

HotelTechReport 

The Ultimate Buyer's Guide to Contactless Check-In 2025

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What is a Contactless Check-In Solution?

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Self Service and automated online hotel check-in solutions provide the ability to receive all necessary guest details automatically, with little to no contact from the reception desk. These details include passport scans, payment or deposit, E-signatures, arrival time and more. This helps avoid unnecessary lines at reception providing an improved arrival experience and first impression. Using online check-in allows hotels to receive all the information ahead of time, re-establish relationships with guests (often reduced due to OTA's), and offer additional services - it's the gateway to guest engagement and for digitizing the guest experience.



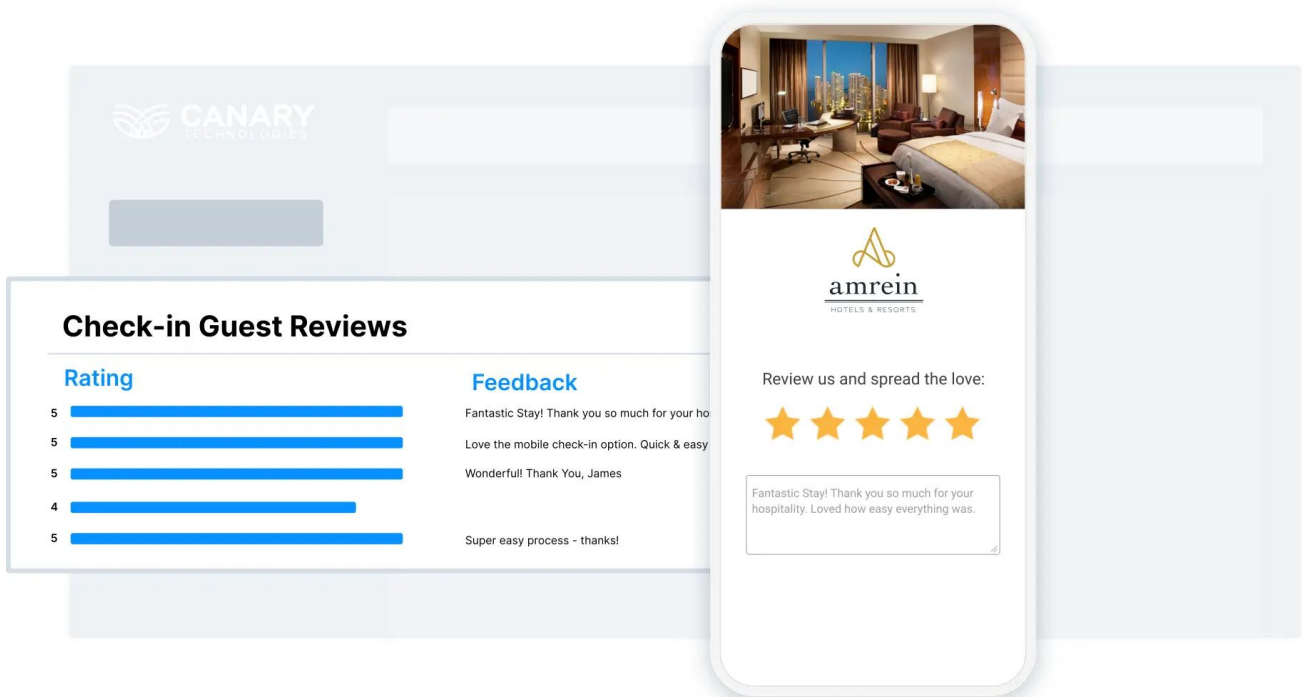
What's inside this buyer's guide?

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- 3 Special thanks to our sponsor for making this guide possible
- 4 Contactless Check-In Software Benefits and Business Value
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Special thanks to our sponsor for making this guide possible

Canary Technologies is modernizing the hotel tech stack with its award-winning end-to-end Guest Management Platform. Digitizing everything from post-booking through checkout, Canary is trusted by more than 20,000 hoteliers in 80 countries, including leading global brands, such as Marriott International, Four Seasons, Choice Hotels, Wyndham Hotels & Resorts, and Intercontinental Hotel Group. Canary is the #1 rated solution on HotelTechReport and was the sole hotel technology company named to Fast Company's Most Innovative Companies in 2023. Canary's solutions eliminate paper processes, boost revenue, increase staff efficiency, improve the guest experience, and reduce chargebacks and payment fraud. Canary's Hotel Management Software includes Mobile Check-In/Checkout, Tablet Registration, Upsells, Guest Messaging, Canary AI, and Digital Tipping. Learn more at canarytechnologies.com.



