

What is a Wallet key?

Now you can add your room key to Apple or Google Wallet and access spaces with only your mobile device or compatible watch. It's easy, convenient, and private.

Where can I use my Wallet key?

In addition to your room, your Wallet key can also be used to access the same hotel spaces and common areas where you would use a physical key.

How do I set up and use a room key in Apple Wallet and Google Wallet?

After booking your reservation, locate the reservation confirmation email on your phone and click on the "Add to Wallet" button. Once you've checked in, your room key will be activated and ready to go. Then just use your mobile device or compatible watch to unlock your room and other hotel spaces.

On how many devices can I use my room key in Apple Wallet or Google Wallet?

You can use your room key on up to 2 iPhone(s) and 2 Apple Watch(es). They all need to be signed into the same iCloud account and Apple Account.

Which devices support room key in Wallet?

To add and use a room key in Apple Wallet, you'll need an iPhone 6S or later, or an iPhone SE (2nd generation), with the latest version of iOS. Optionally, an Apple Watch Series 5 or later, or Apple Watch SE, with the latest version of Apple WatchOS will work.

To add and use a room key in Google Wallet, you'll need an Android 9 or higher with NFC turned on, and the latest version of Google Wallet (recommended).

How do I use my room key in Wallet?

Once your Wallet key has been activated, just hold your mobile device or compatible watch near the reader to access your room and other hotel spaces. It's that simple.

I am not able to add my room key to Apple Wallet or Google Wallet. What do I do?

Visit the front desk or contact them at 01954249988 or by email at info@cambridgebarhillhotel.co.uk.

Can I use a hotel room key in Wallet and a physical room key card at the same time? Yes, you can use both.

What if I have multiple stays at a hotel?

If you have booked multiple rooms on the same date, your room key will be automatically activated for each room when you check in.

If you have booked the same hotel on multiple dates, each stay will be represented with its own room key in Wallet. When you check in, your room key will be activated for your current reservation only. Once you check out, your room key in Wallet will be updated to reflect your next upcoming stay at the hotel. The next time you check in, your room key will become active for your current stay only.

How secure are room keys in Apple Wallet?

When your room key is added in Apple Wallet on your iPhone or Apple Watch, it's stored on your device, which means Apple doesn't see the doors or spaces you unlock. Your data is private and secure.

How can I add a room key to my Apple Watch?

When you add a room key in Apple Wallet on your iPhone, it is automatically added to your paired Apple Watch. Once your room key has been added, simply hold your Apple Watch near the reader to unlock.

Do I need to unlock my iPhone to use my room key in Apple Wallet?

With Express Mode, you don't need to wake or unlock your iPhone or Apple Watch to use your room key in Apple Wallet. Just tap your device on the reader to unlock.

Can I still access my room if my iPhone needs to be recharged?

If your iPhone needs a charge, your room key in Apple Wallet will still work. Power Reserve provides up to five hours of access after the device's battery needs to be charged, so you can still get inside.

What happens to my room key in Apple Wallet if I lose my iPhone or Apple Watch?

If you misplace your iPhone or Apple Watch, you can quickly mark it as lost in Find My on your Mac, your iPad, or [iCloud.com](https://www.icloud.com) to suspend your room keys in Apple Wallet and help protect your information. Access to your keys will be shut off on your iPhone or Apple Watch, and you can turn it back on just as easily with you find your device.

Room key in Apple Wallet and Google Wallet is available at the following Best Western Signature Collection property Cambridge Bar Hill Hotel.

What happens to my 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. Instructions for Lost/Found Android phones and Find My Device are located at <https://support.google.com/accounts/answer/6160491?hl=en#zippy=>.