

Goki FAQs

3) My keys haven't appeared even though I'm checked in

- Before check in time (2pm)

Please note that even if you have already checked in online the app will still state “not checked in yet” until check in time (2pm).

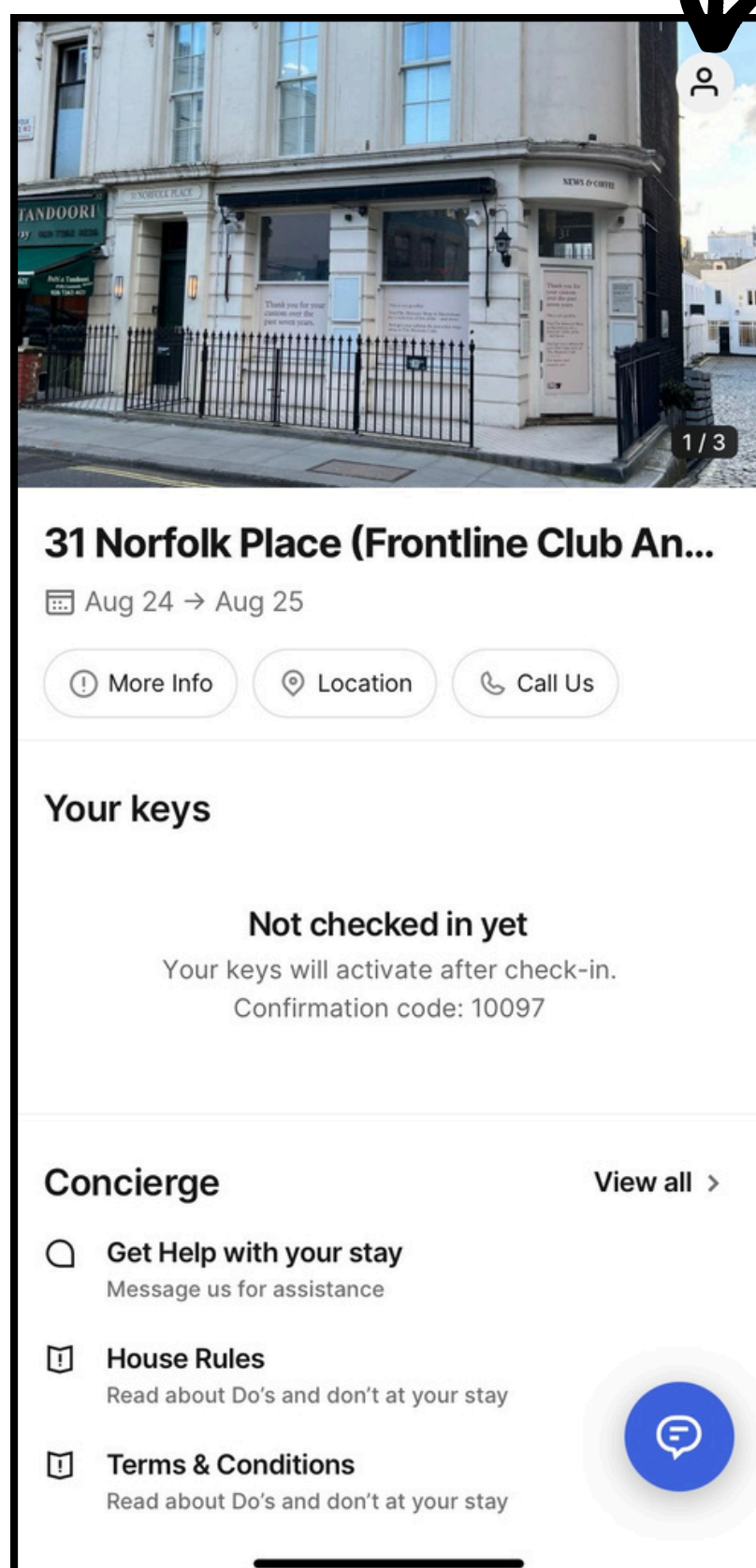
Once check in time arrives, your keys will automatically be activated.