The image displays two digital interfaces. On the left, a desktop-style interface titled 'Check-in Guest Reviews' features the Canary Technologies logo and a table of reviews. On the right, a mobile app interface for 'amrein HOTELS & RESORTS' shows a hotel room photo, the brand logo, a 5-star rating, and a feedback message.

Rating	Feedback
5	Fantastic Stay! Thank you so much for your ho
5	Love the mobile check-in option. Quick & easy
5	Wonderful! Thank You, James
4	
5	Super easy process - thanks!



Contactless Check-In Software Benefits and Business Value

- 5 What a Contactless Check-In Solution does
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- 7 Hospitality is entering the age of mainstream AI applications

What a Contactless Check-In Solution does

Reduce administrative tasks

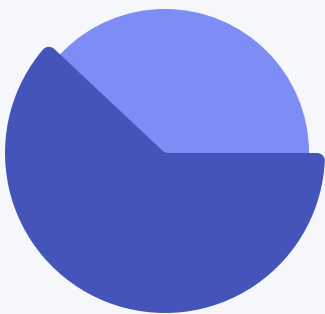
Automate manual tasks, such as identity verification and check-in, to increase efficiency, maximize resources, and help your staff provide better service to your guests.

Generate more revenue

Having guests check in online prior to their arrival allows your hotel to offer additional services, such as room upgrades, transportation, and early check-in, during the pretrip anticipation stage when guests are most likely to splurge. This is the perfect moment to introduce the right offer at the right time.

Enhance guest experience

By receiving guest information in advance, hotels eliminate queues at reception and provide a smoother arrival experience. Contactless software is the perfect solution even for hotels that put an emphasis on building guest relationships, as they free up time for the front desk staff to properly address all guest inquiries. Increasingly, guests expect digital options to engage with hotels on their devices, whenever, wherever. Contactless check-in lets guests skip the front desk lines and get to their rooms faster.



62%

of growing small and midsize businesses are accelerating technology investments to increase productivity.

(Salesforce Small & Medium Business Trends Report, Fifth Edition)

