



UPDATE

guest room lock standard

Mobile Key Certified RFID Lock with Bluetooth Low Energy (BLE)

BACKGROUND STORY

Use the Mobile App to open your guestroom door.

SPG Keyless and Marriott Mobile Key provide guests with the opportunity to use their mobile phone as their room key through the Mobile App. It offers a complete mobile check-in experience by giving guests more control over their arrival experience, while enabling hotels to have more time to focus on personalizing service for their guests. Business travelers rank this feature as the #1 digital service capability and #2 by Next Gen travelers who want to be in control of their arrival experience and desire added convenience during their stay. This lock technology enables Marriott to stay competitive in an increasingly technology-driven market and make travel for our guests easier with increased functionality, choice, security, and reliability. To ensure mobile key works every time and that guests are knowledgeable about and using mobile key, hotels will be working towards mobile keys processed metrics as well as usage take rate metrics. The two categories capture how hotels are successfully making mobile keys and how often guests are using mobile keys.

Mobile Key Certified Lock Technology. The technology to make this a reality is Bluetooth Low Energy (BLE) enables locks. RFID locks are the Marriott Standard and the predominant industry standard, allowing guests more functionality and reliability. Marriott has worked with the lock vendor community to identify Certified Mobile Key RFID with BLE lock models for our hotels. By establishing this list of Certified Mobile Key RFID with BLE lock models, Marriott can expedite and expand the development, rollout and delivery of the Mobile Key experience to our guests.

Currently, Saflok (Dorma Kaba) and Assa Abloy (Ving) are the certified lock vendors. However, the Lock Standard will be updated with an additional lock vendor (Onity), once final contract negotiations are complete. There are no plans to have additional lock vendors outside these three.

Must work every time. Above all, Mobile Key must work for both guests and hotels every time, and guests need to love it. Our service elements and the technology must work flawlessly and effortlessly every time. In addition to working for the guestroom, the Mobile Key needs to also work for other guest keyed access areas in the public space, such as the elevator, fitness center, pool, concierge lounge, parking, etc.