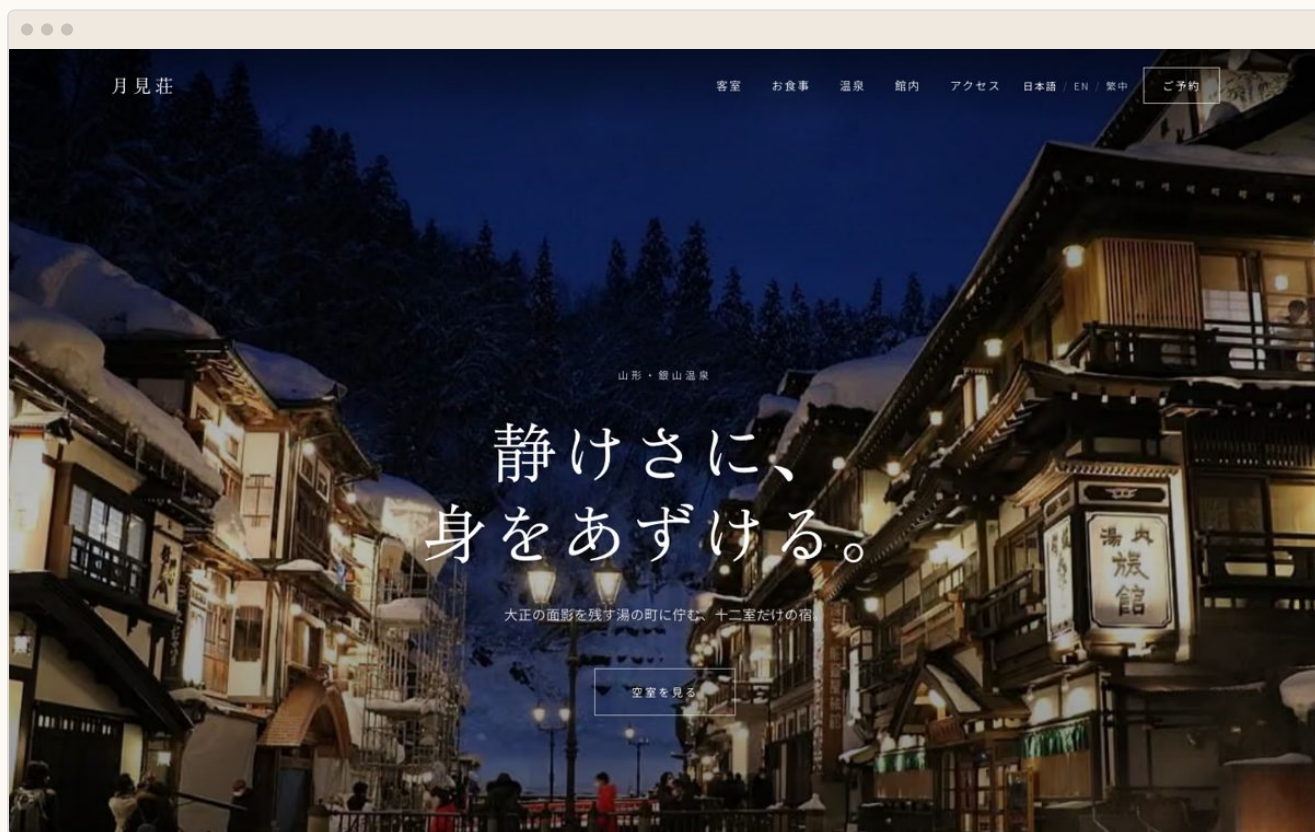


— One operating system for small accommodation

Bookings, OTAs, guest messages. The whole inn, in one place.

Reservations, your official website, AI guest service, self check-in — everything a small hotel or ryokan runs on, in one Dawnlight Hotel OS.



For people who run a small inn and spend their day on software.

Dawnlight Hotel OS brings what a minshuku, small hotel or guesthouse touches every day — bookings, OTAs, the website, payments, guest questions, check-in — onto one screen. This document explains what it does and does not do, how onboarding works, and which subsidies can help pay for it.

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One day, before and after		04
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Reservations & rooms / OTA channel management		06
Website & direct booking / Payments		07
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— Is running the inn scattered across systems?

Bookings on the OTA, questions in email, rates on another screen.
Most of the day goes to switching between them.