How a Contactless Check-In Solution adds value

Cater to digitally-savvy guests

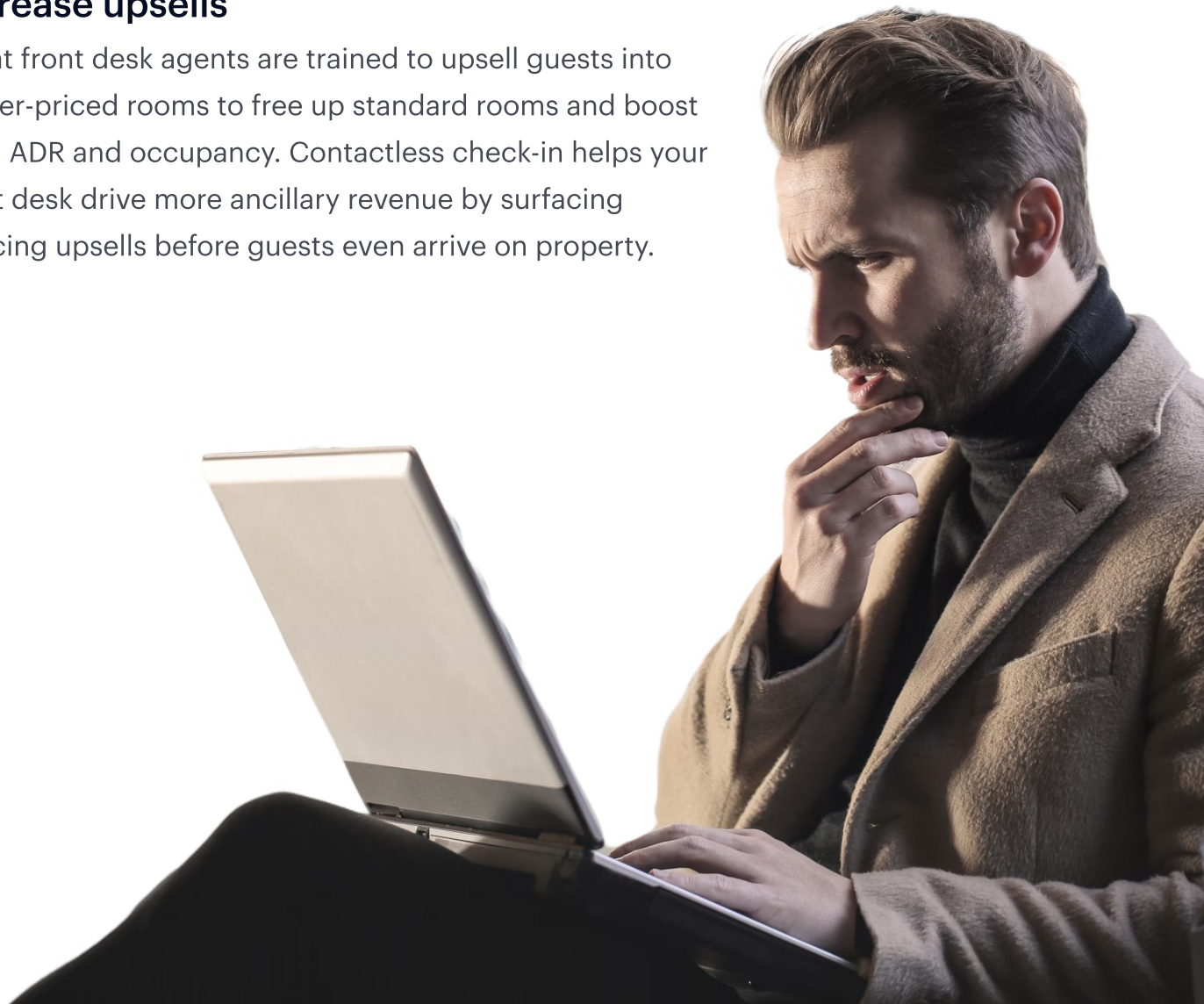
Today's travelers prefer modern, digital-first guest experiences. Contactless check-in gives guests the ability to check in online and bypass queues at the front desk.

Streamline manual workflows


Hotels are short-staffed so they need all hands on deck. Relieving front desk agents from manual and tedious tasks, such as credit card authorizations, frees them up to focus on other responsibilities like addressing guests' requests.

Increase upsells

Great front desk agents are trained to upsell guests into higher-priced rooms to free up standard rooms and boost both ADR and occupancy. Contactless check-in helps your front desk drive more ancillary revenue by surfacing enticing upsells before guests even arrive on property.





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Trends & Predictions for Contactless Check-In Software in **2024-2025**

- 9 Guests Want Self-Serve Options
- 10 Staff Shortages Strengthen Technology Adoption
- 11 Hotels Increasingly Prioritize A Unified Digital Guest Journey

Guests Want Self-Serve Options

According to Oracle, 73% of guests want hotels to offer digital options that streamline the guest experience. Mobile Check-in provides a seamless way for guests to start their stay on their own terms. Hoteliers not offering mobile check-in options risk lowering guest satisfaction scores for the majority of guests who prefer it.



Staff Shortages Strengthen Technology Adoption

Ongoing staff shortages and retention challenges are leading hoteliers to look toward technology to provide the same level of support, directly affecting guest satisfaction. According to Oracle, “54% [of hoteliers] added that their highest priority is to adopt tech that improves or eliminates the need for the front desk experience between now and 2025.” This tech-forward approach allows hotels to prioritize personalized, human interactions where they add the most value, while reducing the administrative burden of repetitive tasks.



