

CONNECT&GO

Connect&GO offers contactless/ cashless solutions for a safer guest experience

PRESS RELEASE

FOR IMMEDIATE RELEASE

Montreal-based tech company in high-demand as leisure properties re-open after pandemic shutdown

May 27, 2020 – Montreal, Quebec – Leisure and entertainment properties around the world are slowly starting to re-open after a lengthy shutdown due to COVID-19. While operators are hopeful that they will have a busy season despite the slow start, many are implementing urgent initiatives to ensure guests' safety and encourage guests to return to their venue.

Cashless solutions have become increasingly popular and are now even a required method of payment at many businesses to reduce germ transmission. According to an article by [Kate Rooney on CNBC.com](#), "The credit-card giant (Mastercard) reported a 40% jump in contactless payments — including tap-to-pay and mobile pay — during the first quarter as the global pandemic worsened." Montreal-based tech company Connect&GO has been flooded with requests for its flexible cashless solutions. Having deployed numerous cashless solutions and payment experiences at leisure and entertainment venues around the world over the last five years, the Connect&GO team is familiar with the technology and the numerous benefits it can offer.

A customizable solution

Implementing a cashless solution is easier when the system is flexible and can be integrated with existing infrastructures. Connect&GO offers a stand-alone system to facilitate all cashless transactions and can provide a fully integrated cashless POS via [Veloce](#). Contactless ordering kiosks allow guests to place orders without having to touch a screen. Mobile ordering lets a guest order directly from their mobile device; and RFID wearables can be used for quick and secure payments with a simple tap on a scanner. Many leisure and entertainment properties are drawn to the convenience of the technology – both for their guests and their employees. Guests appreciate the freedom to place orders and make quick payments without major risk of germ transmission through close proximity with others and the exchange of physical cash. Employees find the cashless system easy to use and are relieved to no longer handle physical cash.

In constant evolution

As a company known for its continued development and growth, it is no surprise Connect&GO has faced the current situation by asking pertinent questions and listening closely to responses from clients and colleagues. Connect&GO has hosted numerous roundtable discussions with industry professionals in order to determine the most pressing issues for leisure and entertainment properties as they move towards a new reality heavily impacted by the effects of COVID-19. “Behind the Experience” is a [webisode](#) series initiated by Connect&GO to speak directly with professionals who are changing the way they operate as a result of this global pandemic. In the most recent webisode, Connect&GO Co-Founder Anthony Palermo spoke with Amanda Stern (Canadian Olympic Committee) and Isabelle Menard (Multicolor) about cashless payments.



Watch our webisode

Connect&GO provided a cashless solution for use inside the Canada Olympic House at the recent 2018 Olympics in PyeongChang, South Korea. According to Stern the cashless solution was a resounding success and one she can see working very well as businesses move forward post pandemic shutdown. “There are so many opportunities (...) if you have new capacity limitations and new physical distancing measures, I think cashless and RFID wearables can actually help with those new policies” said Stern.



Download our white paper

A focus on safety

While Connect&GO has always used innovative technology to create exceptional guest experiences, the company’s focus is currently on creating the safest possible experience with the least friction for guests and operators. Smart wearables are an affordable solution that can be enjoyed by guests of all ages. RFID wristbands can be linked directly to a credit card or can be loaded with funds to be debited with each purchase. Guests simply tap their wristband on a scanner to process a secure transaction. Detailed sales reports can be extracted at any time and operators enjoy a clear overview of their sales operations. Anthony Palermo is encouraged by his team’s reaction to the global pandemic and the challenges it brings. “In these unprecedented times, we’ve made it a priority to listen to the ideas and concerns of our clients and we’ve managed to come up with an entire suite of contactless products and services we can offer.

We’re proud to be helping our clients navigate this new reality.” In addition to roundtable discussions and webisode series, Connect&GO has been offering informative content for industry professionals, including a [white paper on cashless technology](#) and a [re-opening checklist](#) for leisure and entertainment properties.

About Connect&GO

Connect&GO is a global leader in Guest Experience Engineering packaging the simplest wearable RFID technology with the smartest modular operations management system for the leisure, attractions, sports and entertainment industries. Flexible software modules for Ticketing, Access Control, Point of Sale, Cashless Payments, Gamification, Experiential Activations and Activities Management create a seamless end-to-end guest experience that generates secondary revenues, increases spend-per-head and maximizes guest engagement. Connect&GO has served major amusement and water parks, ski hills and resorts, brands and agencies, festivals and sporting events around the world and currently has offices in Montreal, Paris and Orlando.

For more information about Connect&GO

www.connectngo.com



Contact

Frank Good, VP of Leisure and Entertainment

frank@connectngo.com

613.816.8529