NORMO

HOSPITALITY TEASER · 2026

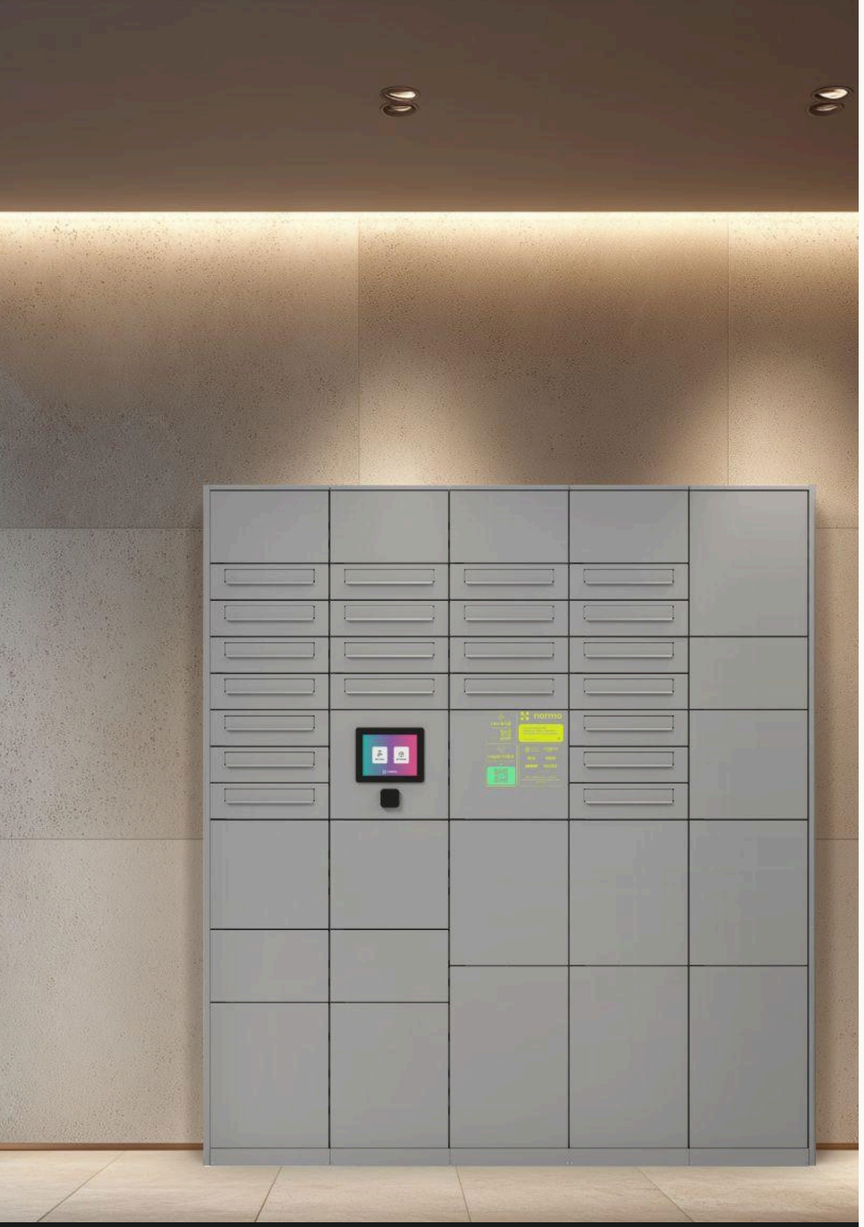
# Over 80 years making it work. Now intelligent too.

Smart luggage storage for hotels: it books, charges and opens by itself. Built, installed and run by NORMO.



SMART LOCKER DIVISION | **SALTO WECOSYSTEM**

NORMO.ES



**+24.000**
LOCKERS INSTALLED

02 / WHAT WE DO

# We manufacture smart lockers. And we take care of everything else.

| | | |
|---|---|---|
| 01 | DESIGN | **Technical office**<br>We adapt the module to the space, the capacity and the regulations. |
| 02 | MANUFACTURING | **Our own factory in Legutio (Álava)**<br>Manufacturing since 1942, with capacity for construction-scale runs. |
| 03 | INSTALLATION | **In-house team**<br>Installed in new builds or in occupied buildings. |
| 04 | MAINTENANCE | **National network**<br>San Sebastián, Madrid and Málaga, with support across Spain. |
| 05 | SOFTWARE | **NORMO OS, app and screen**<br>Built in-house: maintained and developed in the same place. |

# Six use cases, one system

What changes is the volume, who manages it and who pays. The product and the software are the same.

### Developers and builders

Equipment specified in the project and installed before handover.

### Residential

Occupied buildings: retrofit onto finished work, without touching the entrance.

### Corporate and coworking

Offices and coworkings: personal parcels and internal distribution. API integration.

### Hospitality

Check-in and check-out with no front desk: luggage, keys and guest deliveries.

### Click & Collect

Shops and markets: customers collect their order whenever they like, no opening hours.

### OOH operators

Pickup point networks and an API for third parties.

**WORK IN PROGRESS** Refrigerated locker for retail and business. In development: not yet available.



LOBBY · CHECK-IN AND CHECK-OUT

04 / THE PROBLEM

# Unclaimed luggage ends up behind the desk

## Reception

Stowing luggage before check-in or after check-out takes staff and space.

## Control

No record of who left what, when, or who collected it.

## Revenue

A service guests would pay for, which the hotel gives away today or doesn't offer.

# The hotel gains a new revenue line. The guest, a 24/7 service.

Luggage and parcels without the front desk, and every use is paid.

## The locker earns

HOTEL REVENUE

### By slot or by night
Rates set by the hotel

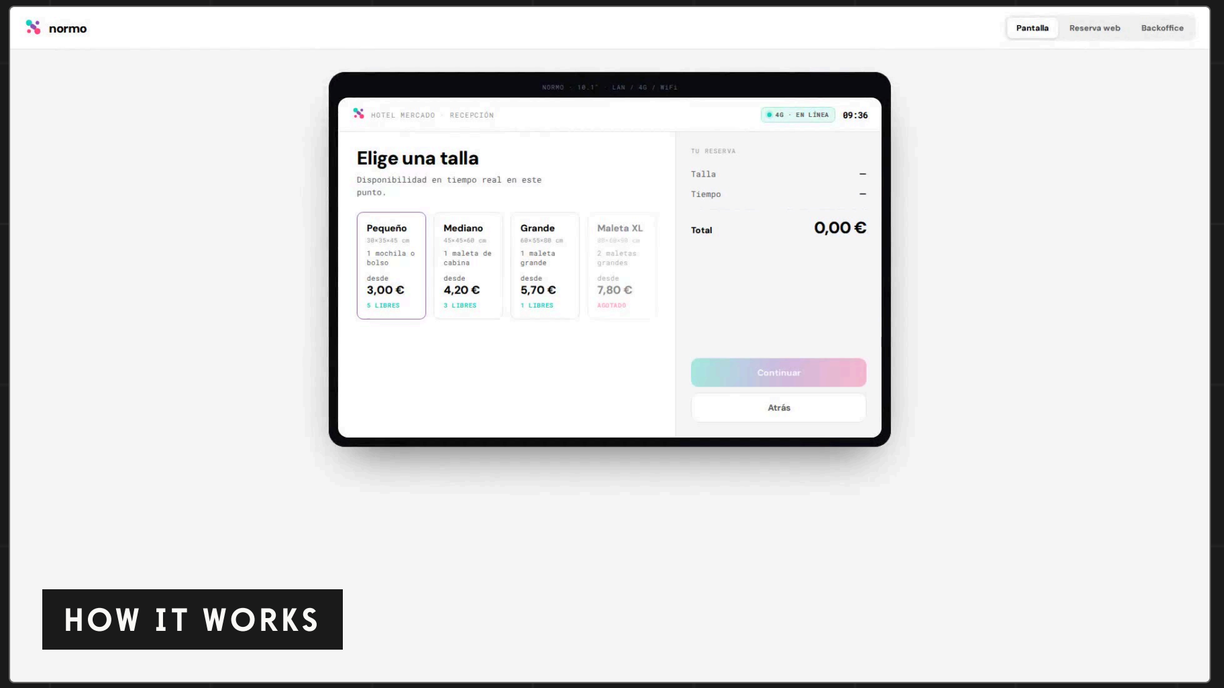
### 15-minute steps
You pay any overtime when you open

### Mobile payment
Card, Apple Pay or Google Pay with Stripe

### Coupons
Guest discounts

### Book from anywhere
Screen, web and API

### Built-in settlement
No manual reconciliation




HOW IT WORKS

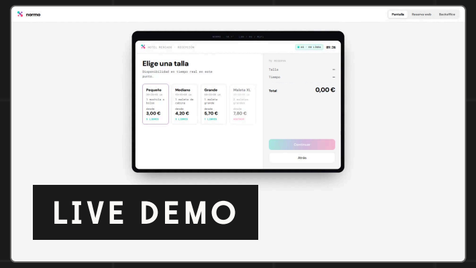
### SCREEN
Book on the screen, pay by phone and open with a QR or code.

### WEB BOOKING
With the hotel's brand. QR by email or WhatsApp.

### BACKOFFICE
Occupancy, rates and PMS integration.

# Luggage and parcels, 24/7, no front desk needed

The product covers everything requested plus a few extra functions that fit how a hotel actually runs.




KIOSK · 10" OFFLINE TABLET

## Locker screen

What the guest sees on the unit itself.

- Book right there: size and duration
- Payment by phone with Stripe, no cash
- Open or collect by scanning a QR code
- On scanning: open briefly, or collect and release
- Overtime paid on opening, in Stripe Checkout
- 6-digit code by email as an alternative to the QR
- Real-time availability
- Overtime charged in 15-minute blocks

WHITE-LABEL PLUGIN

## Web booking

Online booking from the phone, in the hotel's own branding.

