

Generic FAQs

Q. What is a digital room key in your wallet?

A Wallet key allows you to store your digital room key so you can unlock doors using your phone or a compatible smartwatch.

Q. How can I tell if I can use a Wallet key?

If your device is compatible with Wallet keys, you will see an Add to Wallet button at the end of your online check-in.

Q. I am not able to add my digital room key to Wallet. What should I do?

Don't worry, you can always check in at the front desk when you arrive at the hotel in person.

Q. Can I use a digital room key and a physical hotel key card at the same time?

Yes, you can use both.

Q. What if I have multiple stays at a hotel?

Your room key will be automatically activated for each room that you have reserved.

Q. What happens to my digital room key in Google Wallet if I lose my Android phone?

If your Android phone is misplaced or lost, you should use the Find My Device app to remotely delete/wipe a lost device. Find, secure, or erase a lost Android device - Google Account Help.

Q. Which devices support digital room key in Google Wallet?

- Android: Android 9 or higher with NFC turned on.
- Google Wallet: The latest version of Google Wallet app (recommended).

[Room Key in Apple Wallet FAQ](#)