MARRIOTT BONVOY APP

MOBILE CHECK-IN & MOBILE KEY GUIDE

MOBILE CHECK-IN | MOBILE KEY

1 BEFORE YOU GO

To use Mobile Check-In be sure to have a Marriott Bonvoy Number, the Marriott Bonvoy App and a reservation booked directly with Marriott

Log into the app and confirm your reservation is listed in the **My Trips** section of the app.

Make sure your push notifications are **enabled** for this app



2 TWO DAYS BEFORE ARRIVAL

Two days before arrival you will receive a push notification that Mobile Check-In is available. **Follow the steps to check-in.**

If prompted, toggle the slider to request Mobile Key at participating properties to use your phone as a room key

Use **Mobile Request + Chat** to customize your stay or text with the hotel for requests on the go



3 DAY OF ARRIVAL

You'll receive a push notification when your room is ready based on the requested time you submitted

If your push notifications are **turned off** we can not let you know when your room is ready

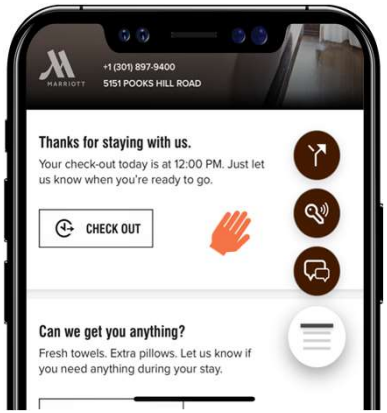
Travel changes? Adjust your arrival time using the **Edit** button on your reservation in the app



4 ARRIVAL

Check the app for the mobile key icon on the right side of the app. If it's there, you can go straight to your room

If you don't see the icon or the hotel is not yet participating in Mobile Key, swing by the front desk. You may need to verify specific reservation details such as a corporate ID or payment information



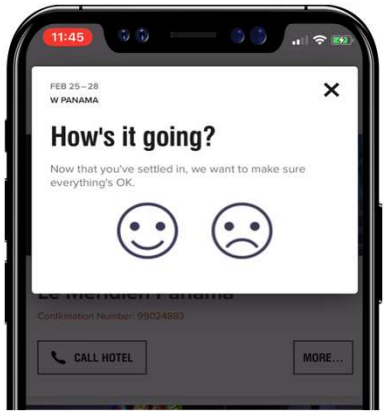
5 DURING STAY

Let us know how things are going using the **services** section at the top of the app

Mobile Request + Chat is available during your entire stay.

Order food using Mobile Dining *where available*

Check-Out using **Mobile Check-Out** and skip the queue



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Icon Legend

Mobile Key

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