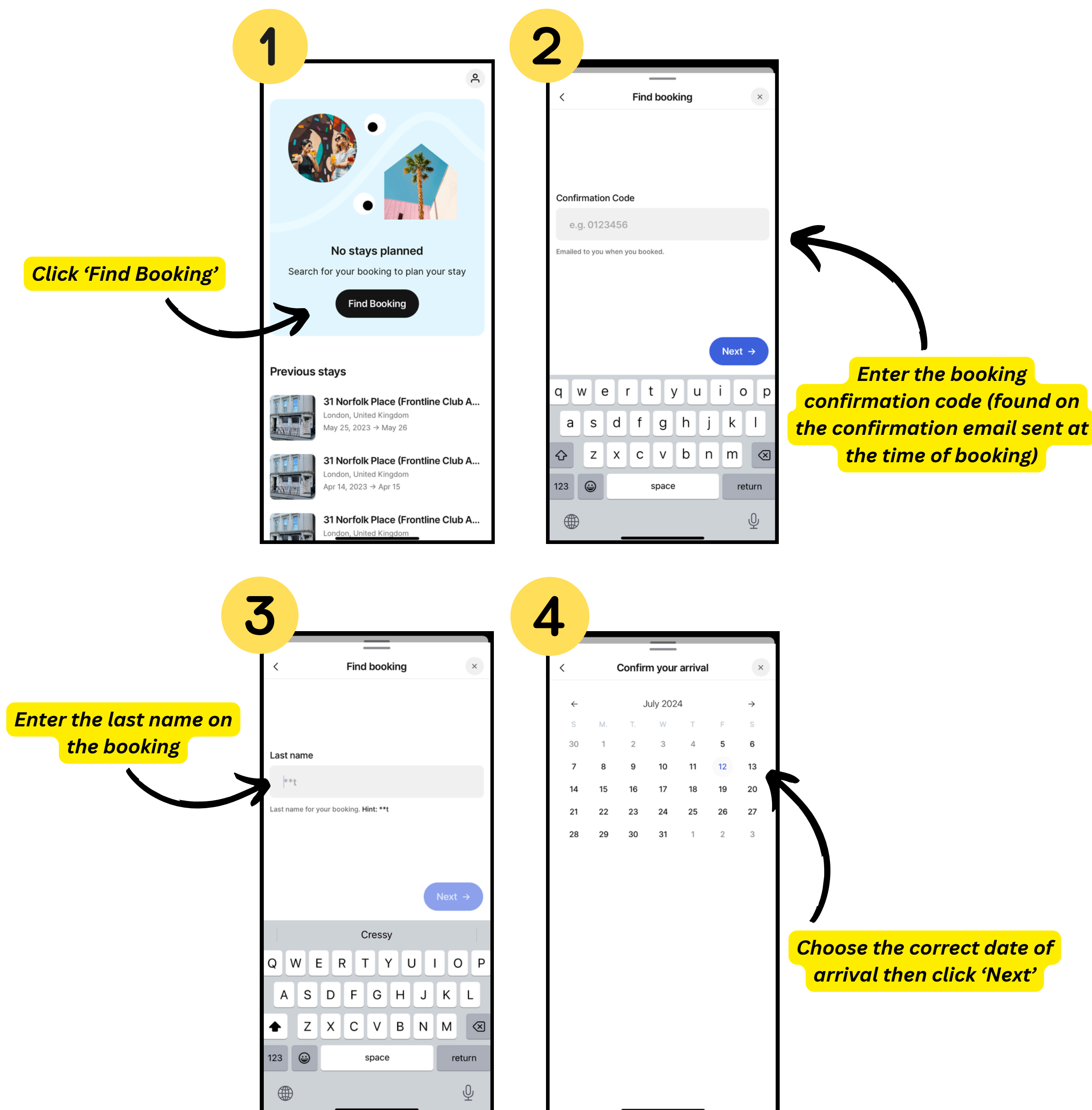


Goki FAQs

1) My reservation doesn't appear in the app

If the app does not automatically find your reservation, please check that you are using the same email address that you used to make the booking.

Alternatively, you can also claim the reservation using your confirmation number which is listed on the confirmation email, sent at the time of booking.



2) I have a guest - how do they get their keys?

If you have double occupancy, your guest can claim the reservation in their app using the booking confirmation number which is listed on the confirmation email, sent at the time of booking.

Please note, in order for your guest to claim the reservation, you must have booked for 2 people.