- Size and dates with a calendar, payment and confirmation
- Transactional messages by email and WhatsApp, with the QR code
- Discount coupon for guests
- Multi-day bookings by night or by time slot
- It carries the hotel's brand, not ours

MULTI-PROPERTY CONTROL PANEL

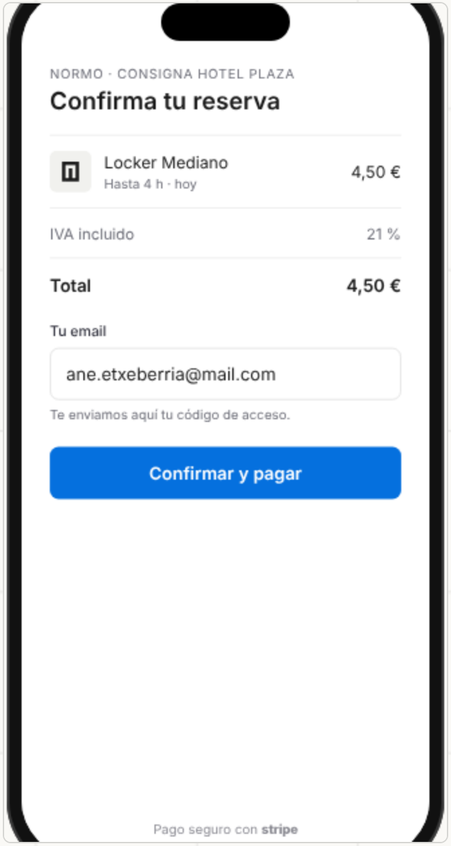
## Backoffice

Where the operation lives.

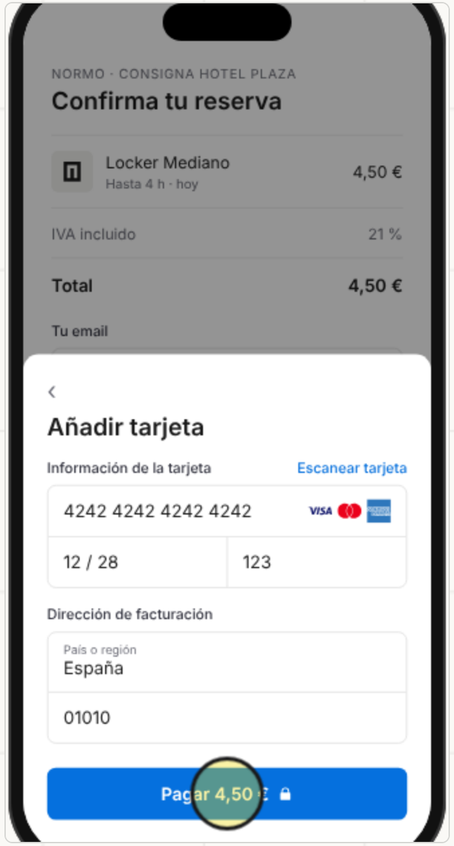
- Real-time occupancy and remote opening
- Bookings from the screen, the web, the back office and the API
- Editable rates and time slots: blocks and price per day
- Payments, invoices and coupons
- Configurable communications by email and WhatsApp
- Incidents, with a cleaning QR code to close overdue lockers
- Local server for network outages and key override
- Grace periods and a cap on lockers on sale
- PMS integration via API
- Built-in SaaS settlement and audit trail
- Multi-property operations consolidated from day one

# Guests pay by phone and read the screen in their own language

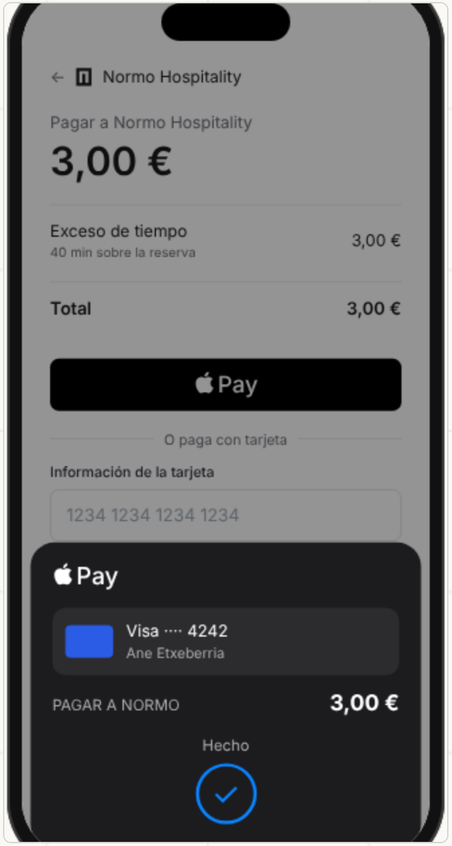
## CARD, APPLE PAY OR GOOGLE PAY WITH STRIPE




1 · Confirm

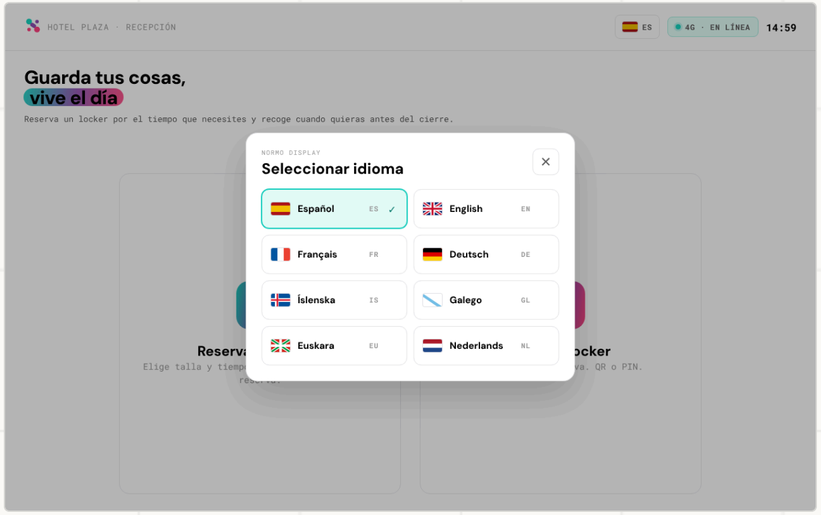



2 · Pay




Overtime, same way

## SCREEN IN 8 LANGUAGES




**No cash**

No card terminal, no keys: everything happens on the guest's phone.

**Code by email**

The 6-digit access code is sent to the email the guest provides.

# Dead space in the hotel that earns every day

01

## Guest payment

Normo collects 100% of every booking and every overtime charge.

02

## Stripe and fee

Stripe's fee and Normo's fee, a percentage of volume, are deducted.

03

## Net to the hotel

Monthly settlement, with invoice and a breakdown of every charge.

PERIOD BASE

### Settlement · one month

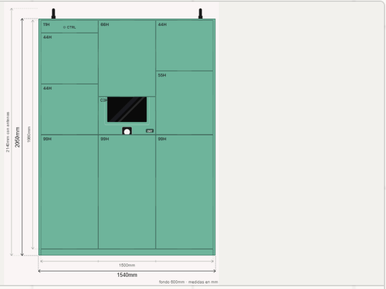
| | |
|---|---|
| Paid bookings | 412 |
| Transaction volume | 3.180,00 € |
| Stripe fee | – 63,60 € |
| Normo fee | – 159,00 € |
| **Net to the hotel** | **2.957,40 €** |

Sample figures

gaia rooms

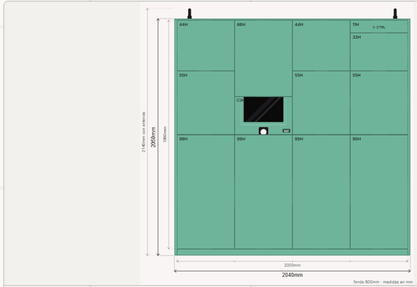
# Four standard layouts, designed property by property

Each property has its own drawing, from 3 to 9 columns depending on capacity and available space. End-to-end delivery: sizing, manufacturing, installation and commissioning are all ours.



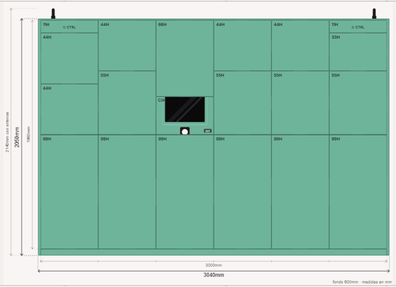
3 COLUMNS

**Gaia 3**



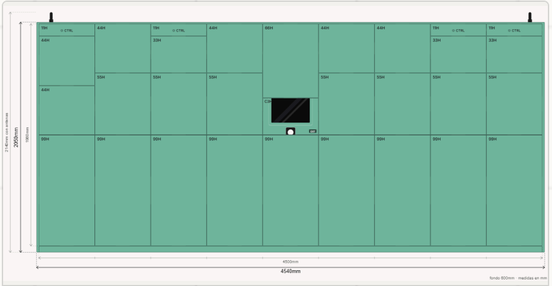
4 COLUMNS

**Gaia 4**



6 COLUMNS

**Gaia 6**



9 COLUMNS

**Gaia 9**

REVENUE

## The locker earns

The hotel sets rates and time slots; Normo collects every booking and pays the net amount to the chain. The equipment pays for itself with use.

SaaS settlement is built into the back office: you see what has been billed and what is settled, with no manual reconciliation.

# From drawing to installed unit, with our own team

Finished in the hotel's own colour, doors in three sizes and a reader in the central module. Made at our own factory and assembled by our own team.








**SIZING**

A drawing per property, matched to the space and the capacity.

**MANUFACTURING**

Our own plant in Legutio, with bespoke colour and engraving.

**INSTALLATION**

Assembly, connection and commissioning by our own team.

# Already installed where failure is not an option

Developers, builders, corporate and retail. Every installation goes live backed by the same factory and the same service.