01 Updating inventory and rates, OTA by OTA Booking.com, Airbnb, Expedia... one room sells, five consoles to close it in.	02 Answering the same question again and again Parking, check-in time, the way from the station — at midnight too.
03 Re-typing bookings into another system OTA bookings, email bookings, phone bookings, all copied by hand into a sheet.	04 Late-night check-ins One late party, and someone has to wait at the desk.
05 Paying an agency to change the website One photo, one rate — and you wait for someone else to have time.	06 Checking payments on yet another screen Who paid, who has not, when the OTA pays out — three places to reconcile.

With Dawnlight Hotel OS, it all comes together.

PMS, channel manager, booking engine, chatbot, payments — no longer different vendors, contracts and invoices. One screen, one point of contact, configured for your property before handover.

The same day, before and after.

BEFORE	AFTER
07:30 Open five OTA consoles, check last night's bookings one by one, close inventory.	07:30 Open one screen: who arrives today, which room, at what rate. OTA inventory already synced.
09:00 Answer the English and Chinese emails: parking, check-in time, directions.	09:00 The AI has answered the routine questions in the guest's language; you read only what it passed on.
11:00 Copy the new bookings into the sheet, work out who arrives today and which room.	11:00 Bookings are already in one place. Nothing to copy.
15:00 Want a new photo on the website? Email the agency first.	15:00 Swap the photo and change the rate yourself, from the admin screen.
22:30 A late arrival, so someone stays at the desk.	22:30 The late guest checks in on their phone; the door code went out automatically that morning.

An illustration based on the modules' functions; the actual routine depends on which modules you adopt and how they are configured.

Everything a small property needs to run, in one place.

Adopt the whole system, or add only the modules you need to the website you already have. Each module is described on the following pages.

01

Reservations & rooms

Who is staying tonight, in which room, at what rate. Check-in and out, receipts and guest history on a single screen.

02

OTA channel management

Inventory, rates and reservations sync automatically across Booking.com, Airbnb, Expedia, Agoda and Trip.com. No double bookings, no re-typing.

03

Website & direct booking

Choose one of twelve designs and the official site is ready, booking included — direct reservations with no OTA commission.

04

Multilingual AI concierge

Answers in the guest's own language, around the clock. Facilities, directions, check-in — the AI handles the routine and passes on only what needs a person.

05

Self check-in

Pre-arrival check-in, ID verification and automatic smart-lock codes, so guests can arrive when the desk is unattended.

06

Payments

Prepayment, on-site payment and OTA-collected payment in one ledger, totalled automatically.

12

SITE DESIGNS

6

MODULES

24h

AI CONCIERGE

The admin screen is Japanese and English. The AI concierge covers the major languages and is configured to the ones you want.

01

Reservations & rooms

What the front desk needs every day, on one screen: who is staying tonight, in which room, at what rate, and whether it is paid.

- ☐ Today's arrivals and departures, with room assignment
- ☐ Check-in and check-out, receipts issued
- ☐ Guest history: visits, rooms stayed in, notes
- ☐ Room types, rates and availability set in one place

02

OTA channel management

Change inventory and rates once; every channel follows. A room sold on Booking.com closes everywhere else automatically.

- ☐ Booking.com · Airbnb · Expedia · Agoda · Trip.com
- ☐ Inventory, rates and bookings sync both ways
- ☐ Bookings from every channel land on the same arrivals list
- ☐ Domestic OTAs (Rakuten Travel, Jalan): please ask

— What these two modules remove

“Opening five consoles every morning” and “copying bookings into a sheet”. During onboarding we import your existing bookings and walk you through the connection approvals in each OTA console.

03

Website & direct booking

A site that feels like your inn, starting with the design. All twelve designs include booking, and direct reservations carry no OTA commission.

- ☐ Mobile-ready, multilingual (Japanese, English, Traditional Chinese)
- ☐ Design, text and photos refined over a few rounds
- ☐ Content from your current site can be imported as it is
- ☐ Photos, text and rates updated by you after launch
- ☐ Already have a site? Add just the booking module

06

Payments

Prepayment, on-site payment and OTA payouts in one ledger, totalled automatically.

- ☐ Online prepayment for website bookings
- ☐ On-site payment records
- ☐ Reconciliation of OTA payouts
- ☐ Online payment needs your own Stripe account; we explain the setup during onboarding



Shown: the “Hotel Aoi — Business & City” design, with rates and the booking path up front.

04

Most enquiries are the same question.

