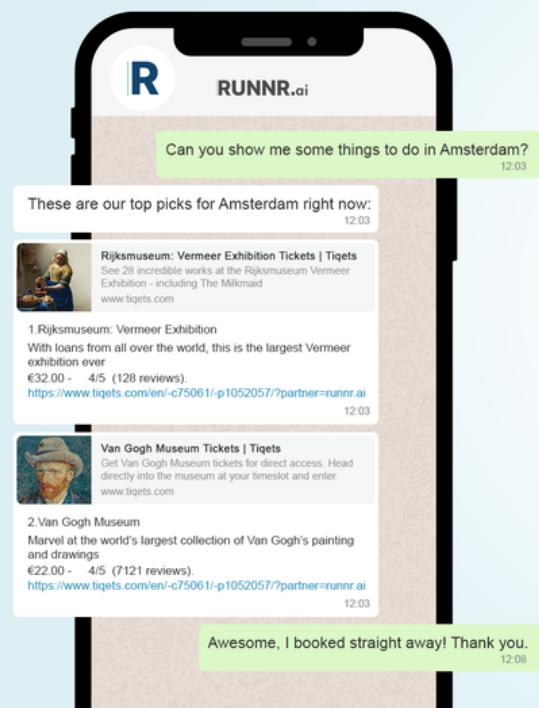


⌚ 16 February 2023, 10:00 (CET)

Tiqets Partners With RUNNR.ai's Conversational AI Solution To Offer Travelers Personalised Experiences

Amsterdam, 16 February 2023 - Tiqets, the leading online platform for cultural and leisure experiences in Europe and North America, has signed a partnership with RUNNR.ai, a conversational Artificial Intelligence (AI) solution for the hospitality industry. RUNNR.ai enables hotel guests to ask questions, make requests, and book additional services from their mobile phones. The partnership will offer a new way for travelers to easily discover things to do while in a destination, and, seamlessly book them via popular communication platforms, such as WhatsApp.



The image shows a smartphone displaying a WhatsApp message thread. The user asks "Can you show me some things to do in Amsterdam?". The bot responds with "These are our top picks for Amsterdam right now:" followed by two suggestions:

- 1. Rijksmuseum: Vermeer Exhibition Tickets | Tiqets. Description: See 28 incredible works at the Rijksmuseum Vermeer Exhibition - including The Milkmaid. Link: [www.tiqets.com](https://www.tiqets.com/en/-c75061/p1052057?partner=runnr.ai)
- 2. Van Gogh Museum Tickets | Tiqets. Description: Get Van Gogh Museum tickets for direct access. Head directly into the museum at your timeslot and enter. Link: [www.tiqets.com](https://www.tiqets.com/en/-c75061/p1052057?partner=runnr.ai)

The bot concludes with "Awesome, I booked straight away! Thank you." The Tiqets and RUNNR.ai logos are displayed prominently on the right side of the image.

RUNNR.ai is the first conversational AI-driven communication solution within the hospitality industry that is supporting the entire guest journey, including answering frequently asked questions, promoting upsells, processing in-stay requests, and collecting guest feedback during and after their stay. The integration with property management systems and providers like Tiqets makes it simple to handle some common questions and requests such as adding breakfast to the booking, checking for available parking spots, or finding fun things to do.

Tiqets provides its thousands of partners a way to monetize their traffic by promoting or selling targeted experiences to suit different customer needs through its partner program. The partnership with RUNNR.ai will give Tiqets access to a wider audience and an opportunity to engage with travelers at different stages of their journey. Travelers will be able to plan their trips more efficiently, as the AI solution proactively engages with them from the moment their accommodation is booked and offers personalized recommendations from Tiqets' curated guides. Together, Tiqets and RUNNR.ai aim to offer travelers the opportunity to plan their trips on their terms, be more spontaneous, and find more ways to culture and enhance their travel experience with the best choice of attractions.

"We are thrilled to be partnering with RUNNR.ai, the first AI-driven communication solution in the hospitality industry that is supporting the full guest journey. Through this partnership, our network of more than 4,000 of the best museums, attractions, and tour operators that provide guided tours at these museums will be easily discoverable and seamlessly bookable too"

— Laurens Leurink, Tiqets CEO

RUNNR.ai was founded in the summer of 2022 by Michiel de Vor, Tim Otterspoor, Maarten Fugers, Steven Oliemans, and Jasper Cramwinckel, bringing expertise from Booking.com, Catawiki, Tripaneer, and EY Consulting along with a passion for hospitality, technology, and operations.

"RUNNR.ai assists travelers with any travel-related questions and matters. It leverages popular communication platforms like WhatsApp to provide a convenient and accessible way for guests to ask questions and book additional services. We are very excited to integrate our platform with Tiqets, allowing for a seamless booking flow for travelers looking to enhance their stay"

— Michiel de Vor, RUNNR.ai Co-founder

The Tiqets and RUNNR.ai integration is now globally available for hotels. RUNNR.ai is currently operating in the Netherlands and Belgium and is rapidly expanding to other countries.

About Tiqets

Tiqets' mission is to make culture more accessible by making it easier for more people to discover more ways to culture. From the start in 2014, the company has connected millions of people to museums and attractions with instant, last-minute and mobile tickets. Tiqets works with both hidden gems and top museums and attractions all over the world. The company is headquartered in Amsterdam and now employs 200+ people worldwide, including in Amsterdam (HQ) as well as Seattle, Las Vegas, Orlando, Philadelphia, London, Copenhagen, Paris, Barcelona, Rome, Vienna, Bangkok, Tokyo, and Osaka. More information can be found on Tiqets.com.

About RUNNR.ai

RUNNR.ai's mission is to improve travelers' experiences through a personalized and automated guest messaging platform for the hospitality industry. Their AI-powered solution automates routine tasks, such as answering FAQs, promoting upsells, and processing requests to provide efficient and convenient customer service at every stage of the guest journey. It integrates with both the hotel's property management systems and third-party providers to remove repetitive workloads from the staff and deliver a seamless guest experience.

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Note to the editors (not for publication): [Media Kit](#)



