



GENERAL QUESTIONS

What is a digital room key in your Wallet?

A Wallet key allows you to store your digital room key so you can unlock your room using your smartphone or a compatible smartwatch.

How do I know if I can use a Wallet key?

If your device supports Wallet keys, you will see an **Add to Wallet** button at the end of the online check-in process.

I can't add my digital room key to Wallet. What should I do?

Don't worry—you can still check in at the front desk upon arrival. If no one is available on site, you can contact **Carole Belley** at **418-452-8113 ext. 1410** or by email at **accueil@domaineforget.com**.

Can I use both a digital room key and a physical hotel key card at the same time?

Yes. You can use both your digital room key and a physical hotel key card.

What happens if I stay at the hotel multiple times?

If you book multiple rooms for the same dates, the Wallet key is enabled only for the room assigned to you. If you book the same room for multiple stays on different dates, a separate Wallet key is issued for each stay. Each key becomes active only for your current stay after you complete online check-in.

GOOGLE WALLET-SPECIFIC QUESTIONS

What happens to my digital room key in Google Wallet if I lose my Android phone?

If your Android phone is lost or stolen, you should use **Find My Device** to remotely locate, secure, or erase your device. For more information, see **Find, secure, or erase a lost Android device** in the Google Account Help Center.

Which devices support digital room keys in Google Wallet?

- **Android:** Android 9 or later with **NFC enabled**.
- **Google Wallet:** The latest version of the Google Wallet app is recommended.

Apple Wallet

See the **Apple Wallet Room Key FAQ** for information about using digital room keys with Apple Wallet.