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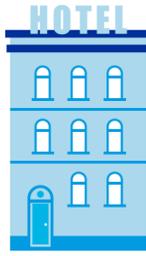
Featuring the Onity DirectKey™ Mobile Access Technology

DRIVE LOYALTY   **DRIVE DIFFERENTIATION**

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

◀ Guest Benefits   Hotels Benefits ▶

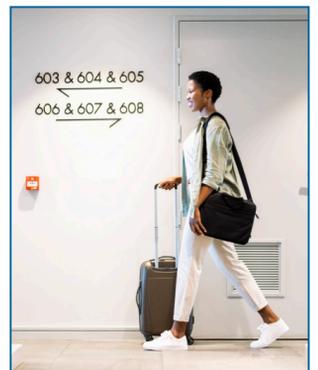| Guest Benefits	Hotels Benefits
Streamlined booking process	Guest check in earlier, stay longer
Eco-friendly	Pre-sell customers on upgrades through app
Easy use and flexibility	Highlight eco-friendly position of hotel
Early entry	Grow loyalty app adoption

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

◀ Guest Benefits   Hotels Benefits ▶

Guest Benefits	Hotels Benefits
Instructions on how to use mobile key	Real-time arrival communication
Equip users for self-service	Advanced awareness on guest logistics
Centralized travel deals	Simplified guest experience
Things to do during stay	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	Hotels Benefits
Guest decides to go to front desk or straight to room	Eliminates front desk lines
Eliminate the need to carry physical key card	Increase guest interaction and brand loyalty
Seamless guest experience across property	Increased security measures
Key card shareable – only by the guest	Cost savings

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

◀ Guest Benefits   Hotels Benefits ▶
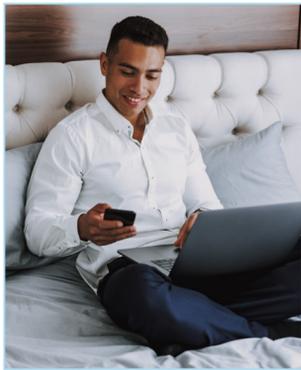
Guest Benefits	Hotels Benefits
Request room service and maintenance	Increase in-hotel amenity purchases
Awareness of events and hotel amenities	Eliminate paper usage through in-app welcome binder
Single access use through loyalty app	Easier communication with guest
Less likely to lose or forget key card	Prioritize sustainability

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

◀ Guest Benefits   Hotels Benefits ▶

PLEASE SHARE YOUR THOUGHTS AND EXPERIENCE
SUBMIT

Guest Benefits	Hotels Benefits
Leave comments for staff and manager	Opportunity for guest to spend more money
Request late check-out	Freeing up staff for other responsibilities
Leave tip for room service, maintenance, front desk staff	Receive feedback from guest
Access final guest receipt	Eliminate paper usage

DRIVE LOYALTY   **DRIVE DIFFERENTIATION**

Onity