The concierge answers from the information you register — facilities, directions, check-in, house rules — in the guest's language, immediately. Anything that needs judgement, such as a change of dates, a cancellation or a special request, is handed to your staff rather than decided by the AI.

— Monthly report

How many conversations, and at what hours

Which languages guests wrote in

Which questions were handed to a person

SAMPLE · ENGLISH

Is there parking at the hotel?

Yes — we have a free car park for guests right in front of the building, first come, first served. No reservation needed.

SAMPLE · TRADITIONAL CHINESE

從車站怎麼過去？

從 JR 車站東口步行約 8 分鐘。出站後沿主街直走，看到郵局左轉即可。需要的話可以提供地圖連結。

SAMPLE · JAPANESE · HANDED TO STAFF

明日の予約を1日ずらしたいのですが。

承知しました。日程の変更は担当者が確認してご連絡します。ご予約のお名前を教えてくださいいただけますか。

Answers depend on the information you register; these are illustrations.

05

Welcome guests when the desk is unattended.

The hardest thing about a small inn is staffing: nobody can sit at the desk around the clock. Self check-in hands “register, verify, get the key” to the system, so people deal only with exceptions.

01

Pre-arrival check-in

A link before arrival, details entered on the phone, no queue at the door.

02

ID verification

Identity confirmed as regulations require, with the record kept automatically.

03

Smart-lock codes

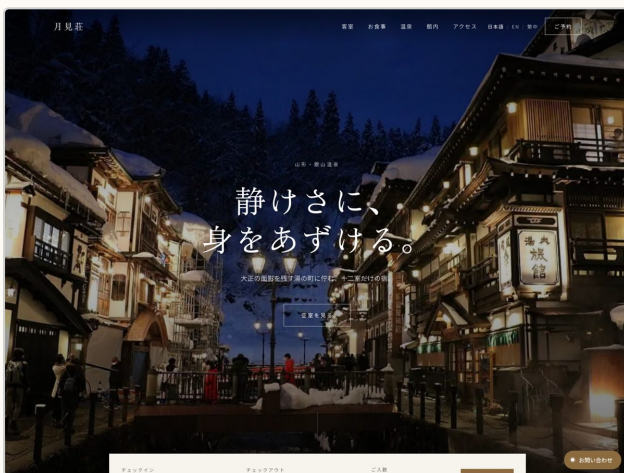
Issued and sent on the day of arrival, expired after check-out.

— Suits properties that

- ☐ Have no night staff but still want to take late arrivals
- ☐ Are run by one person or a family who cannot be tied to the desk
- ☐ Already have, or plan to install, smart locks

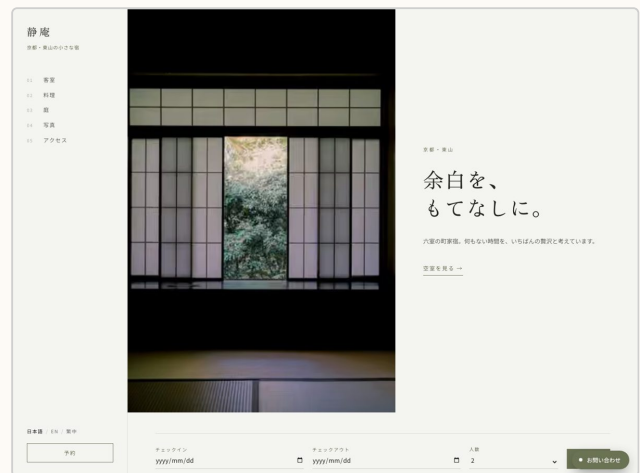
A site that feels like your inn, starting with the design.

These are the twelve designs as they actually render. Every one is mobile-ready, multilingual and takes direct bookings. Demo photography is freely licensed and is replaced with your own on delivery.



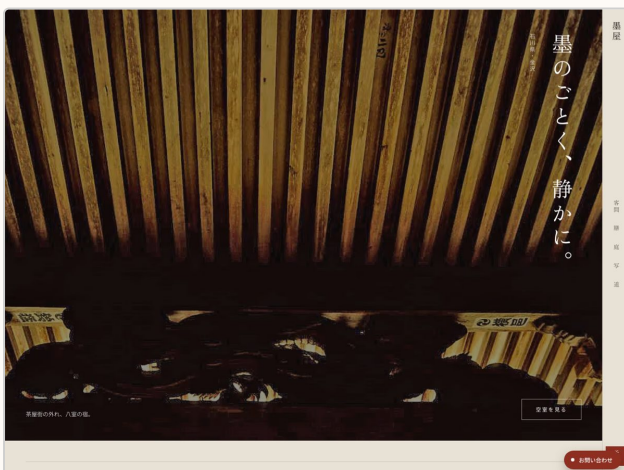
Seihitsu — Luxury Ryokan

Deep whitespace and full-bleed photography for a heritage ryokan.