KPMG · INDITEX · ferrovial · acciona · sacyr

AXA · URÍA MENÉNDEZ · Estrella Galicia · urbania. · Avintia

INTEGRATED WITH DEBOS Data space for intelligent building management.

# The smart locker division of the SALTO Systems group.

NORMO comes out of a factory, not a pilot. Over 80 years making mailboxes and locks at our own plant in Legutio (Álava), now with the technological backing of SALTO Systems, one of the three largest access control manufacturers in the world.

**1942**
MANUFACTURING SINCE

**+100**
COUNTRIES WITH A SALTO PRESENCE

**3,4 M**
ACCESS POINTS INSTALLED

**700 M€**
GROUP REVENUE

GROUP BRAND **SALTO WECOSYSTEM**

CONTACT

# Over 80 years protecting what matters inside a building. Now intelligent too.

Tell us about the project and we'll size it: number of doors, location and how it will be managed.

SALES

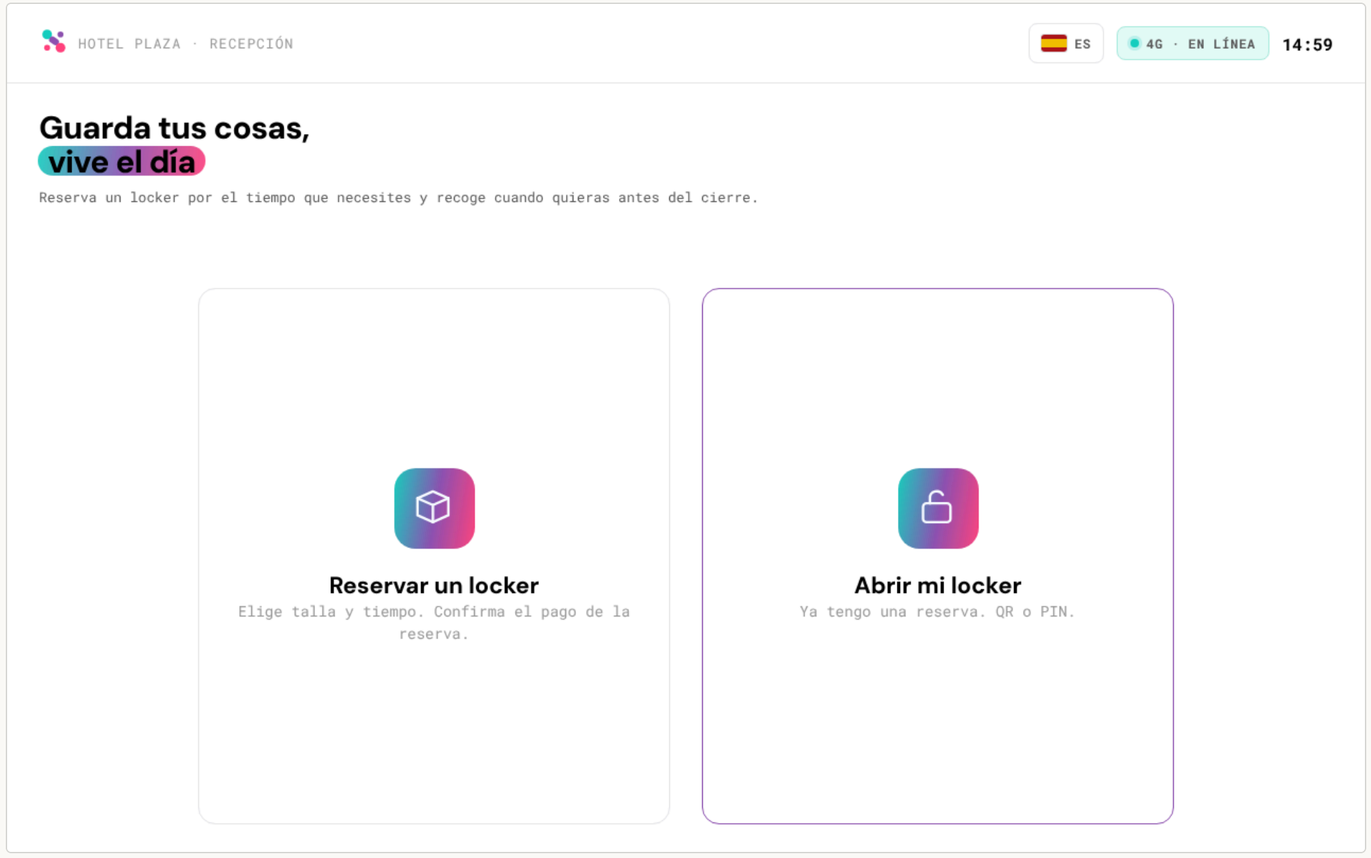
comercial@normo.es

