Q: What is room key in Apple Wallet?
A: You can add your room key to Apple Wallet and access elevator, main/night entrance, fitness Center and other common areas with only your iPhone and Apple Watch. It's easy, convenient, and private.

Q: How do I set up and use a room key in Apple Wallet?
A: A room key can be added to Apple Wallet after you book a reservation. After completing the online check-in, click on the Wallet icon to add your key. The room key will automatically activate once you check in and your room has been assigned. To use your room key, simply hold your iPhone or Apple Watch near the door lock.

Q: Can I use room keys in Apple Wallet if I have a reservation for multiple rooms?
A: Yes. Your room key will be automatically activated for each room that you have reserved.

Q: Where can I use a room key in Apple Wallet?
A: In addition to your room, your room key can also be used to access the same hotel spaces where you would use a physical key such as the elevator, main/night entrance, fitness center, common areas, etc.

*Room key-enabled access to other areas may differ by hotel location.

Q: How secure are keys in Apple Wallet?
A: When your room key is added to Apple Wallet on your iPhone and Apple Watch, it's stored on your device, which means Apple doesn't see the spaces you access or when. Your data is private and secure.

Q: What do I need to get started with room key in Apple Wallet?
- An iPhone or Apple Watch running the latest version of iOS or WatchOS
- An Apple Account signed into iCloud

Q: Do I need to unlock my iPhone to use my room key in Apple Wallet?
A: With Express Mode, you don't need to wake or unlock your iPhone or Apple Watch to use your room key in Apple Wallet. By default, Express Mode is turned on. For more details, see here.

Q: Can I still use my room key in Apple Wallet if my iPhone needs to be charged?
A: Power Reserve provides up to five hours of access after your iPhone battery needs to be charged. This feature is only available on iPhone XS, iPhone XS Max, and iPhone XR or newer. For more details, see here.

Q: How can I add a room key to my Apple Watch?
A: When you add a room key to Apple Wallet on your iPhone, a room key will automatically be added to Apple Wallet on your paired Apple Watch. Once added, simply hold your Apple Watch

near the reader.

Q: On how many devices (iPhone/Apple Watch) can I use my room key in Apple Wallet?
A: You can use your room key on up to 1 iPhone(s) and 1 Apple Watch(es). They all need to be signed into the same iCloud account and Apple Account.

Q: What should I do if my iPhone or Apple Watch is lost or stolen?
A: Use the "Find My" app or iCloud.com to suspend, deactivate or reactivate your device in Apple Wallet. Instructions for Lost/Found Apple devices and Find My iPhone are located at Here.

Q: I am not able to add or use my room key to Apple Wallet. What do I do?
A: Try the below basic troubleshooting steps:

- Update to the latest version of **iOS** or **watchOS**.
- Confirm that you have **Face ID**, **Touch ID**, or a **passcode set** **on your device**.
- Check that your Apple Account is signed into iCloud with two-factor authentication turned on.
- Check whether Apple T&C's were accepted in your settings when logging into iCloud.

If you're still unable to add your room key contact the Front Desk at 888-478-2530 or info@beachclubcapemay.com.

Q: How do I remove Wallet passes from a device - for example after upgrading to a new iPhone or Apple Watch?
A: If you're no longer using a device, you can remove its Wallet passes directly on the device or online. Once removed, you can add your passes to a new iPhone or Apple Watch.

You can remove a pass from your old device in two ways:

1. On your iPhone: Open the Wallet app and select the pass you want to remove. Tap the More button in the upper-right corner, scroll down and tap Remove Pass.
   Note: This also removes the pass from paired Apple Watches.
2. Online (if you no longer have the device): Go to account.apple.com and sign in. Select Devices from the sidebar, choose your device, and click Remove items.

Note: this removes all Wallet cards and passes from that device.
After removal, you can add your passes to your new device.