Hotels Increasingly Prioritize a Unified Digital Guest Journey

From booking to post-stay, there are numerous touchpoints where hotels interact with their guests. These touchpoints present a valuable opportunity for hotels to create a curated, seamless journey that today's guests crave. However, many hotels struggle to deliver this connected experience due to fragmented technology stacks. Hoteliers are now seeking to consolidate their tech solutions with providers who offer a unified digital guest journey, including essential features like contactless check-in solutions, to enhance each guest interaction and streamline their operations.





Insights for Selecting the Ideal Contactless Check-In Solution

- 13-14 Key Features to Consider When Choosing a Contactless Check-In Solution
- 15-16 Top Rated Contactless Check-In Software Products
- 17 Critical Integrations

Key Features to Consider When Choosing a Contactless Check-In Solution

Integration with Core Hotel Systems (PMS)

A fundamental requirement is seamless integration with your Property Management System (PMS) or channel manager. The solution should effortlessly pull reservation data, enabling automatic online check-in invitations for guests or providing them direct access to check in online. This connectivity ensures a smooth, hassle-free check-in process that enhances the guest experience and operational efficiency.

White-labeled

Online check-in serves as the gateway to guest communication, making it crucial for hotels to showcase their own brand within the digital platform. A white-labeled solution allows hotels to fully customize the check-in experience with their own branding, reinforcing their brand identity and creating a cohesive and personalized journey for guests from the very first interaction.

Payments collection and document management

The ideal platform should offer advanced features that go beyond basic data collection. It should not only gather essential information like email and contact details but also handle payment collection, document scanning and address more complex operational needs. A comprehensive solution will streamline the collection of payments and documents, enhancing efficiency and providing a seamless experience for both guests and staff.



Text-based communication

The platform should offer robust communication capabilities, enabling hotels to connect with guests through multiple channels, including email, WhatsApp, SMS, and other relevant instant messaging apps. This flexibility ensures that guests can be reached through their preferred methods, enhancing engagement and responsiveness throughout their stay.

Fraud prevention

Advanced contactless check-in solutions enhance fraud prevention by verifying guest credit card information at check-in. These technologies help hotels significantly reduce chargebacks—by up to 90%—and increase the likelihood of successfully disputing fraudulent transactions, protecting both revenue and guest trust.

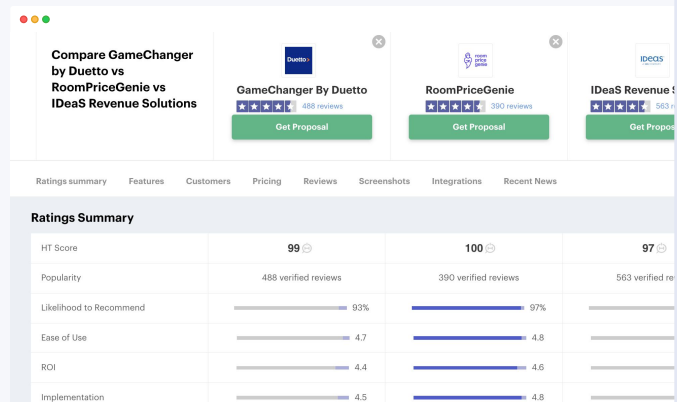
Revenue generation

An effective platform helps hotels boost revenue by using guest segmentation to offer upgrades and additional services to the right guests at the right time.








HotelTechReport 

Want to easily compare features of top Contactless Check-In Software products side by side?

[Launch comparison](#)





Top Rated Contactless Check-In Software Products


#1		Canary Contactless Check-In #1 Rated Contactless Check-in 769 Reviews 96% Recommend 70 Integrations	TOP RATED
Visit website		Read reviews	
#2		Duve - Online Check-in #2 Rated Contactless Check-in 480 Reviews 96% Recommend 78 Integrations	
#4		H2O FLOW #4 Rated Contactless Check-in 25 Reviews 100% Recommend 1 Integrations	
#5		Akia Contactless Check-In #5 Rated Contactless Check-in 39 Reviews 98% Recommend 34 Integrations	