WEBSITE

normo.es

OFFICES

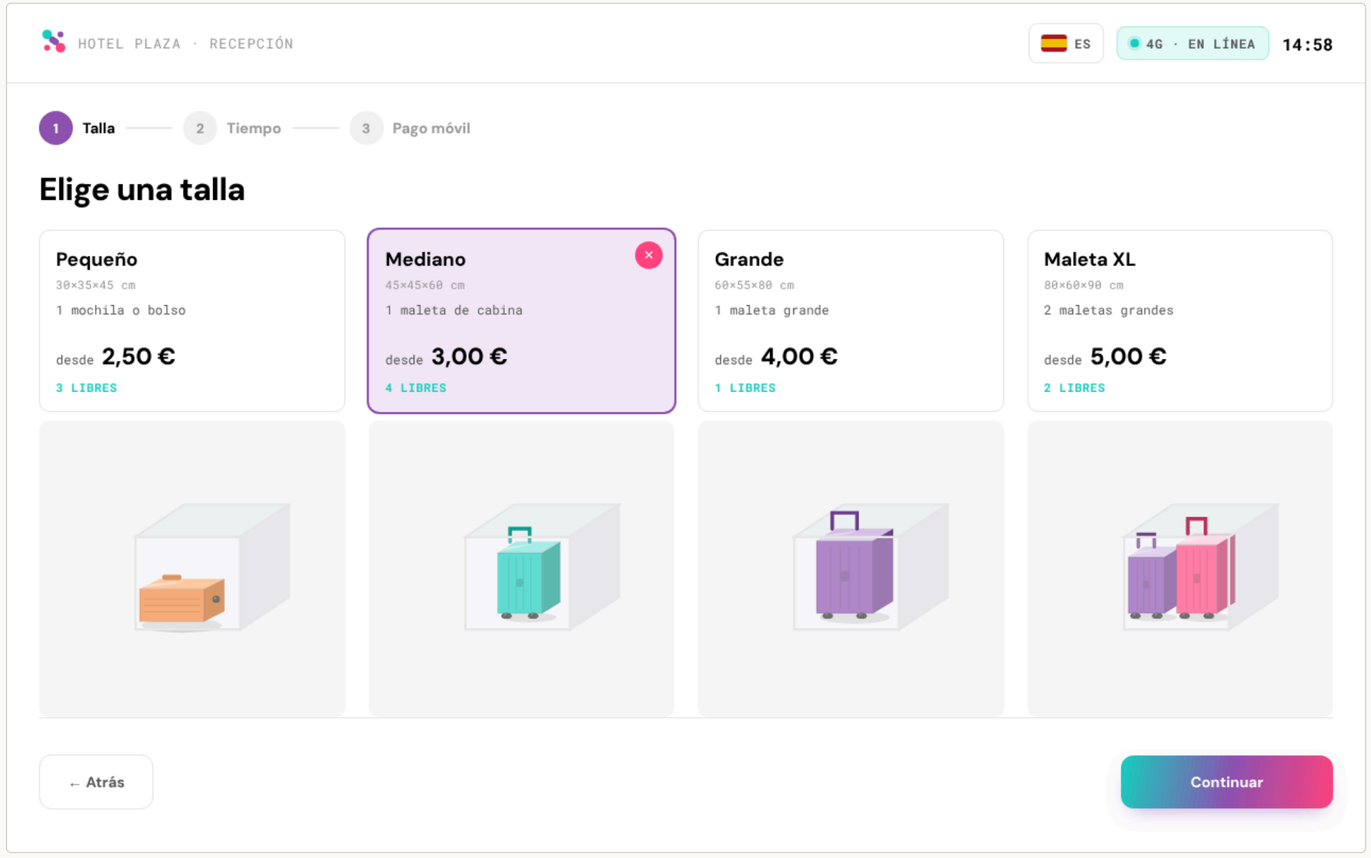
San Sebastián · Madrid · Málaga




01 · BOOK

# Home

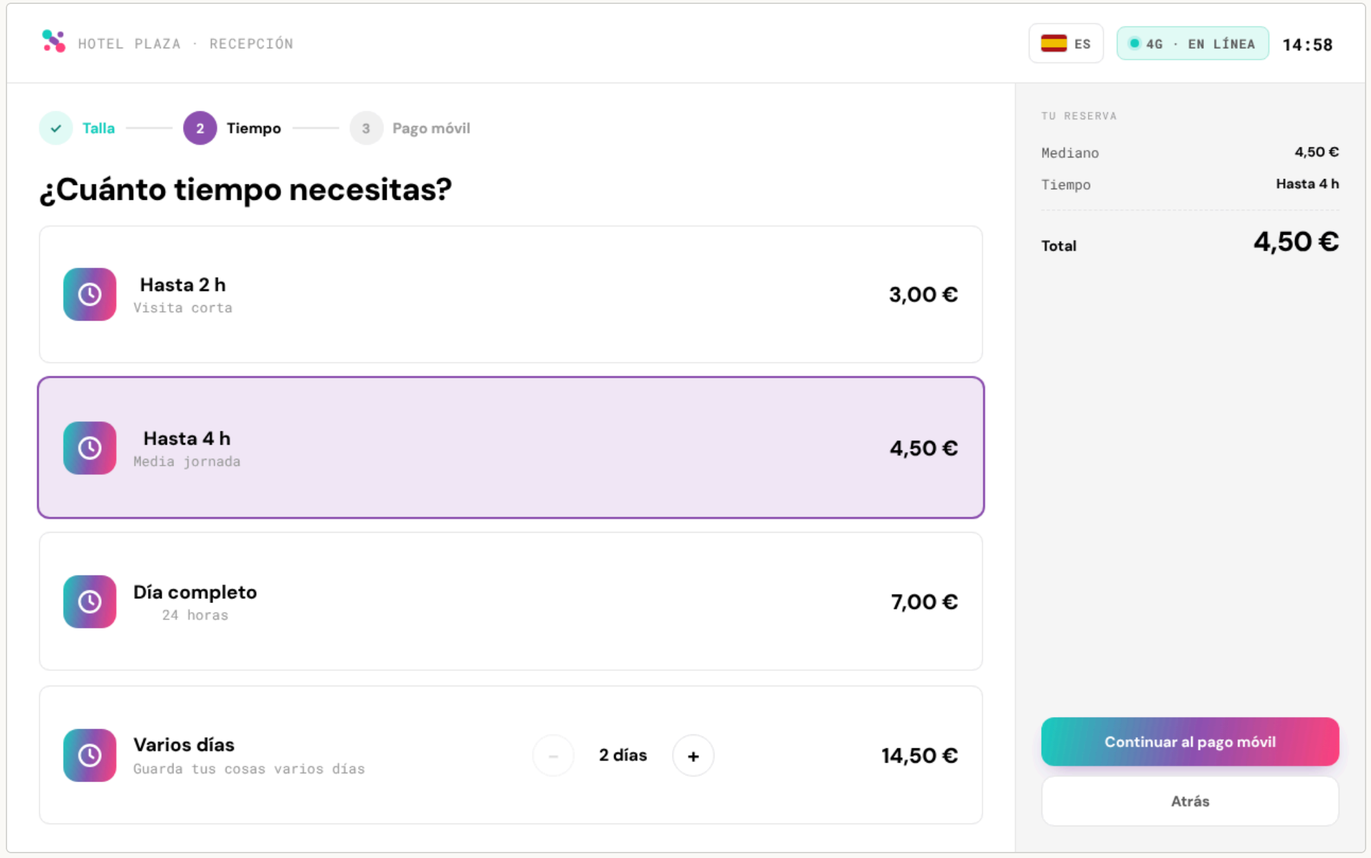
10.1" touchscreen on the locker itself. Two clear paths: book a new locker or open yours. Language is changed from the header.




02 · BOOK

# Pick a size

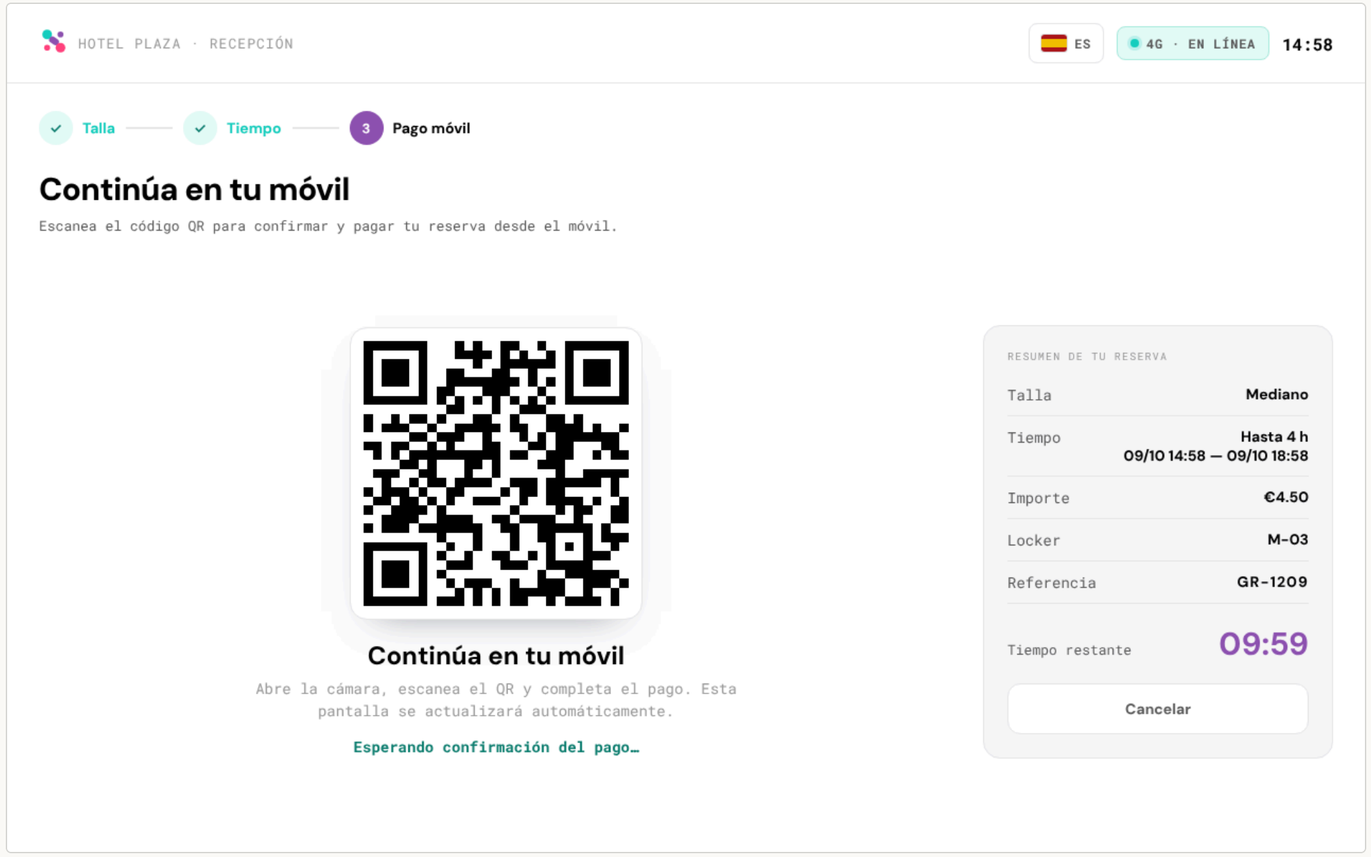
Four sizes with dimensions and what fits, from a backpack to two large suitcases. "From" price and free lockers in real time.




03 · BOOK

# Pick the time

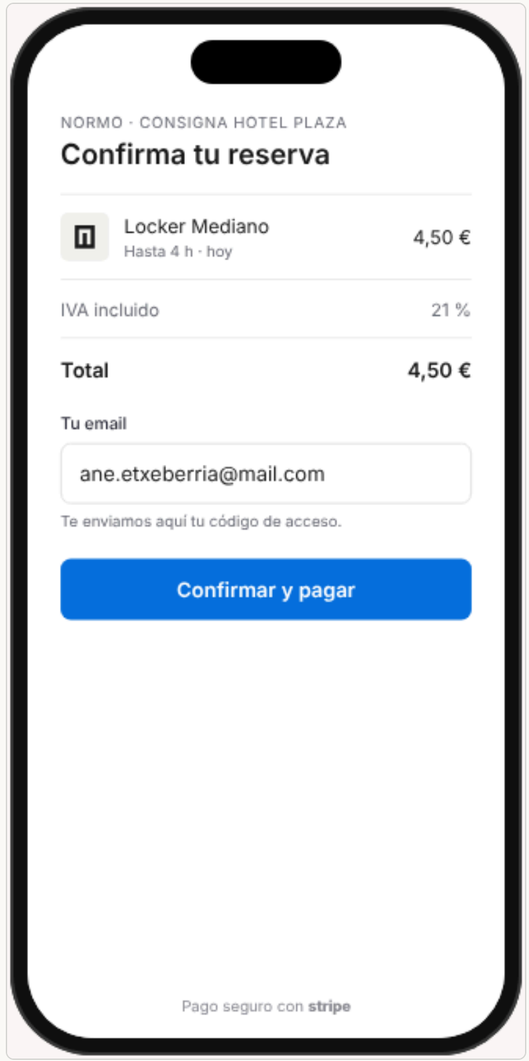
Up to 2 h, up to 4 h, full day or several days. The side summary shows size, time and total before paying.

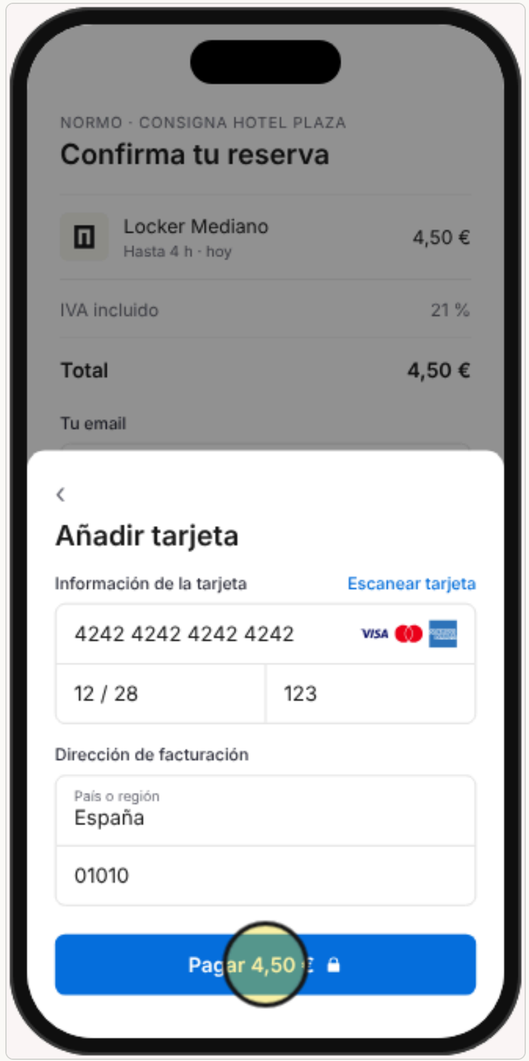



04 · BOOK

# Pay by phone

The kiosk shows a QR. On their phone, the guest confirms, leaves their email and pays with Stripe: card, Apple Pay or Google Pay. The locker is held for 10 minutes.



