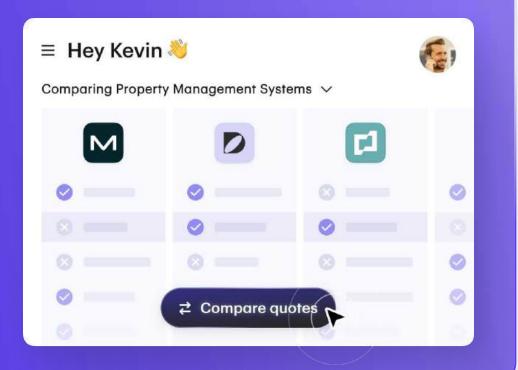
What does the typical implementation timeline and process look like to go live?

It might take up to 4-8 weeks. For most Hospitality TV systems, implementation can take as little as two to four weeks depending on: whether new hardware (smart TVs or set-top boxes) is required, the number of rooms and properties being installed, and the level of system integrations needed (PMS, POS, guest apps). Implementation will typically start by installing or configuring the hardware, connecting the system to your PMS and POS, and setting up branded content such as welcome messages, service menus, and promotions. An implementation coach or representative may work with you through the setup process, provide training, and verify your configuration. Finally, the system is tested before going live to ensure everything runs smoothly. Done correctly, there is no downtime for guests during installation.



Request and compare personalized quotes from your top matches

Start here - it's free!





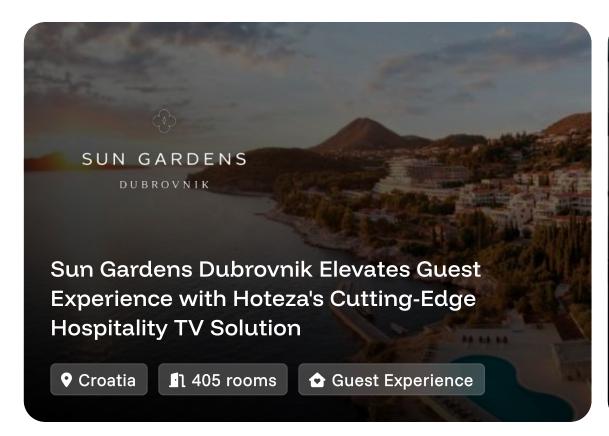
Set KPIs to define success

Metric	What is it	Why is it important
Guest Engagement Rate	The percentage of guests actively using Hospitality TV features (menus, service ordering, streaming, information browsing) compared to total guests.	High engagement indicates the system is delivering value and driving guest interaction with hotel services. Low engagement suggests poor usability or irrelevant content.
Ancillary Revenue per Room via TV	Average revenue generated from TV-driven upsells (e.g., room service, spa bookings, activity reservations) per occupied room.	This directly measures the financial return on the system and its effectiveness as a revenue channel.
System Uptime & Reliability	The percentage of time the Hospitality TV system is fully operational without interruptions.	Reliability is critical—if the system fails, it frustrates guests and eliminates upsell opportunities. High uptime ensures smooth service and guest trust.



Further Reading

Read real stories from hoteliers like you about how they leveraged Hospitality TV to grow their businesses.









Our most popular articles

- Why an All-in-One System Is the Right Way Forward for Hotel Tech
- Top Hospitality TV & Casting Solutions 2025
- Top-10 Trends Shaping the Digital Guest Journey in 2025 and Beyond
- Top-10 Trends in Hospitality App Ecosystems: From Fragmentation to Unity
- Human Touch in a Digital World: Finding the Balance Between People and Systems

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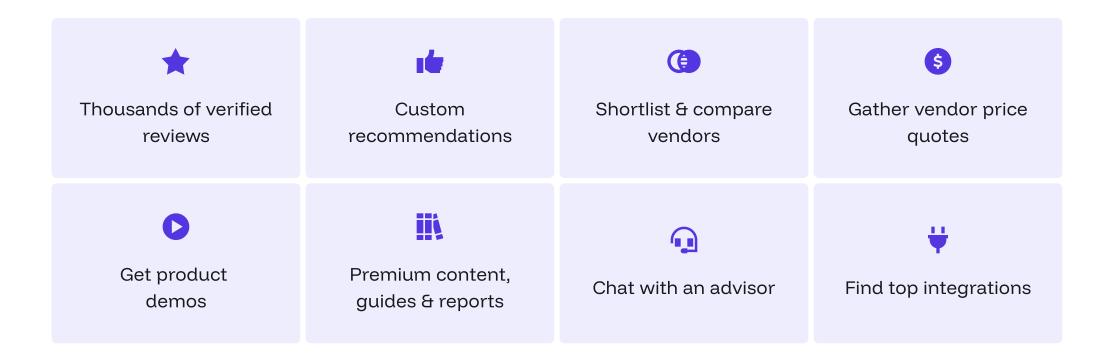




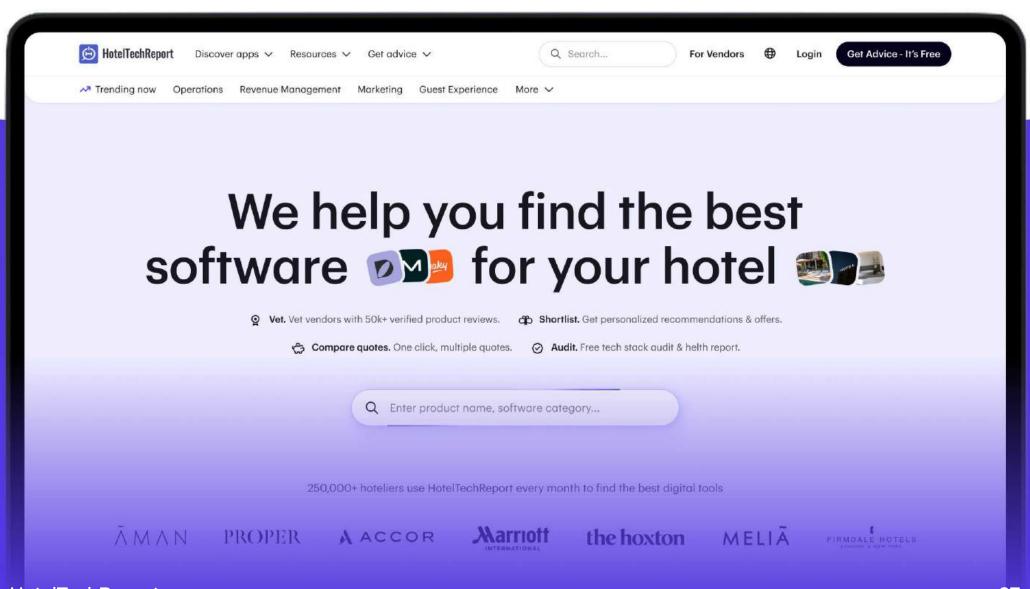
Great hotels run on great software

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Each month 200,000+ hoteliers across 150+ countries research and discover new ways to leverage technology to drive revenue, increase operational efficiency and improve the guest experience.



Start on HotelTechReport



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