**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).

**Link to:** Room Key in Apple Wallet FAQ