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Hilton Now Offers Digital Room Keys at 1,000 Properties

Guests can now unlock their rooms using their smartphones at 1,000 Hilton hotels around the world



Eighteen months after introducing digital room keys, Hilton Worldwide now offers them at 1,000 properties worldwide, it announced today.

Introduced in August 2015, Hilton's Digital Key technology allows members of Hilton's Hilton Honors loyalty program to use their smartphone as a room key. Here's how it works: Beginning the day before arrival, Hilton Honors members who booked directly with Hilton may select their desired room on their mobile device using digital check-in. When they do, they are asked if they'd like a Digital Key during their stay. If they answer "yes," the key is issued as soon as the guest's room is ready the day of their arrival. Upon arrival at the hotel, guests can bypass the front desk and head straight to their room, pressing the virtual "unlock" button on the app to unlock the door.

"Simplicity and consistency in experience is paramount for us," said Hilton Chief Marketing Officer Geraldine Calpin. "Digital Key is just one way we're delivering that -- from Anchorage to Yonkers, you can count on Digital Key supporting your adventure."

The 1,000th Hilton hotel to deploy digital room keys is the [Hampton Inn Manhattan Grand Central](#) in New York, which rolled them out at its property today. To date, guests at that and 999 other Hilton hotels have digitally opened more than 6.4 million doors.

"At the beginning of rollout, we could bring Digital Key to 100 properties in six months," said Joshua Sloser, senior vice president of digital at Hilton. "Today, we are able to bring 100 properties live in an average of 24 days. Our team members appreciate how this technology can personalize the guest experience and they love being part of something that is progressive and game changing."

Hilton plans to have Digital Key deployed across 2,500 properties by the end of this year, with debuts planned in the United Kingdom, China, Malaysia, and New Zealand.