



The concierge that never sleeps.

AI GUEST CONCIERGE & DETERMINISTIC BOOKING ENGINE FOR LUXURY RESORTS

ON WHATSAPP · ANY LANGUAGE · ANY HOUR

A guest reaches for their phone. Ouroa
answers in *under two seconds*.

HOW A BOOKING HAPPENS

*The AI only ever proposes. Code commits. That is why a confirmed booking is always
real.*



1 · GUEST ASKS

"Couples massage tomorrow at 4?" on
WhatsApp or your branded app, in
any language, at any hour.



2 · OUROA PROPOSES

Understands intent, recalls the guest's
preferences and package, suggests
times. It can only *propose*.



3 · THE ENGINE DECIDES

Deterministic code checks real
capacity, opening hours, party size
and package rules, every single time.

✓ VALID → COMMITTED

Booked in one step. Confirmation card to the guest, agenda entry for
your team, revenue tagged to the AI on your dashboard.

✗ INVALID → NEVER PROMISED

The AI cannot confirm what the engine rejects. It offers real
alternatives or the waitlist instead. Zero overbookings, by
architecture.



0

OVERBOOKINGS,
EVER, BY DESIGN



24/7

EVERY GUEST ·
40+ LANGUAGES



<2s

REPLIES
ON WHATSAPP



Days

FROM SPA MENU
TO LIVE CONCIERGE

🌊 NOTHING SELLS OUT QUIETLY

Every cancellation becomes recaptured revenue.



Sunset cruise is full

The concierge offers the waitlist in the same breath, one tap to join.



A guest cancels or reschedules

The freed slot is validated for the first guest in line: package, party, hours.



"A spot just opened, held for you for 30 minutes"

Booked: revenue recaptured. Ignored: the offer cascades to the next guest, automatically.

🔄 THE QUEUE KEEPS WORKING WHILE YOUR TEAM SLEEPS

💡 THE RESORT BRAIN

Your concierge compounds. It is worth more every month.



Guests talk

"I'm vegetarian" · "it's our anniversary". Durable facts are remembered, with staff review.



Staff teach

Every resolved request becomes a learned answer; the Brain asks to be taught what guests keep asking.



Service sharpens

Butlers get an arrival brief per guest; returning guests are recognised like ten-year regulars.

🔄 BETTER SERVICE → MORE CONVERSATIONS → SMARTER BRAIN



SPA & WELLNESS



DINING



EXCURSIONS



DAILY PLANS



WAYFINDING



STAFF CONSOLE

*Every AI booking is tagged and valued on your dashboard: after-hours revenue, waitlist recaptures, upsell conversion. **Proof, not promises.***

See Ouroa live on your resort's menu in days.

Book a walkthrough and we tag every AI booking to your dashboard from day one.

REQUEST A DEMO