- After check in time (2pm)

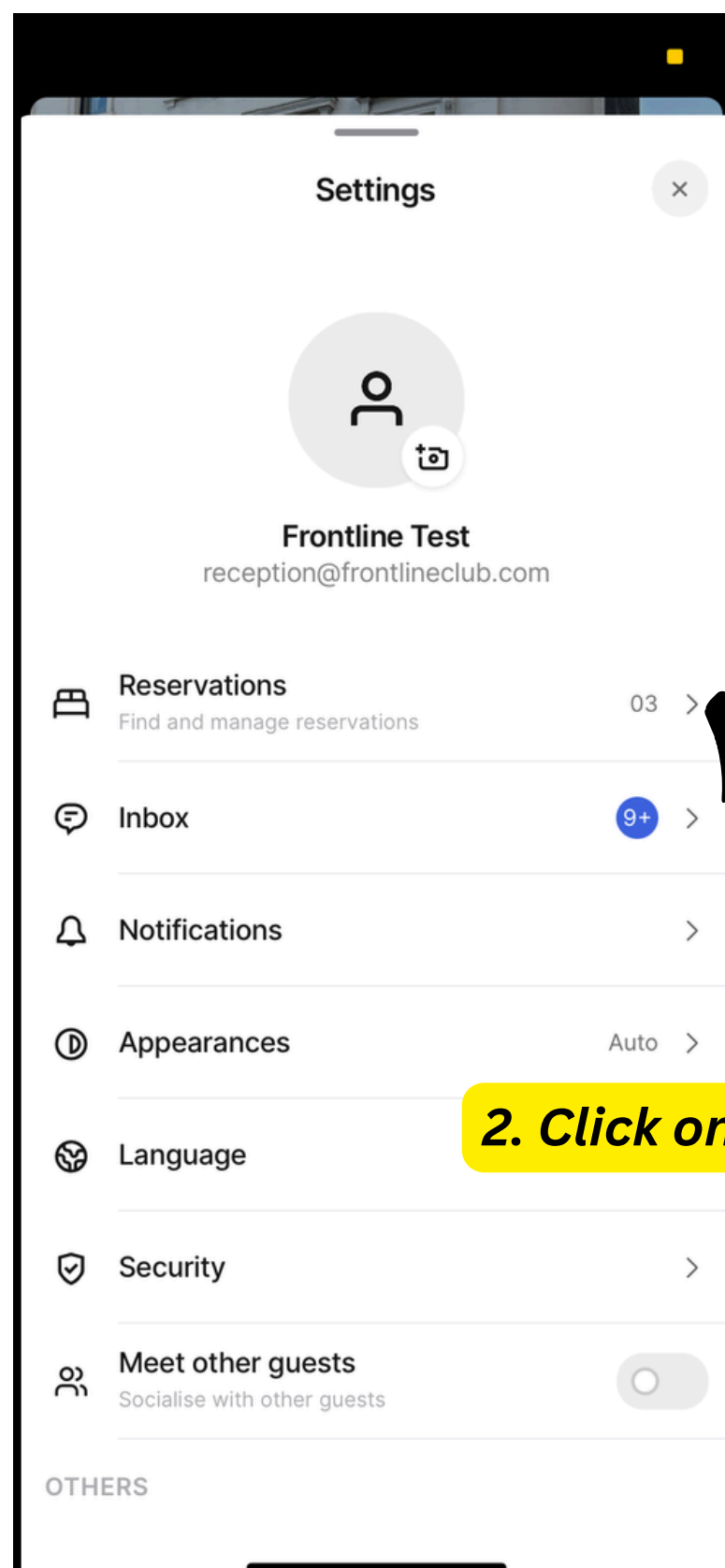
If you do not see your keys at 2pm, you may need to refresh your app.

Alternatively, if you have multiple reservations upcoming, please check the date of the booking you are looking at on the app (see below for how to see all of your upcoming reservations)

1. Click the person icon



3. Choose the correct date from the list



2. Click on 'Reservations'