Seian — Modern Minimal Ryokan

An asymmetric layout with a fixed side navigation. Quiet and architectural.



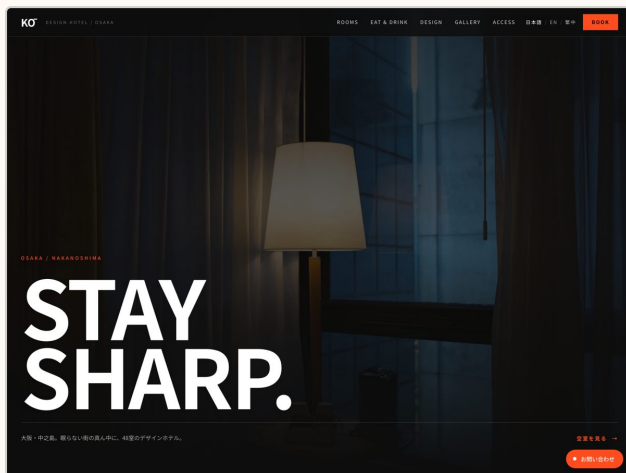
Sumiya — Vertical Type

Built around vertical Japanese typography. Ink and vermilion.



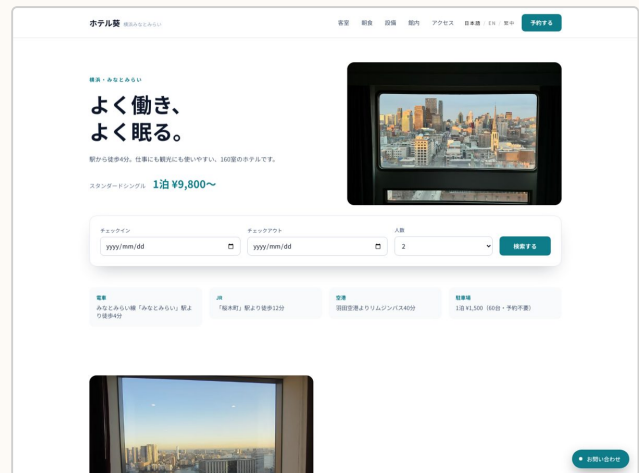
Kotoha — Reading

Reads like a book — numbered issues and plates, one season at a time.



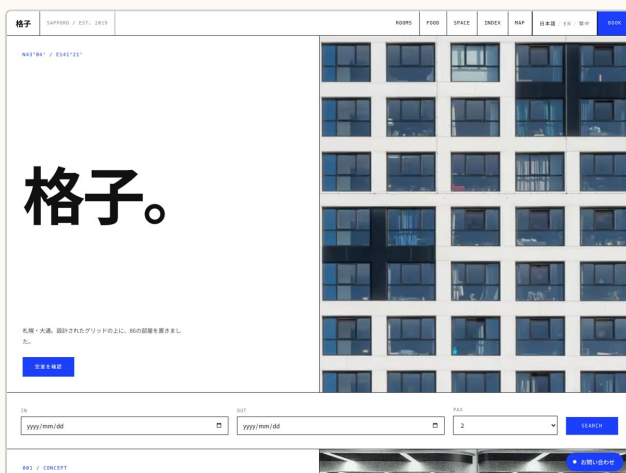
KŌ — Design Boutique

Near-black with one electric accent. Bold typography for a city hotel.



