



CASE STUDY

Pairi Daiza, the best hotel experience
with Legrand GRMS

2024

Gentse Baan 66/ 204 - 9100
Sint-Niklaas, Belgium



ABOUT

Application Type: Hotel
Location: Belgium

PROJECT PLAYERS

SI = AV Architect
Installer = RF Technics

PROJECT CHALLENGE

Each year, approximately 2.3 million visitors flock to Pairi Daiza, acclaimed as the "Best Zoo in Europe," and it's easy to see why. Home to over 7,500 animals spanning 800 species, alongside authentic architecture and diverse flora, this park transcends the traditional zoo experience. Here, the lines between humans, animals, and nature gracefully blur. To enhance this immersive experience, guests can stay overnight near the animals. Imagine relaxing beside wolves, observing walruses underwater, or waking up to the sight of tigers. A stay at the Pairi Daiza Resort promises an unforgettable and truly unique adventure, thanks to the animals and much more.

Pairi Daiza aspires to offer an all-round stay experience, beginning from the very first interaction. "A hotel only has one chance to make a good first impression", notes Olivier Boucquey, Project Manager - Special Techniques at Pairi Daiza. "When a guest feels welcomed from the outset, it sets the tone for the entire stay." To achieve this, Pairi Daiza continually seeks innovative solutions to elevate the guest experience while honoring animal welfare. With ecology as a core priority, energy-saving initiatives also play a significant role in their mission.

THE SOLUTION

Upon the recommendation of Champels Creative Hospitality, Pairi Daiza partnered with Legrand to implement a sophisticated Guest Room Management System (GRMS), tailored specifically for its hotel rooms. Legrand's innovative GRMS system allows for seamless control of various room settings, including lighting, temperature, and blinds.

With just a touch, guests can create a cozy ambiance, adjust privacy levels, or ensure a comfortable night sleep by modifying the heating. Hotel staff can also manage these settings centrally. "The GRMS enables us to adjust the lighting at check-in, tailoring the room's ambiance to the weather outside", explains Olivier.



Legrand has also customized switches for Pairi Daiza, featuring unique designs like bear paws and candles that guests notice upon entering their rooms. "Legrand offers a wide range of finishes," says Benoît Saintelet, Project Manager Building & Hospitality at AV Architects and Legrand integrator partner. "Designers and architects can always find a design that fits their theme, allowing for truly bespoke solutions."

The GRMS benefits not only the guests but also Pairi Daiza itself, particularly in terms of ecology. "Whenever visitors leave the room, the heating and electricity automatically switch to energy-saving mode," Benoît explains, highlighting a feature that significantly reduces operational costs. Moreover, the system considers animal welfare, preventing excessive light at night that could disturb or harm the animals by automatically closing blinds at specific times.



Legrand GRMS is compatible with most Property Management Systems (PMS) and Building Management Systems (BMS) which enabled many additional features, both for guests and staff, and allowed the implementation of the system to be flawless. "We began by setting up a model room to define the functions of each button and light fixture," Benoit details. "Then, we installed the system in the other rooms, proving this approach to be very effective."

Thanks to the user-friendly software interface, Pairi Daiza can easily monitor the GRMS installation. "It's a versatile system," notes Olivier. "We can now do what we want, when we want, and where we want, always enhancing visitor comfort."



PROJECT BENEFITS

Versatile and efficient, fully integrated and flexible, ecological and animal-friendly, and effortlessly installed, Legrand GRMS proved to be a quintessential solution for Pairi Daiza aspiring to elevate its guests' experience. "This system anticipates the future needs of the hospitality industry, delivering an unparalleled customer experience while conserving energy in the rooms," emphasizes Benoît.

PRODUCTS INSTALLED

- RCU BACnet + power supply
- DALI light control
- SCS scenario controllers
- SCS Rfid keycard readers

Specials: General scenarios are by SW linked to curtains and lights status to prevent any animals disturbance (i.e. if you open the curtains at night, only the "ALL OFF" and "small light" modes are available to ensure a quiet environment).

INTEGRATION with BMS NETx for:

- Daikin HVAC management
- Modbus wood pile heating system integration
- DESIGO integration (the entire park BMS) to know when not to disturb animals



For more details on Pairi Daiza project with Legrand, watch the [video](#) or visit the website [here](#).

Are you looking for a solution to elevate your project with Legrand? Don't hesitate to contact us! Our experts team is here to support you every step of the way and provide comprehensive hotel management solutions tailored to meet the unique needs of your project!