



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. For a seamless arrival experience, sign up to Hilton Honors for free via the above QR code or via <https://www.hilton.com/en/hilton-honors/join/?OCODE=K030W> *Note please use your home address.*
2. 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 HH membership number.
3. The team will then attach the membership to your upcoming reservation. The reservation details will show in the Hilton Honors app within 4 hours.
4. 24 hours prior to arrival, you will receive a notification on your mobile device prompting to check in, under 'stays'. Use the Hilton Honors app to choose your room and request Digital Key.
5. You will need to add a credit card as guarantee, this card will only be charged if the room charges are settled by the individual guest. *Note: if overseas home address you will need to add your passport details. First time HH app users might be asked to verify their account at Reception. (If your company is paying for the reservation, the app may pre-authorize £1.00 for guarantee only; it will either show 'confidential rate' or the full rate on the verification screen however no payment will be taken.)*
6. When you arrive at the hotel, you can head to your room as soon as the icon turns green as below (it will change from 'Preparing room' to 'Ready to use').
Use your Digital Key to unlock your door.



Watch the quick videos on Digital Key below:

[How To Check In and Choose Your Room with the Hilton Honors App \(youtube.com\)](#)

[How To Use Digital Key with the Hilton Honors App \(youtube.com\)](#)

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