



Mobile App FAQ

What is the Swinomish Lodging Access mobile app?

- The **Swinomish Lodging Access** app allows our guests to check in without stopping by the Lodge Front Desk.
- Use your mobile device as the key to your room.
- Most importantly avoid check-in lines.

Is there a fee to download the mobile app?

- No, it's free!
- Search for "**Swinomish Lodging Access**" in the [Apple App Store](#) or [Google Play Store](#) and download.

What do I need to do/have in order to check with the Mobile App?

- Download the **Swinomish Lodging Access** app.
- First time users, create an Account
 - Returning users relog into the App.
- Follow the app's helpful, user-friendly instructions.
 - Select Mobile Check-in & Key on the apps home screen.
- Reservation will populate OR you'll Manually Import Reservation.
- Manually enter required Credit/Debit card for authorizations.
- Complete two-step I.D. verification.
- Agree to our Terms of Stay & Privacy Policy.
 - Make sure to read through the details.
 - By clicking the check box – your acknowledging that you've read and understand our Terms of Stay & Privacy Policy.
- Once those have been completed, "Request check-in."
- Activate your key and head on up to your room.
- Please phone screen with the digital key image flush with door lock to gain access.

Can I still use the Swinomish Lodging Access mobile app to check in if I booked my reservation through a third-party site (Expedia, Booking.com, etc.)?

- Yes, the app was designed to allow third-party reservation check-ins.

Why do I need to supply a credit or debit card in order to check in through the mobile app? I already provided a card at the time of booking, can't that be used? What will be done with my credit/debit card information?

- Reservations booked through swinomishcasinoandlodge.com OR called directly into the property at 360.588.3600 or 855.794.6563:
 - Card provided at the time of booking is to hold and guarantee the reservation. The card is not charged at time booking.
 - At time of mobile check-in, manual credit/debit card entry is required.
- The card will be authorized for room, tax, and \$25 incidental hold per night.
 - The manually card entered will carry over to the specific reservation you're checking into only.
 - Cards entered in the APP are saved on your device only. They do not carry over into past/future reservations OR profile.
- All prepaid reservations will only be authorized \$25 incidental hold per night.
- Businesses that book & for rooms for other guests, must still complete credit card authorization form through the Lodge Front Desk. Please contact 360-588-3600 for more information.
- Guests are liable for any and all charges posted to their room(s). Guests are further liable for all damages to the room(s) caused by themselves or their guests/invitees during their stay.
 - Fees will be charged against card on file based on findings.
- Additional authorizations will be applied to the card on file for chargebacks that exceed the initial incidental hold per night to ensure payment is secured for services rendered.
- Guest accepts & acknowledges the responsibility of room costs, liability, and damages of all charges/fines against the card manually entered during mobile check in process.
- All incidentals will be released as long as there are no chargebacks or damages.
- Authorization releases can take up to 7-10 business days based on your bank's merchant policies.

Do I need to supply my I.D. in order to check in through the mobile app? What is done with my identification?

- Guests must be 21 years or older to book and check in.
- Yes, we require all guests to complete the two step I.D. verification through the app for every reservation.
 - Just like we would during a physical check in. We'd validate your I.D. & ensure you're the I.D. carrier.
- Identification information will transfer over to the specific reservation the guest is checking into.
 - Identification must be valid, clear, and match reservation details.
 - Acceptable identification is a driver's license, state-issued ID, or passport.
- Lodge agents will validate the two forms of I.D. required & will contact guests if there are any issues/discrepancies with the registered I.D. provided.
 - Mobile key may be deactivated based on management discretion.
- I.D. information is attached to the specific reservation only.
- The two step I.D. verification is required for each reservation.

Why am I required to take a self-photo through the mobile app? What is done with this?

- Self-photo will be transferred into the reservation and is a second verification step to ensure that:
 - The person who uploaded their I.D. is the person who is registered to the room and reservation details match up.
 - This is a safety and security measure since you do not check in directly with an agent in person.
 - Photo must be clear, legible, and current.
 - No self-photos of another picture.
- Lodge agents will contact the guest if there are any issues/discrepancies with registered self-photo provided.
 - Mobile key may be deactivated based on management discretion.