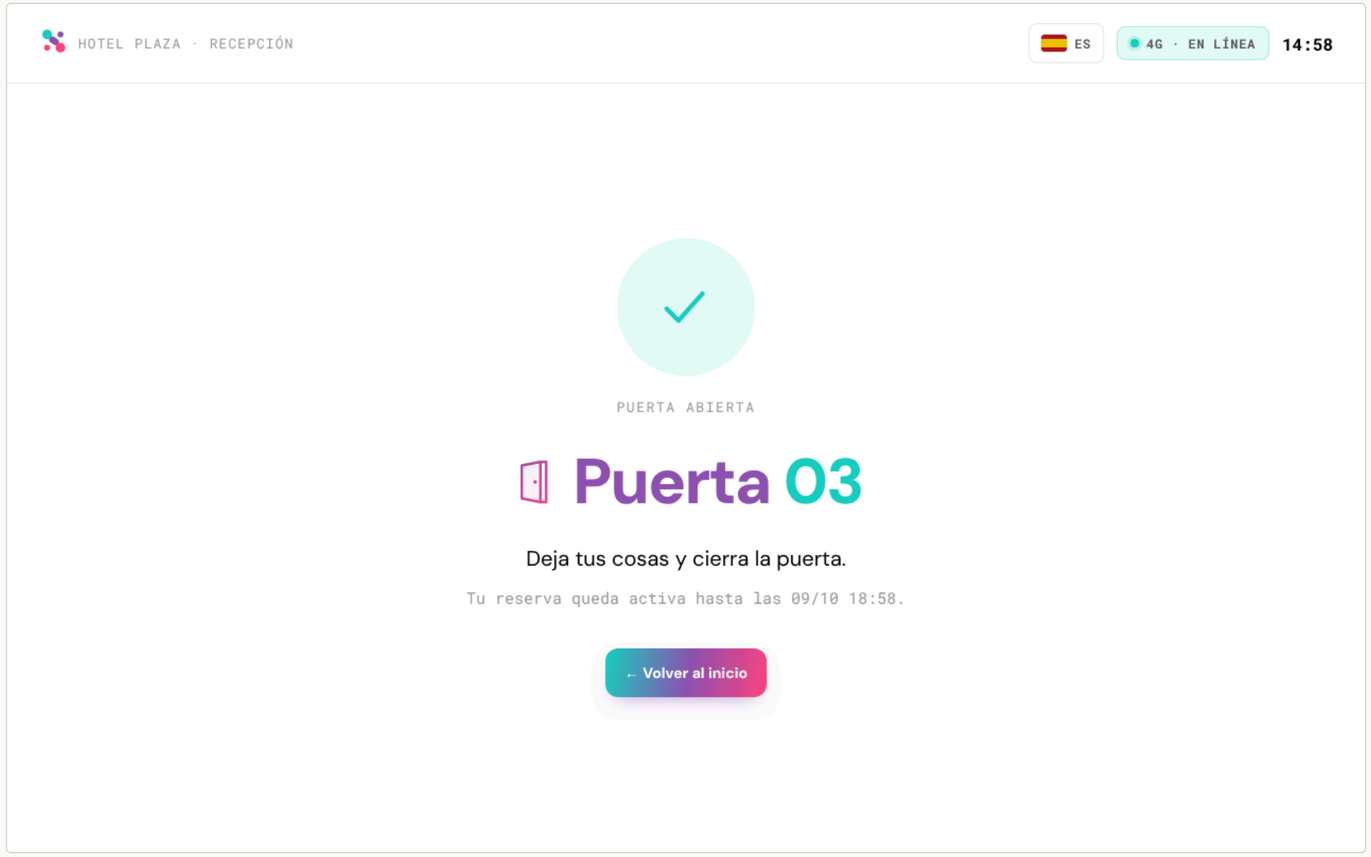




04 · ON THE PHONE

# Confirm and pay in two steps

The QR opens the NORMO payment page. The guest checks the booking, leaves their email and pays with Stripe. Back at the kiosk, the door is already opening.

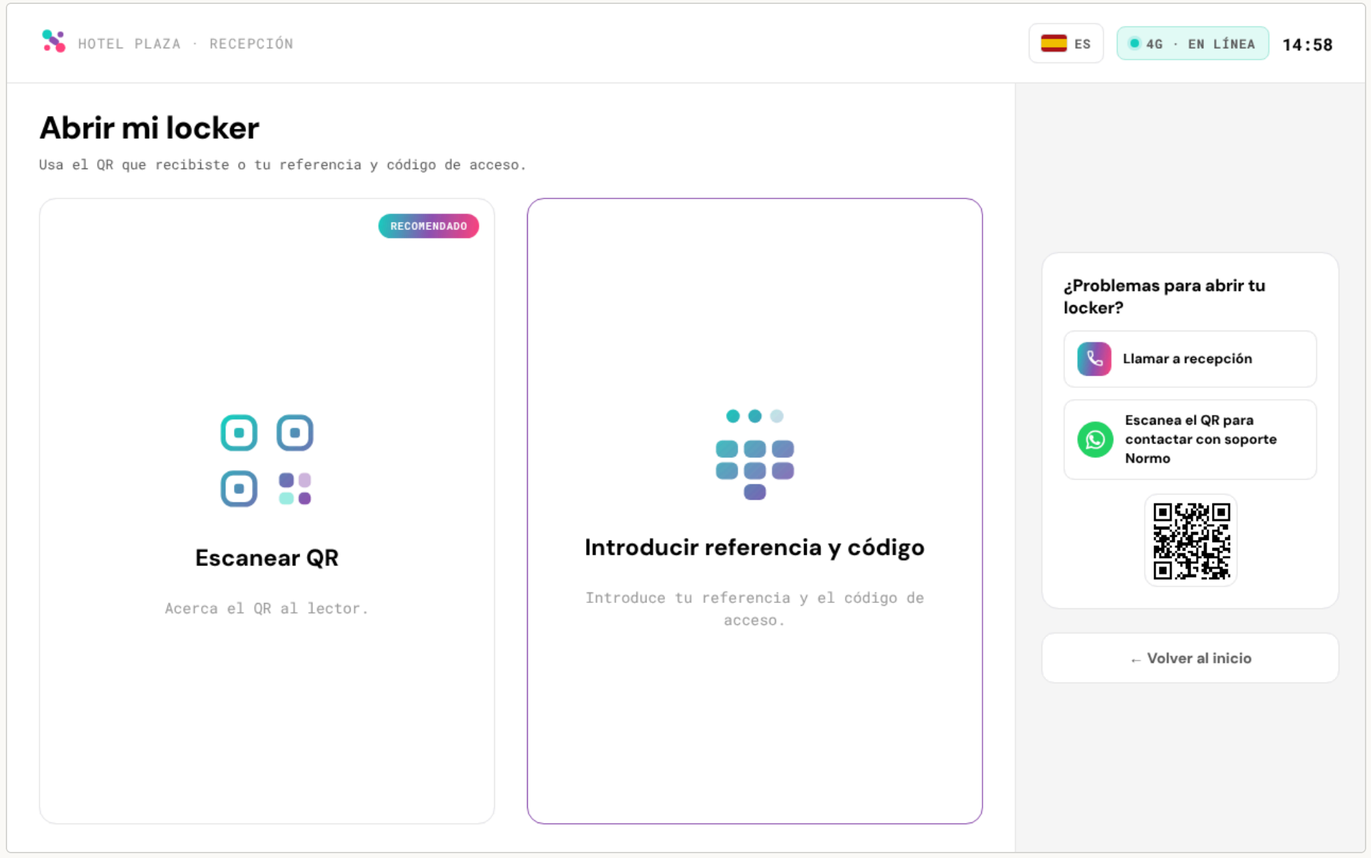
Illustrative screens, sample amounts.