Essential Integrations

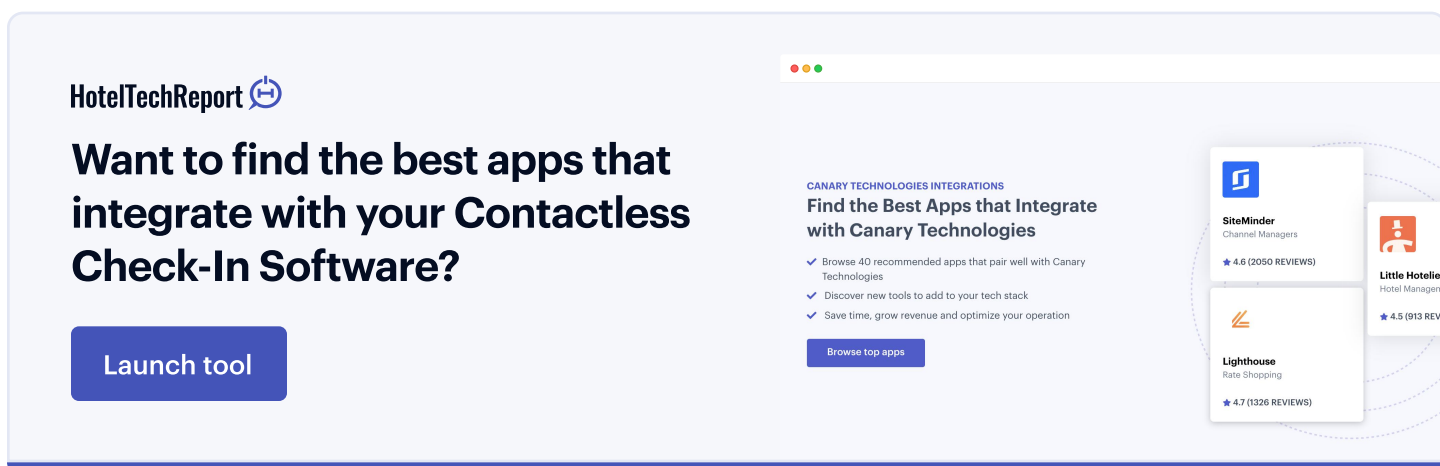
Without the right integrations, even the best product can add complexity and cost. Make sure any vendor you consider has the integrations you need to set your team up for success.

 **Property Management System (PMS)**
PMS integrations allow hotels to automate and customize online check-in using dynamic fields from the PMS, such as name, booking source and more.

 **Hotel Guest App**
Connecting your check-in process with a customizable guest app tailored to your hotel's brand enhances guest engagement.

 **Payment Processor**
Integrations with payment processors streamline transactions, providing a smoother experience for guests while reducing workload for staff.

 **Key or Mobile Key Provider**
For hotels exploring a keyless experience, integration with a key or mobile key provider allows guests to access rooms using digital keys, similar to how vacation rentals use access codes.



The screenshot displays the HotelTechReport website interface. On the left, the HotelTechReport logo is visible above the heading "Want to find the best apps that integrate with your Contactless Check-In Software?". Below this heading is a blue button labeled "Launch tool". The main content area features a section titled "CANARY TECHNOLOGIES INTEGRATIONS" with the sub-heading "Find the Best Apps that Integrate with Canary Technologies". This section includes three bullet points: "Browse 40 recommended apps that pair well with Canary Technologies", "Discover new tools to add to your tech stack", and "Save time, grow revenue and optimize your operation". A blue button labeled "Browse top apps" is positioned below the text. On the right side of the screenshot, there are three app cards: "SiteMinder Channel Managers" with a 4.6 rating (2050 reviews), "Lighthouse Rate Shopping" with a 4.7 rating (1326 reviews), and "Little Hoteller Hotel Management" with a 4.5 rating (913 reviews).



What Hoteliers and Industry Experts Have to Say

19-20 Insights from hoteliers on Contactless Check-In solutions

21 Pointers from industry experts

Insights from hoteliers on Contactless Check-In solutions

Reviews of  **CANARY**
TECHNOLOGIES



Canary Review

"I love that canary gives us the opportunity to prevent fraud for our guest and or the companies which is a very important tool to have. Canary is much better than certifi which would be the other credit card authorization that we would have the ability to use. I like that canary goes through an authentication process which allows for us to detect the fraud before using the card, not only does it give us the reassurance, but it also gives our guest the reassurance that their debit and or credit card that they use will be protected at all costs."