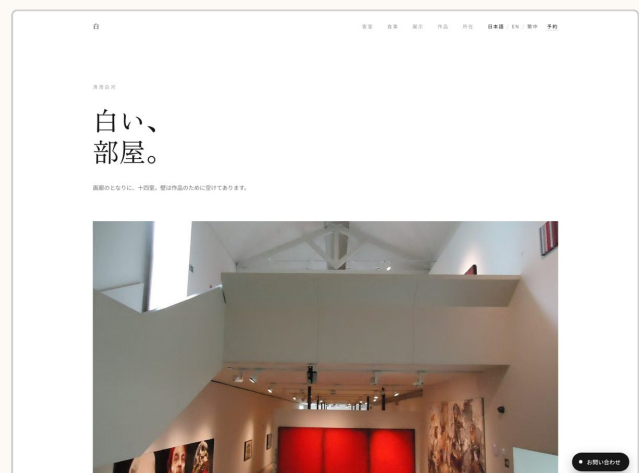
Hotel Aoi — Business & City

Bright and functional, with pricing and booking pushed to the front.



KŌSHI — Grid

Swiss and brutalist — the layout grid left visible, monospace throughout.

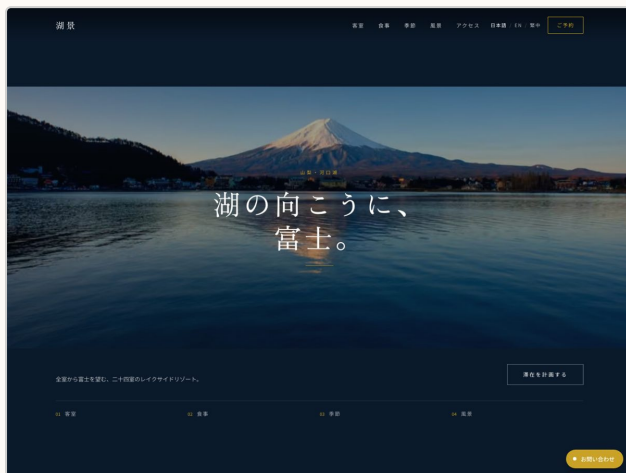


HAKU — Gallery

All white. Maximum margins, images hung like works in a gallery.

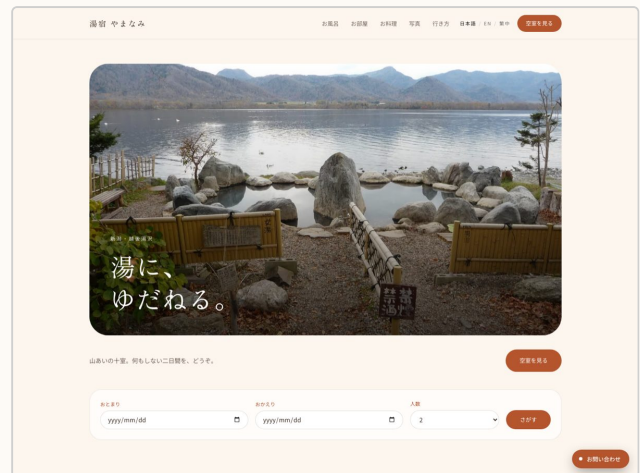
— After you choose a design

The design is the starting point. Text, photography, room pages and the booking flow are refined with you over a few rounds after the contract; the content of your current site can be imported as it is, so there is nothing new to prepare.



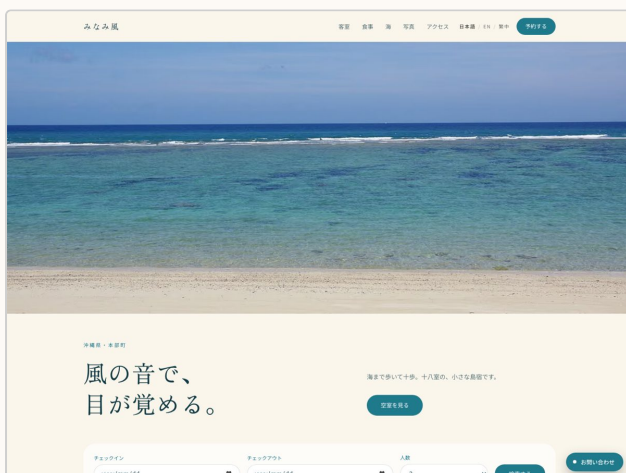
Kokei — Cinematic

Full-bleed image panels that cut like film. Built for resorts.



Yamanami — Onsen Retreat

Terracotta and soft curves. Warm and approachable for a small onsen inn.



Minamikaze — Coastal

Sand and sea. Bright and open, for somewhere on the coast.



Yamane — Lodge

Dark timber and firelight — warm and enclosing, for a mountain lodge.