05 · BOOK

## Door open

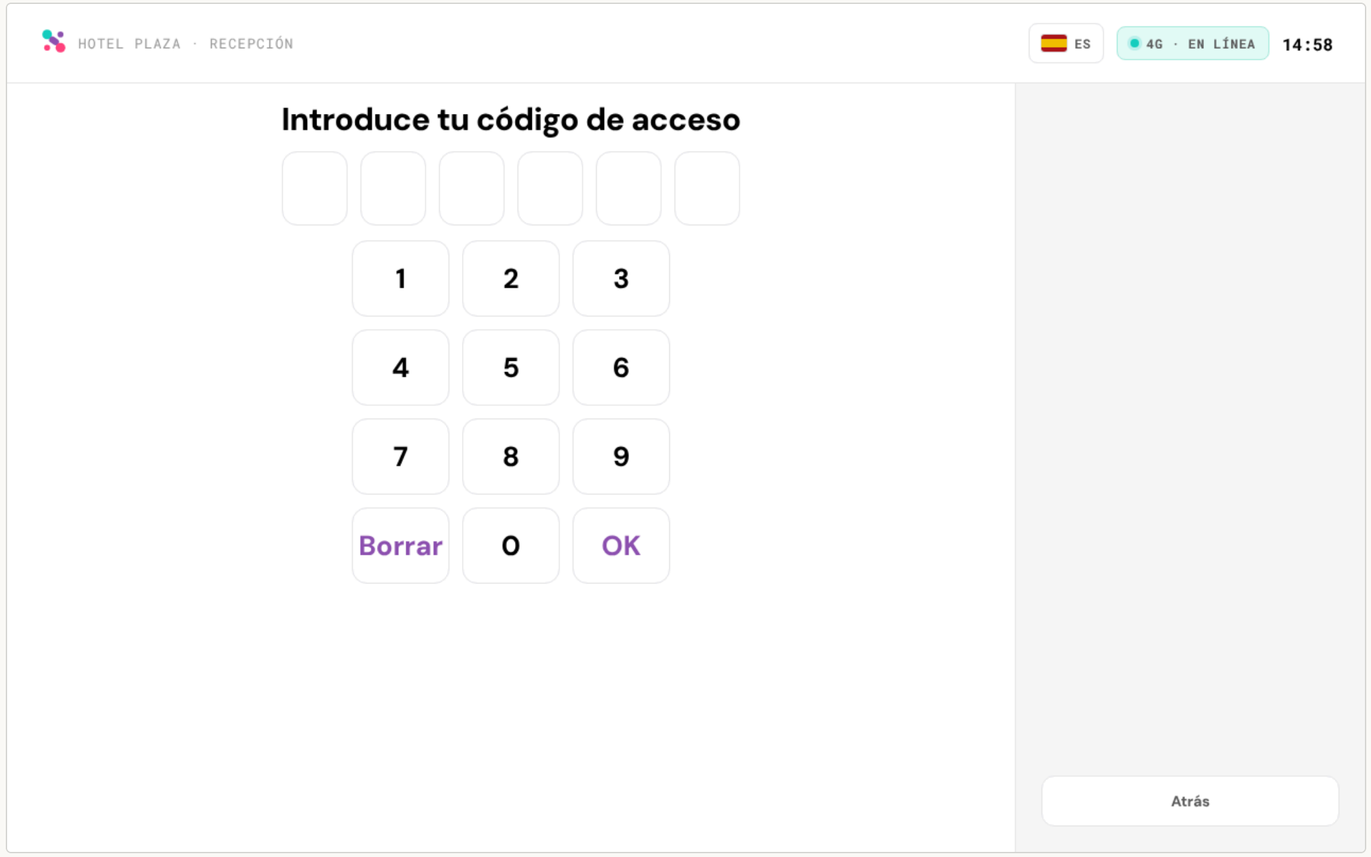
Once paid, a locker is assigned and the door opens. The sensor detects closing and the booking stays active until the set time.




06 · COLLECT

# Open my locker

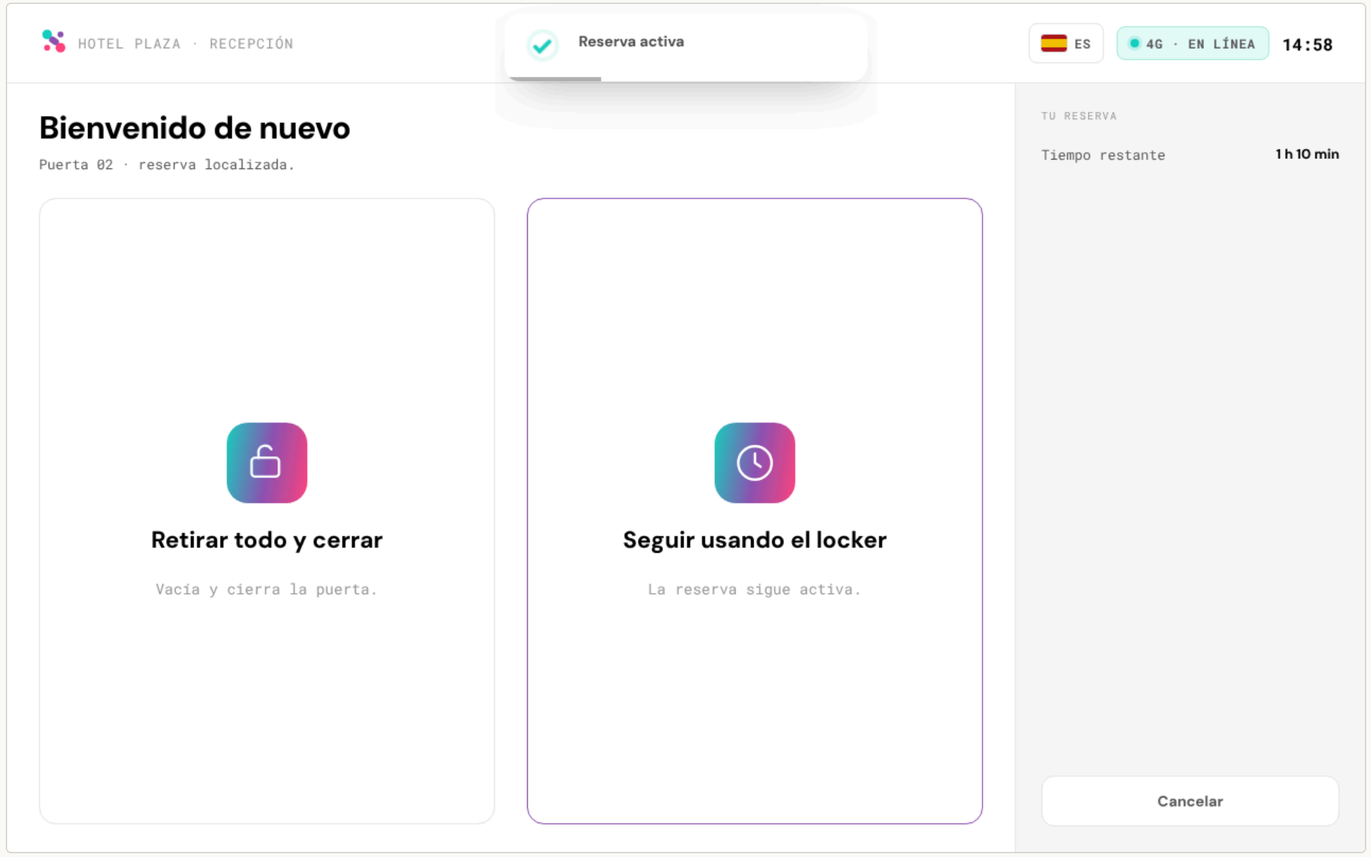
The guest scans their QR or enters their reference and code. On the right, help: call reception and support QR.




07 · COLLECT

# Code or QR

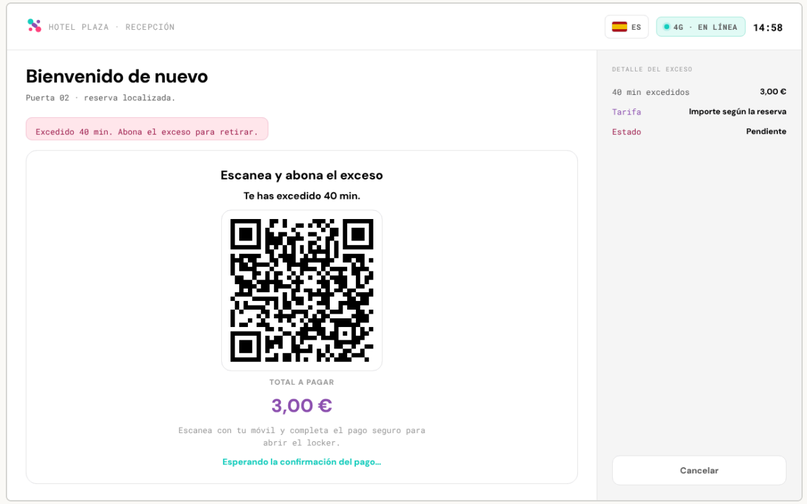
Keypad for the 6-digit code sent by email, or QR reader. The QR is signed: the kiosk rejects fake or reused codes.

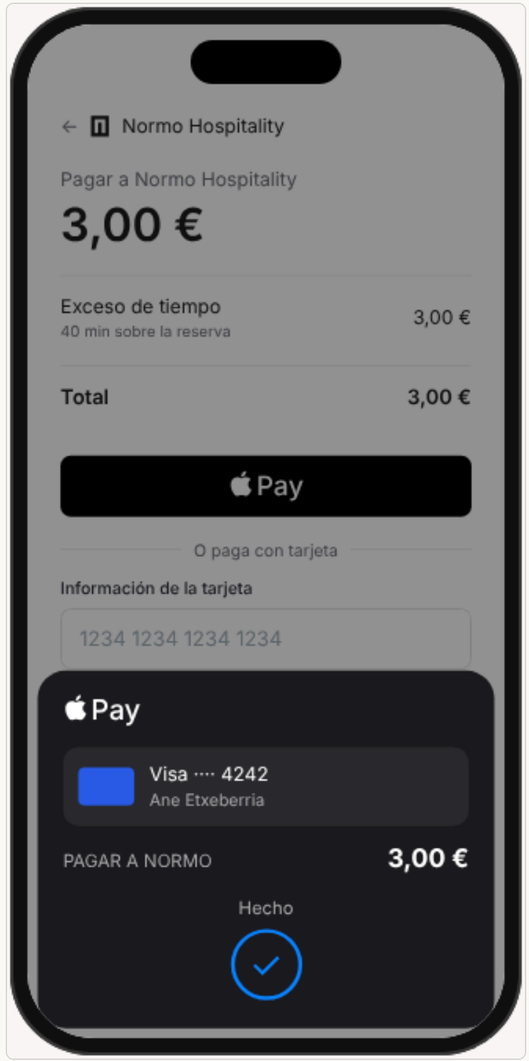



08 · COLLECT

# Take everything or keep using

"Take everything" ends the booking and frees the locker. "Keep using" opens the door and keeps the booking while in time.