Front Desk @ Branded Hotel in San Diego (United States of America)



Contactless Check In The way of the future.

Check in is very quick, smooth and saves time. It not only helps the agent checking in the guest, but it helps the guest to feel more relaxed with the check in process.

Night Audit Manager @ Branded Hotel in San Jose (United States of America)



Self check in

Helps to validate ID and saves time during peak hours and also presigned reg cards really make it quick to check in a guest.

Front desk Supervisor @ Hotel in Edmonton (Canada)



Excellent Service

Fast, easy and very user friendly. A perfect way to connect with guests who are hesitant to call but comfortable communicating over text.

Front Office Manager @ Bed & Breakfast & Inn in Canmore (Canada)



Great experience with Canary

Contactless check in, speeds up the check in and check out process, track of amenities, ease to get the guest's personal information.

**Front Desk @
Boutique in Austin (USA)**



Amazing Tool increased our top line and bottom line.

Very easy to use and a great tool for cc authorizations, upselling, and messaging. Our staff and guest love it.

**Regional Director @ Boutique in
Cerritos (USA)**



Great system

It's easy to operate and my team enjoys using it. guest seem to like the e-check in process as well.

Director Of Front Office @ Branded Hotel in Atlanta (United States of America)

[Read more reviews on www.hoteltechreport.com](http://www.hoteltechreport.com)



Pointers from industry experts



Canary's award-winning guest management system enables hotels to tailor their digital guest journey as they please. Canary has intelligently built its suite of products in modular form, enabling hoteliers to pick and choose individual solutions or bundle them together in one unified platform.

Johnny Morin

Director Of Strategic Alliances @ Visual Matrix PMS



MEWS

“The way Canary Tech have built the products have fully taken hoteliers' user experience to another level. They're able to pick from one or a few of its capabilities, or have the option to take a bundle or the full solution.”

Yumiko Pagnoux

Partner Associate @ Mews



“Great way for lodging businesses to increase revenue by streamlining their upsell process with their guest. This way guests have the opportunity to get the know the extra services offered by the property even before their check in.”

Gianluca Magri

CSM Team Lead (EMEA) @ Cloudbeds





Key Questions for Smart Buyers and Essential Success Metrics

- 23 What questions should smart buyers ask vendors?
- 24 Key Success Metrics (KPIs) to Focus On

What questions should smart buyers ask vendors?



Does this system integrate to my PMS?

A PMS integration is crucial for automating and personalizing the online check-in process, making operations smoother and enhancing the guest experience.



What are the upselling capabilities?

Understanding what products and services you can offer through the system will help you evaluate its potential ROI and maximize revenue opportunities.



Is the system GDPR compliant?

Ensuring the platform is secure and GDPR-ready is essential for protecting guest data, maintaining privacy, and safeguarding against cyber threats.



What guest information can I collect?

Not all online check-in platforms are created equal—ensure the system allows you to collect the necessary documents and guest information for a complete check-in process.



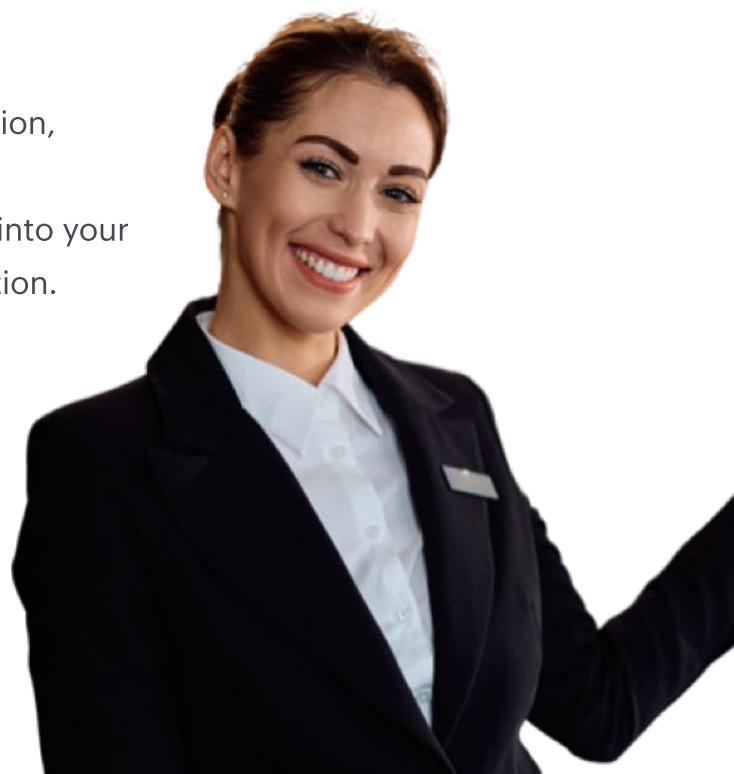
Can the platform be customized to reflect my hotel's branding?

