

# SMS Consent & Opt-In Flow

Vantage Technologies LLC · Toll-Free SMS Program

## How consent is collected

When a hotel guest hands their vehicle to a valet attendant, the attendant uses the Vantage tablet application to create a valet ticket. The ticket form requires the guest's mobile phone number alongside an SMS opt-in checkbox shown in plain language. The checkbox is unchecked by default; the attendant reads the disclosure aloud and checks the box on the guest's behalf only after the guest verbally confirms consent.

Disclosure text shown next to the checkbox:

*"By checking this box, I agree to receive transactional SMS from [Hotel Name] Valet about my vehicle (e.g., parked confirmation, pickup status). Message frequency varies. Msg & data rates may apply. Reply STOP to opt out, HELP for help."*

The guest's name, phone number, hotel, and a UTC timestamp are stored as the opt-in record on the ticket. No SMS is sent to a phone number that does not have a recorded opt-in.

## What is sent

Up to two transactional SMS per valet ticket: (1) a welcome message with a tracking link when the vehicle is parked, and (2) a status update when the guest requests pickup or the vehicle is ready. Average guest receives 2–4 SMS per hotel stay. Messages are strictly transactional. No marketing, promotions, or third-party content is sent on this number. Every message includes the hotel and valet brand name and the phrase "Reply STOP to opt out."

## Sample message

*"Crowne Plaza Valet — Hi Ryan, your car is parked. Track it or request pickup: [vantageco.ai/t/x9k4m2](https://vantageco.ai/t/x9k4m2) Reply STOP to opt out."*

## How to opt out

Reply STOP, UNSUBSCRIBE, CANCEL, END, or QUIT to any message. Opt-out is processed immediately by the carrier and recorded against the phone number; no further SMS is sent. Reply HELP for a support response that includes the program name and contact email.

## Contact

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