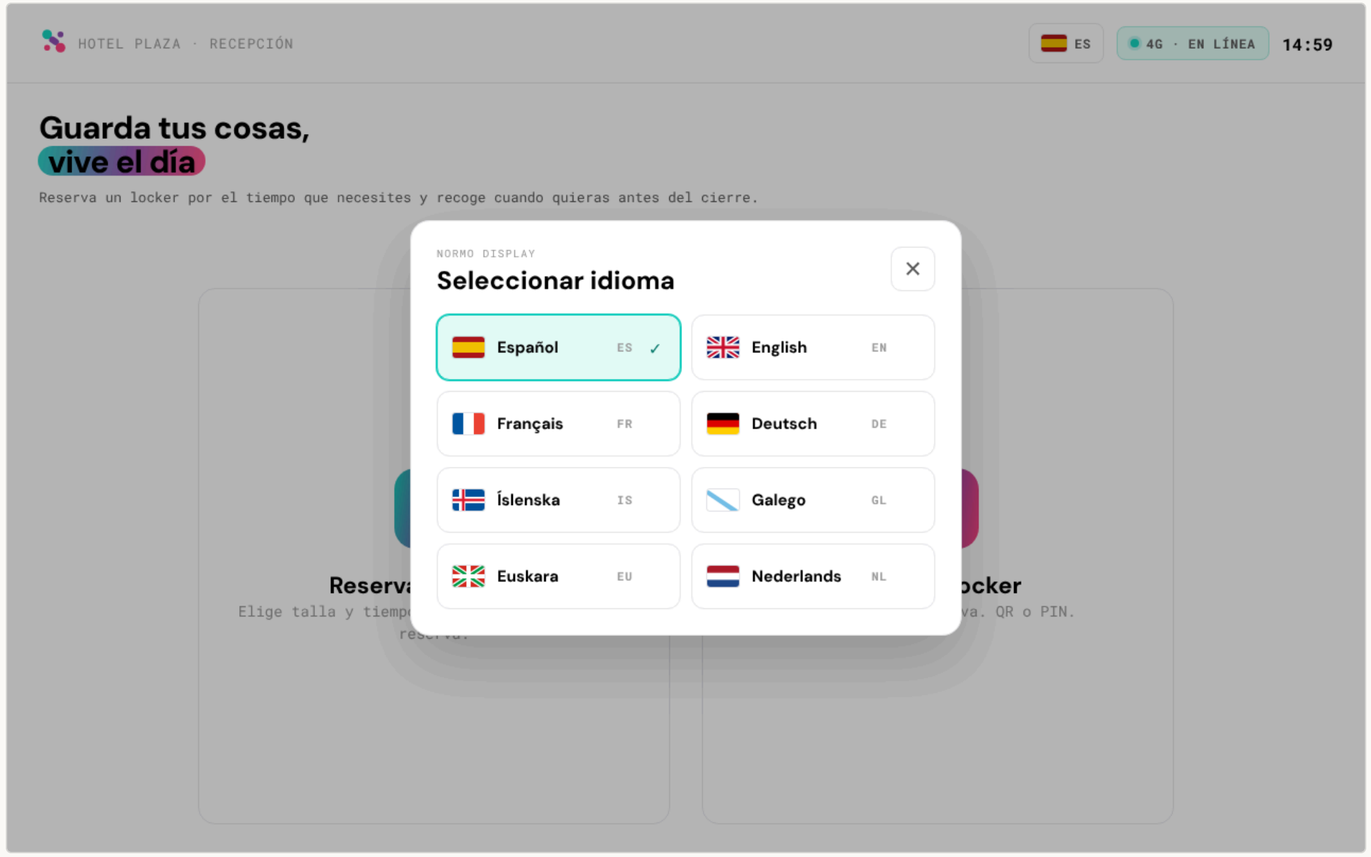




09 · COLLECT

# Overtime

If the guest runs over, they see the extra minutes and a QR to pay the overtime in Stripe. Once paid, the locker opens.

Illustrative screens, sample amounts.




10 · ALWAYS ON

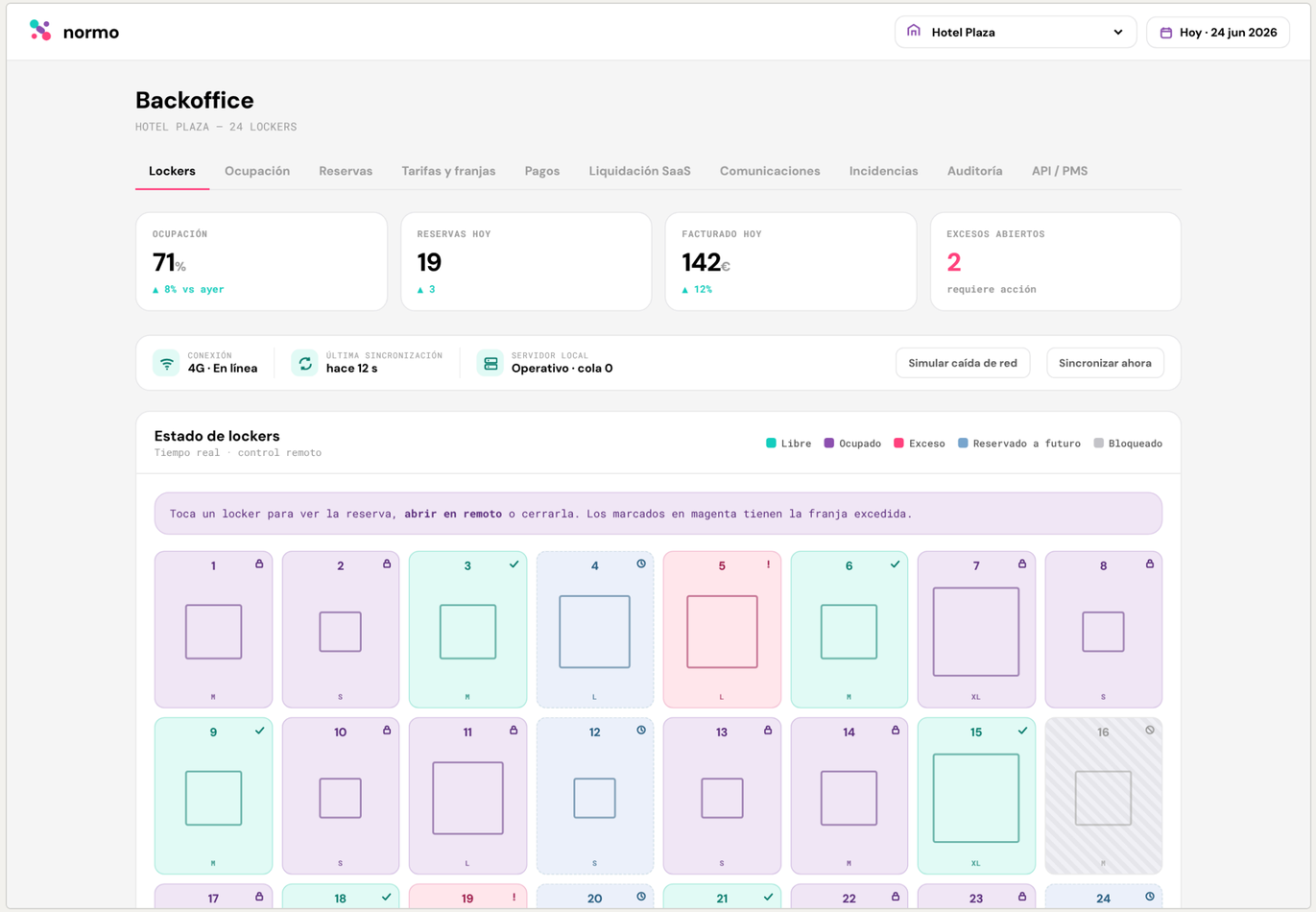
# 8 languages

Spanish, English, French, German, Icelandic, Galician, Basque and Dutch. Notice when no lockers are left, automatic retry and remote updates.

COMING SOON

# Web booking with the hotel brand

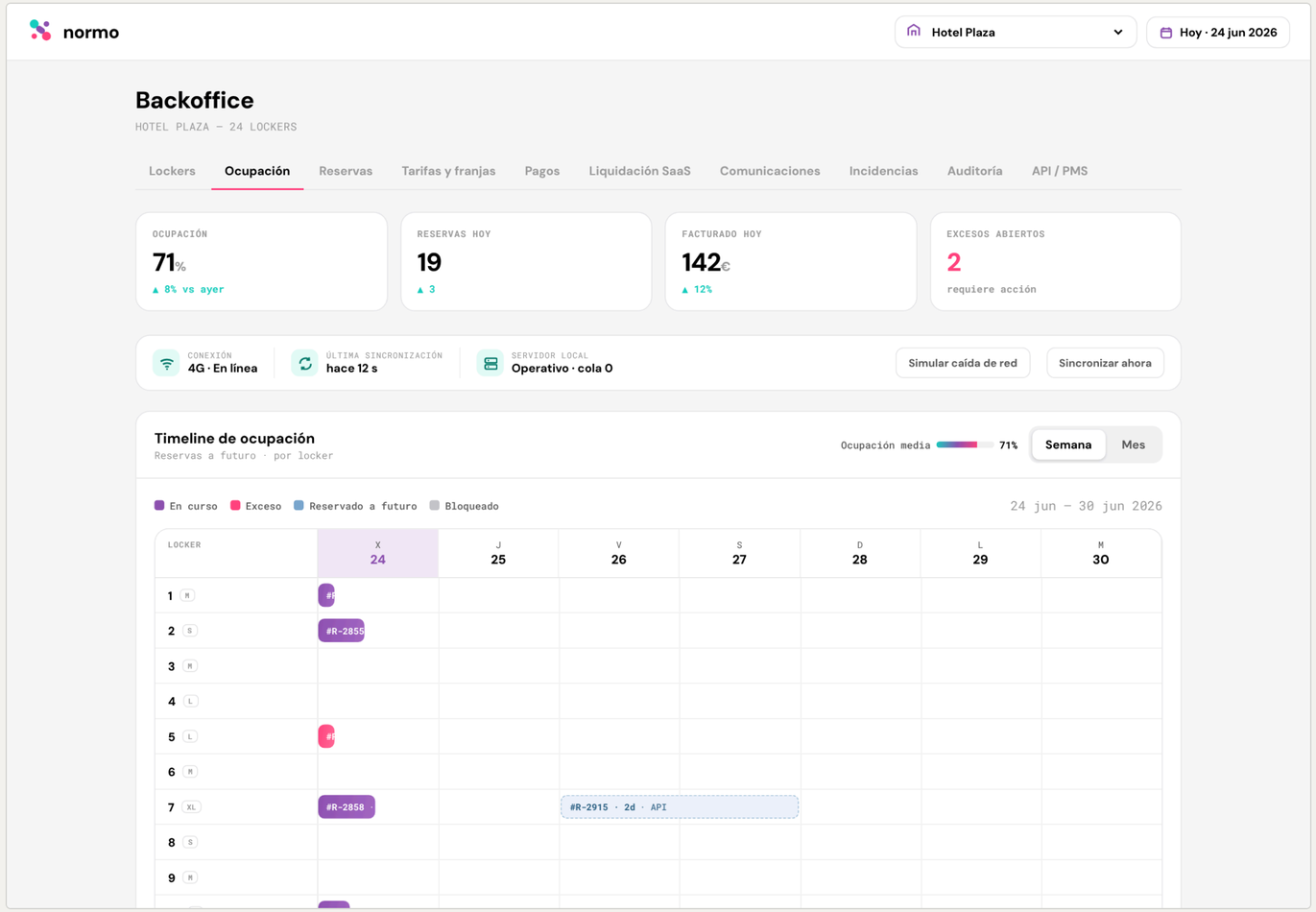
A widget on the hotel website to book before arriving. Same flow as the kiosk and the same credentials to open.