Check if the system supports brand customization, enabling you to maintain consistent brand communication, engage guests, and opt them into your marketing efforts for improved customer retention.



Can the system help me prevent fraud?

Look for a solution with advanced fraud protection features that can help you identify suspicious activities, reduce chargebacks, and safeguard your revenue by preventing fraudulent transactions.



Key Success Metrics (KPIs) to Focus On



Time Savings for Staff

Automating manual processes boosts efficiency, allowing staff to focus on higher-value tasks and improving overall operations with limited resources.



Upselling Revenue

Automation can increase upsells by up to 250%, enhancing revenue per guest by offering targeted upsell options at optimal times.



Guest Satisfaction Scores

Streamlined check-in processes improve guest experiences, leading to more 4 and 5-star ratings, which drive higher retention rates and direct bookings.



Reduced Fraud and Chargebacks

Advanced fraud protection helps detect and prevent fraudulent transactions, reducing chargebacks and safeguarding revenue.





Pricing & Implementation Guidance

- 26 What are the typical pricing models and ranges that I should budget for?
- 27 What does the typical implementation timeline and process look like to go live?

What are the typical pricing models and ranges that I should budget for?

Monthly SaaS fee

Pricing depends on the type of property, functionality needed and other factors - but what you pay should be in line with the returns you expect.

Some contactless check-in providers, like Canary, offer a suite of guest management tools like Dynamic Upsells, Guest Messaging, Canary AI, Tablet Registration, Smart Check-out, and Digital Tipping, which can be bundled with Mobile Check-in for advanced functionality at a better price.



What does the typical implementation timeline and process look like to go live?

72-hours

The process should be instant and quick, the integration process to the PMS should take no longer than 72 hours (it can also take a few min and this depends on the system in question) after which the hotel will be able to start setup process, activating what details they want to collect, adding their branding and more.





Further Reading and Curated Resources

29 Further Reading

Further Reading

Read real stories from hoteliers like you about how they leveraged Contactless Check-In Software to grow their businesses.

Success Stories



How Fenwick Shores Hotel Increased Guest Tips and Enhanced Service with Canary Digital Tipping

[Read now](#) 



How Waypoint Hotel Streamlined Front Desk Operations, Achieved 39% Mobile Check-Ins and Drove \$17K in Upsells With Canary

[Read now](#) 



How Real Hospitality Group Increased Guest Satisfaction Scores by 7% and Boosted Staff Morale with Canary

[Read now](#) 



How Peaks Hotel Achieved 55% Mobile Check-Ins and Up to an 80% Success Rate in Chargeback Disputes

[Read now](#) 

Further Reading


- [Contactless Check-In for Hotels: 2023 Free Guide + Tools Review](#)
- [7 Types of Digital Guest Apps to Streamline the Guest Journey From Check-In To Check-Out](#)
- [You Don't Need to Be a Hilton to Have Digital Check-In](#)
- [Self Check-in Kiosks For Hotels: 2023 Hotel Kiosk Guide](#)


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HotelTechReport.com is a next gen B2B media platform that empowers hotel owners and operators from the world's leading hotel companies to find the best digital products to run and grow their businesses.

Each month 290,000+ hoteliers across 150+ countries research and discover new ways to leverage technology to drive revenue, increase operational efficiency and improve the guest experience.


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