



For a seamless arrival experience, all guests are able to sign up to Hilton Honors for free via <https://www.hilton.com/en/hilton-honors/join/?OCODE=K030W>

Hilton Birmingham Metropole offers Contactless Arrival so you can skip the front desk, go straight to your chosen room and unlock your door from your phone.

Follow these simple steps for a Contactless Arrival:

1. Once you have received your Hilton Honors details and downloaded the app, please contact the hotel by texting [07451285124](tel:07451285124) or by emailing BHXME_hbmcommunications@hilton.com with guest full name, arrival date and membership number.
2. The team will then attach the membership to your upcoming reservation. The reservation details will show in the Hilton Honors app within 4 hours.
3. 24 hours prior to arrival, guests receive a notification on their mobile device prompting check in. You will need to add a credit card as guarantee, this card will only be charged if the account is settled by the guest. *Note: if overseas home address you will need to add your passport details.*
(If you see confidential rate this means your company is paying for the reservation. The app may show the full rate and pre-authorize £1.00 for guarantee, this technical glitch has been escalated.)
4. Use the Hilton Honors app to check-in, choose your room and request Digital Key
5. When you arrive at the hotel, you can head to your room as soon as icon turns green and use your Digital Key to unlock your door.



There is a quick demo of the process here so you can see how simple it is <http://hhonorsdemo.herokuapp.com/>

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