The Key to Enhancing the Mobile Guest Experience with Digital Technology Solutions
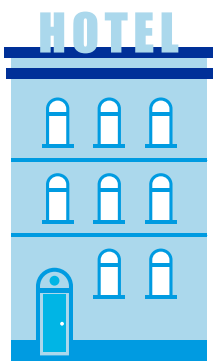
Featuring the Onity DirectKey™ Mobile Access Technology

DRIVE LOYALTY

DRIVE DIFFERENTIATION

Select Hotel
Opportunity to join member rewards and download loyalty app.

◄ Guest Benefits   Hotels Benefits ►

Guest Benefits:
- Streamlined booking process
- Eco-friendly
- Easy use and flexibility
- Early entry

Hotels Benefits:
- Guest check in earlier, stay longer
- Pre-sell customers on upgrades through app
- Highlight eco-friendly position of hotel
- Grow loyalty app adoption

Pre-arrival Communication
Instructions about mobile key and early check-in options.

◄ Guest Benefits   Hotels Benefits ►

Guest Benefits:
- Instructions on how to use mobile key
- Equip users for self-service
- Centralized travel deals
- Things to do during stay

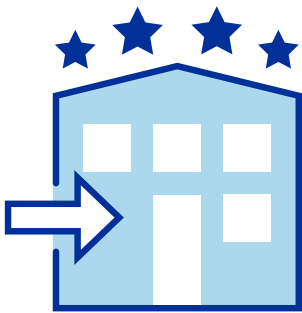**Hotels Benefits:**
- Real-time arrival communication
- Advanced awareness on guest logistics
- Simplified guest experience
- Pre-sell on upcoming stay

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Check-In
Seamless front desk interaction with no plastic key card needed

◄ Guest Benefits   Hotels Benefits ►

Guest Benefits:
- Guest decides to go to front desk or straight to room
- Eliminate the need to carry physical key card
- Seamless guest experience across property
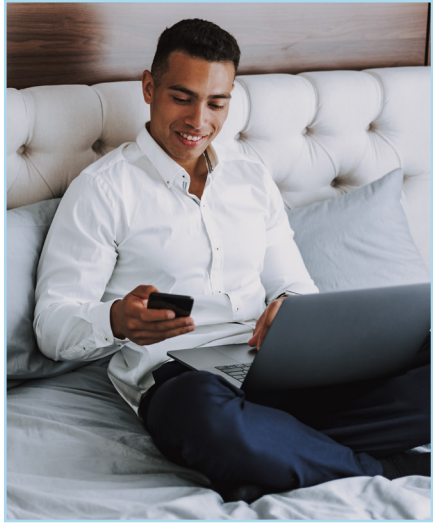- Key card shareable – only by the guest

Hotels Benefits:
- Eliminates front desk lines
- Increase guest interaction and brand loyalty
- Increased security measures
- Cost savings

Hotel Stay
Interact with hotel loyalty app for requests and push notifications.

◄ Guest Benefits   Hotels Benefits ►

Guest Benefits:
- Request room service and maintenance
- Awareness of events and hotel amenities
- Single access use through loyalty app
- Less likely to lose or forget key card

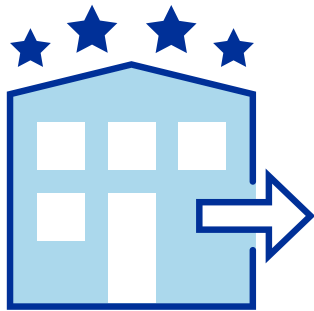**Hotels Benefits:**
- Increase in-hotel amenity purchases
- Eliminate paper usage through in-app welcome binder
- Easier communication with guest
- Prioritize sustainability

Check-Out
Seamless check-out through hotel loyalty app.

◄ Guest Benefits   Hotels Benefits ►

PLEASE SHARE YOUR THOUGHTS AND EXPERIENCE
SUBMIT

Guest Benefits:
- Leave comments for staff and manager
- Request late check-out
- Leave tip for room service, maintenance, front desk staff
- Access final guest receipt

Hotels Benefits:
- Opportunity for guest to spend more money
- Freeing up staff for other responsibilities
- Receive feedback from guest
- Eliminate paper usage

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Onity