

EXTRACT

CUSTOMER: “Splash & Spa Tamaro”, a Swiss premier water park and wellness center with pools, spa and gym:

- **14,000 sqm facility** operating year-round.
- **Textiles in Circulation:** 2,000 bathrobes + 2,000 towels.
- **300'000 yearly users**
- **Laundry Volume:** 100 bathrobes + 100 towels per day.

CHALLENGE:

Without an identification and tracking system in place, towels and bathrobes provided to guests were frequently lost or stolen. **Before RFID Implementation:**

- **Annual textile losses:** 300–350 units per textile type
- **Annual cost of losses:** CHF 15,000–17,500

RFID SOLUTION FEATURES:

- Every bathrobe and towel was chipped with a **Datamars LaundryChip 401-ST**.
- Each SPA checkout counter has been equipped with an **RFID system** (antenna+reader+buzzer light) seamlessly integrated into the counter structure.
- Additional RFID reading points can be installed to help the SPA:
 - track incoming/outgoing textiles from/to the laundry,
 - keep a real-time inventory of the available clean textiles
 - predict laundry requests to prevent shortages

BENEFITS & RESULTS:

Thanks to LaundryChips, each textile in the wellness center is instantly tracked and monitored, preventing it from being lost. The RFID system quickly detects any fugitive textiles and notifies the operator to take action.

- **Approximately 80% reduction in annual textile losses**
- **Annual cost savings of CHF 11,500–13,500**
- **Enhanced Guest Awareness:**
 - Subscribers are no longer required to inspect their personal belongings for missing textiles.
 - Daily guests are deterred from taking textiles due to RFID-based anti-theft measures.

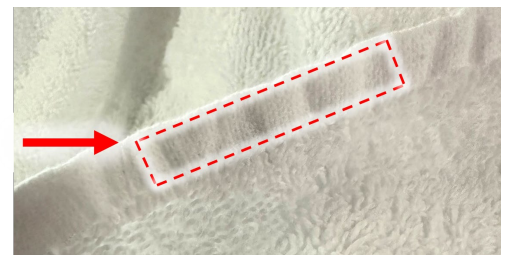
KEY INSIGHT: The implementation of RFID technology at Splash & Spa Tamaro has significantly reduced textile losses while enhancing operational efficiency. The solution not only delivered substantial cost savings but also improved the guest experience by ensuring greater security and reliability.



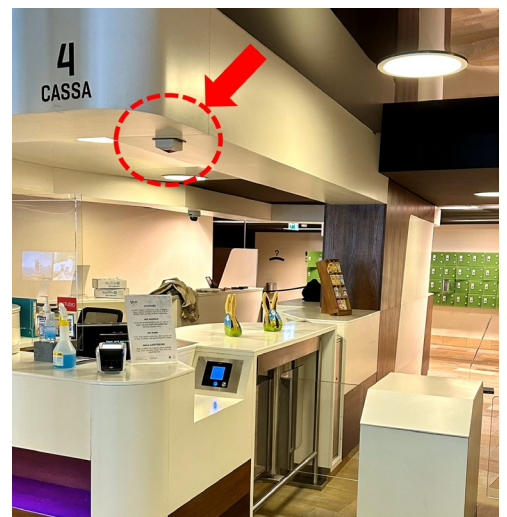
“Splash & Spa Tamaro” facilities in Switzerland



A LaundryChip 401-ST in customized white pouch has been embedded to each SPA bathrobe



A LaundryChip 401-ST has been inserted and sewn into the hem of each towel



An RFID system consisting of antenna, reader and buzzer light has been seamlessly installed above each SPA checkout counter.