What if I wanted to be near an elevator or on a high floor, but the room I was checked into does not have those features?

- The Lodge recommends at the time of booking, whether over the phone with an agent or on a third-party booking engine, to always tell the agent of your preferences or list your special requests in the notes.
 - It's important to note the Lodge Front Desk will always try to meet our guests' preferences or requests, but these are never guaranteed and are subject to availability.
 - If you booked the reservation online, we'd always suggest that you contact us the day before your arrival to ensure we can meet your requests.
 - As always, your requests are subject to availability and never guaranteed.
- If you've accessed your room, call the front desk and see if there is anything that can be done to meet your preferences.

What if I checked in with the front desk & received physical key cards, but now I want to use the mobile app key feature?

- The mobile key check-in feature will not be available since key cards were already issued in person.
 - Just remember to use mobile check-in first next time!

How do I obtain other keys for other guests staying in the same room with me?

- The digital mobile key is only issued to the primary registered guest of the room at this point in time. Please stop by the Lodge Front Desk for additional key cards.
 - Be sure to have your identification on you in order for our agents to discuss any details of your reservation.
- If any of the key card(s) are lost or stolen during your stay, let the front desk know as soon as possible.
 - New key cards will be issued, but this will deactivate the mobile key on your phone, and you'll have to use a key card throughout the remainder of your stay.

I followed the mobile app prompts in order to check in. Why is it prompting me to visit the Lodge Front Desk?

There could be couple of reasons;

- There could be a discrepancy with your reservation, that needs further clarification with agent.
- OR you may be required to obtain physical key cards.
- There may be technical issues that we're working to resolve with our mobile app provider.
- Feel free to contact us 360-588-3600 or stop by the Lodge Front Desk.

I requested to check in with the mobile app and I'm still waiting for the notification to tell me if my room is ready. What should I do?

- Your reservation will app in the Mobile App if the room is assigned to a room & ready/inspected.
- If you arrive early & you do not see the reservation populating, the room is most likely not ready & available. Our guaranteed check-in time is 4pm.
- Please stop by the front desk to check about early check in. They will place you in the queue and we will do our best to accommodate this request by notifying housekeeping of your arrival.
 - Lodge Front Desk would be happy to store your luggage in the bellman's closet and contact you when the room is ready to complete your mobile check in OR physical check in.
- While you wait, explore our delicious dining options and exciting selection of slot machines, table games, EZ Keno kiosks, and our Unibet Sportsbook Lounge.

What if I lost my mobile phone?

- If you believe you lost your phone on property, please notify the Lodge Front Desk and have identification with you. We can deactivate your mobile key at any time.
 - We will contact Security to see if any phones were turned in.
 - We will issue you a physical key card for the duration of your stay.
 - Most people have passcodes on their phones which is another beneficial security feature when utilizing a mobile key.

I completed my check-in, placed my things in my room, and headed out for the rest of the day. I've returned and need to get into my room. How do I bring my digital mobile key back up?

- Easy! Simply open the **Swinomish Lodging Access** app on your phone, select Mobile Check-In/Key, and the reservation that you're registered to will be brought up. You can then select and activate your key.

Does my digital mobile key work for any other room or space?

- Your mobile key allows access to ONLY the room you were assigned and registered to.
 - It will not allow you to access other guest rooms.
- All mobile keys will grant you access into the Lodge Fitness Center.
- No other space is available for access with mobile app.

What if I check out early?

- Stop by the front desk or call from your room in order for us to assist you.

Do I have to utilize the mobile check-in app or can I check in with the front desk?

- No, you do not. You're always welcome to check-in with a Lodge Front Desk agent. We're happy to help!

What if I still don't understand this new digital mobile key feature and need help with everything?

- No problem – the Lodge Front Desk is here to help! We can assist you with everything and show you step-by-step what to do!