

ABOUT THE GYLE LONDON

An urban experience in the city of bricks

A unique residential hotel located in the colourful borough of Camden; one of the most historically curious neighbourhoods.

33 rooms welcome you with solid oak flooring, vintage mirrors, Scottish textiles and many more lovely features.

Explore London from the heritage listed Victorian townhouses or stay in the hotel and enjoy one of the fine single malts, cheeses and charcuterie

<http://www.thegyle.co.uk>



THE GYLE LONDON

MELU MIAH - GENERAL MANAGER

WHY DID YOU GO KEYLESS? AND WHY IS TECHNOLOGICAL INNOVATION IMPORTANT FOR YOUR SITE?

We decided to go keyless because we wanted to create a seamless guest journey. Our aim was to make The Gyle our guest's private residence in London, somewhere they would feel at home in, and somewhere they could enter at ease, be it with their smart keys or with their own mobile devices.

WHY DID YOU SELECT FLEXIPASS AS YOUR KEYLESS MOBILE ACCESS SOLUTIONS PROVIDER?

With the Gyle we were looking to innovate and provide something new for our guests. FLEXIPASS was at the top of our list, because of the integration into our planned keyless system, and the simplicity of which we could customise the portal for our guests to be able to set up keyless entry on their own devices.

opting for FLEXIPASS. The software is user friendly and extremely easy to use! It has the necessary features, and it is super-fast to learn how to work with it. Working with FLEXIPASS has been great. The customer service and support teams are always helpful, it's great that we can count on a reliable provider.

HOW LONG HAVE YOU BEEN A FLEXIPASS CLIENT?

We have been with FLEXIPASS since November 2019, since we opened The Gyle and in the past year, we have had minimal issues, excellent customer support and more importantly peace of mind knowing that our guests can safely leave and enter the hotel and their rooms all with the tap of their phones.

What do guests say when using FLEXIPASS?

Feedback has been great, particularly given the current climate, guests are wary of handling reusable keys. The FLEXIPASS system sidesteps this issue entirely, and allows us to send guests their keys hours before they arrive. So guests can download their keys to the App, and check in virtually without needing to stop by reception for an extended period, the feedback is resounding: the convenience, the security, and the overall peace of mind make the FLEXIPASS system a winner with our guests.

MELU MIAH
General Manager