— Every design includes

Home, rooms, dining, access

Japanese, English,
Traditional Chinese

Built-in booking and online
payment

AI concierge chat window

Before the contract, a trial and a requirements pass. After it, we set the system up for your property.

— Before the contract

01

First conversation

Thirty minutes online: your size, the OTAs you use, how you work today.

02

Seven-day trial

A test account for the admin screen, with sample data.

03

Requirements

Which modules, the direction for the site, room types, online payment or not.

04

Free subsidy check

We suggest schemes that may apply; you file the application yourself.

05

Quote and contract

Scope, schedule and price confirmed, then the contract.

— After the contract

06

Website design

Design, text and photos over a few rounds.

07

Your side

Stripe, OTA approvals, domain.

08

Configuration

Done by us, per property.

09

Migration and testing

Existing bookings imported and checked against real operations.

10

Training and go-live

Online walkthrough; support continues after launch.

— What you prepare

- ☐ The address of your current website (content is imported)
- ☐ Room types and the rate sheet
- ☐ Logins and connection approval for each OTA console
- ☐ A Stripe account, if you take online payment
- ☐ A domain (or we register one for you)
- ☐ Property information for the AI: facilities, directions, rules, FAQs

— What we do

- ☐ OTA connections, rooms and rates
- ☐ Website build and multilingual content
- ☐ AI concierge knowledge and testing
- ☐ Import of existing bookings
- ☐ Online training
- ☐ Chat and email support after launch

Dawnlight Hotel OS is configured and customised for each property before handover. No technical knowledge is needed.

Part of the cost, covered by a subsidy.

Digital investment by accommodation businesses is often eligible for national or prefectural subsidies. We run our own subsidy-matching service for small businesses (www.dawnlight.co.jp), and checking which schemes apply is free.

You file the application

We do not file for you. We prepare the quotation, catalogue and the technical part of the plan, and can introduce an administrative scrivener.

Usually the one-off cost is covered

Set-up and implementation typically qualify; monthly fees and website production often do not. We check the boundary with you, scheme by scheme.

No contract before the decision

Under most schemes, anything ordered, signed or paid before the decision is ineligible. We plan around the subsidy calendar.

RATE	SCHEME	ELIGIBLE / CAP	STATUS
2/3	Accommodation DX Support Subsidy Nagano Prefecture · FY2026	Accommodation operators in Nagano. Up to ¥3M per property. Excludes website production and subscriptions.	Closed for FY2026
2/3	Small Business Sustainability Subsidy, Round 20 SME Agency / Chambers of Commerce	Accommodation with 20 or fewer staff. Up to ¥500K (specials add up to ¥2M). Website costs capped at ¥300K, not on their own.	Opens 5 Nov
1/2	Tourism DX Programme — Industry Productivity Japan Tourism Agency · FY2026	Licensed hotel operators. Up to ¥15M per property. PMS, booking systems, self check-in kiosks, smart locks, payment terminals.	Closed for FY2026

Details are as they appeared on each official page when checked in September 2026. Schemes change or close without notice, and we do not guarantee adoption.

Our track record

For Nagano's FY2026 Accommodation DX Support Subsidy we supported three operators' applications from the vendor side — quotations and the technical part of the implementation plan. We know the process from reading the guidelines through to the completion report.

A monthly fee by room count, with modules added as you need them.

The full price list is in preparation. Tell us where the property is, how many rooms, and which modules you are considering; we send a quote and check which subsidies apply.

— Frequently asked

Can we use it without being technical?

Yes. We do the setup, and day to day it is mostly checking reservations and assigning rooms.

Can we move from our current channel manager or PMS?

Yes. We import your existing reservation data and then switch over.

We already have a website. Can we add only some modules?

Yes. Booking, OTA sync, the AI concierge, self check-in and payments can all be added to your existing site.

Do you support Rakuten Travel and Jalan?

Please ask us about domestic OTA connections.

Are subsidies available?

IT adoption and DX schemes may apply. We run our own subsidy-matching service, so the check is free; you file the application yourself.

Which languages does it cover?

The AI concierge covers the major languages and is configured to the ones you want. The admin screen is Japanese and English.

You wanted to run an inn, not manage software.

Start with thirty minutes online. We show you the admin screen and a live website demo, and check together which subsidies apply.

Book a demo →

www.dawnlight.co.jp/contact

Company

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AI and software development / subsidy-matching service

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Product hotel.dawnlight.co.jp

Company www.dawnlight.co.jp (subsidy matching and other services)