COMING SOON · DASHBOARD

# Lockers in real time

Live status of every locker and remote opening with a mandatory reason, logged in the audit trail. Each hotel or the whole chain.




COMING SOON · DASHBOARD

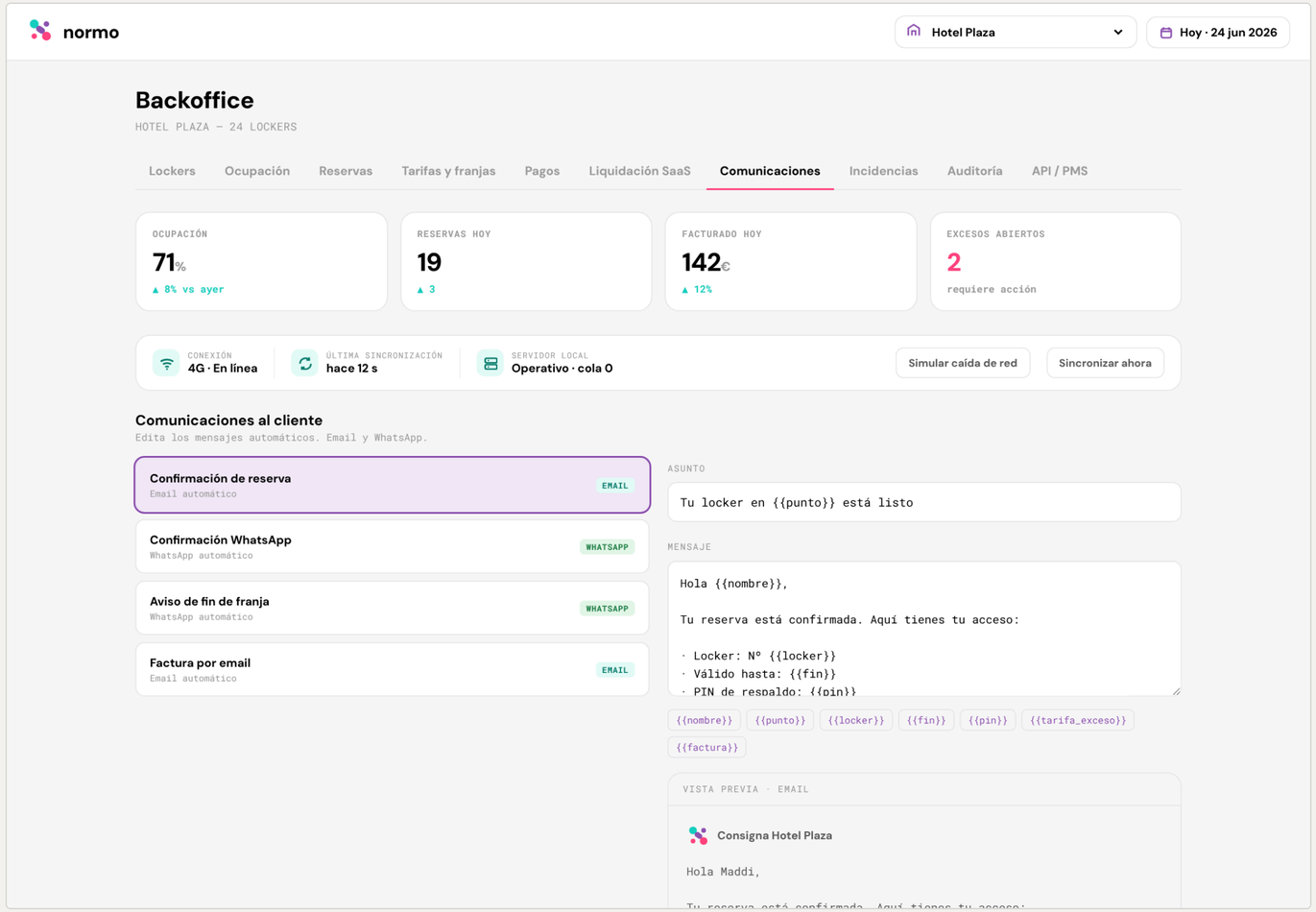
# Occupancy and bookings

Occupancy by week or month and bookings by channel: kiosk, web, dashboard or API. With amount, status and payment traceability.

COMING SOON · DASHBOARD

# Rates, payments and settlement

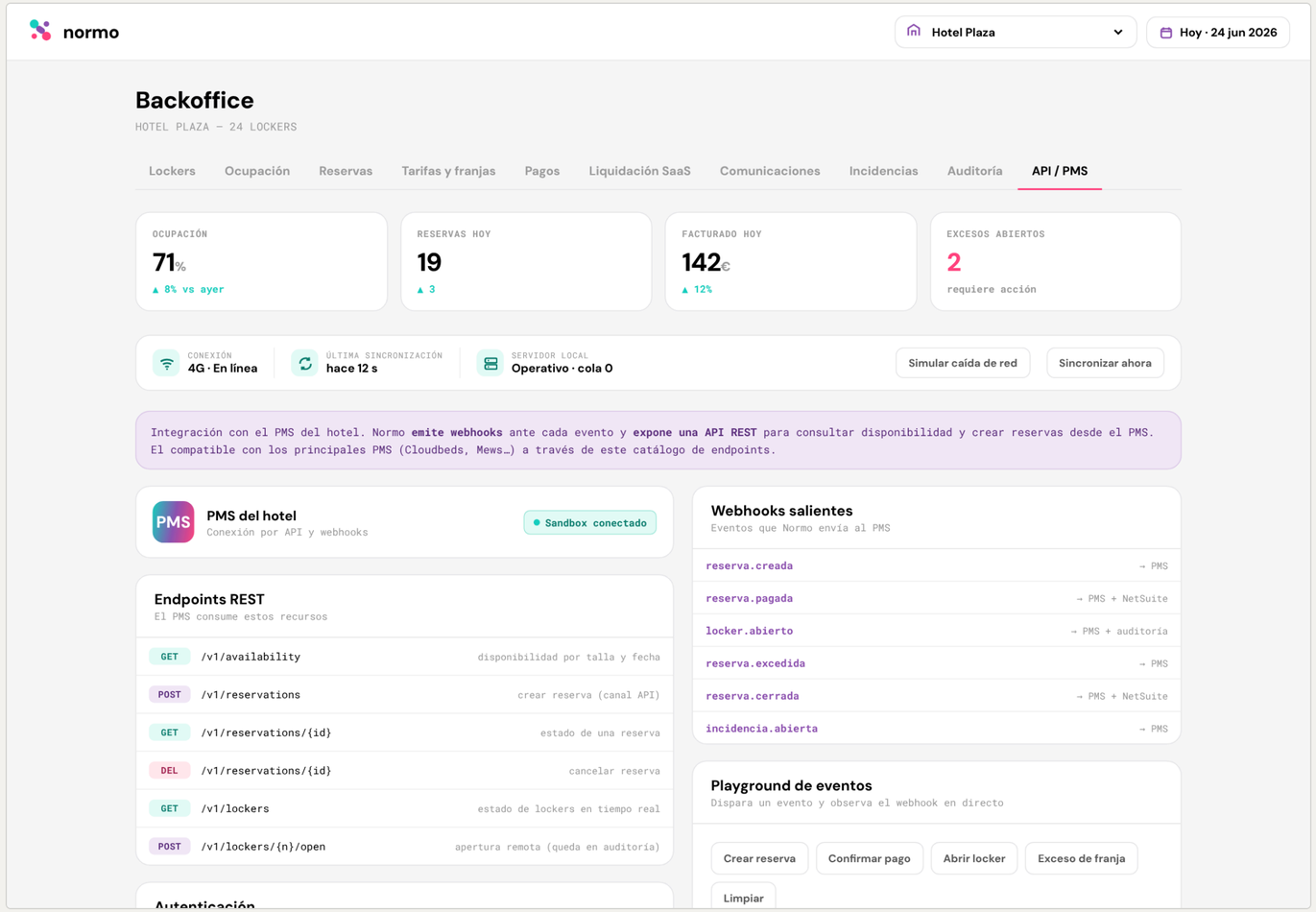
The hotel sets prices and rules. NORMO collects, settles and leaves everything ready for accounting.




COMING SOON · DASHBOARD

# Messaging and incidents

Email and WhatsApp templates. Incident queue: notify the guest, open remotely, resend access or close the booking.




COMING SOON · DASHBOARD

# API and PMS

REST API and webhooks on every event. Integration with the hotel PMS, such as Cloudbeds or Mews.