

Dormy House Hotel

Behind the scenes of a luxury retreat with smart key management.

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Dormy House Hotel & Spa

Set within the 500-acre Farncombe Estate, Dormy House is a 39 room luxury retreat in the Cotswolds. Originally a 17th-century farmhouse, the hotel combines historic charm with modern comforts, creating a relaxed, home-from-home experience for its guests.



It's easy for employees to get their own login details and check keys out. We've never had an issue with it."

Christopher Hindle - General Manager

Challenges

Dormy House has a variety of rooms and facilities that require different levels of access. From management and housekeeping to porters and spa personnel, employees regularly rely on physical keys to carry out their day-to-day responsibilities.

Previously, key sets were stored in a safe and issued manually. Employees were required to sign keys in and out using a paper ledger. This time consuming process relied on records being kept up to date and provided management with limited visibility of who had each key.

If a key was not returned, went missing or was stolen, it could be difficult to identify who had last accessed it. This created unnecessary security risks for the hotel, its employees and guests, while also increasing the time spent searching for keys.



Solution

Dormy House introduced an intelligent electronic key cabinet to centralise and modernise the management of its key sets.

Employees are provided with individual PIN credentials and can access only the keys required for their roles. Every key transaction is recorded digitally, giving management clear visibility of who has accessed each key and when.

If a key is not returned within an agreed timeframe, an automated notification is sent to the manager. This enables the team to respond quickly, while reducing the downtime previously spent searching for missing keys.

The simple access process also supports employee onboarding. New members of staff can be assigned the appropriate permissions without requiring extensive training, while forgotten PINs can be reset easily with support from a manager.



Results

The intelligent key cabinet has provided Dormy House with a secure and traceable process for managing access to keys across the hotel.

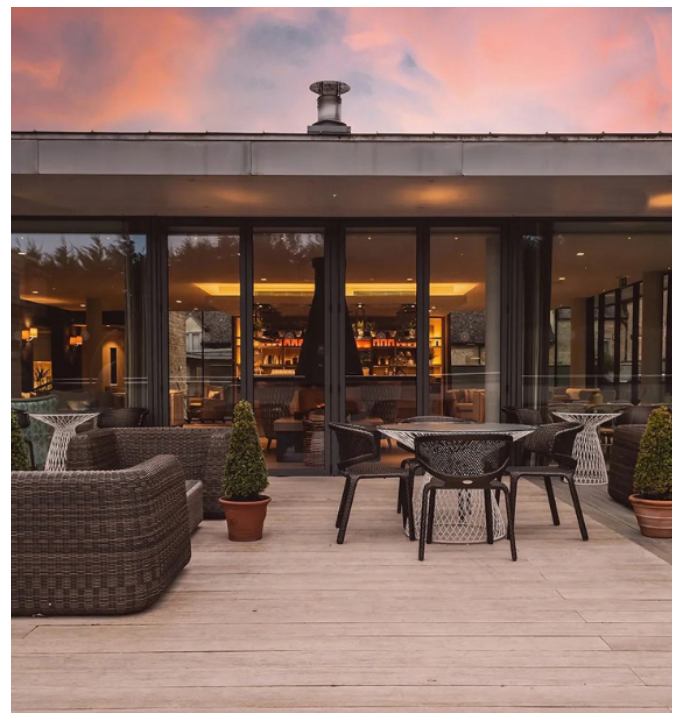
Management now has greater visibility of key activity, while employees can retrieve the keys they need independently. Digital records and automated notifications have strengthened accountability, reduced the risk of human error and minimised time spent locating keys.

The solution has also helped Dormy House review and consolidate its key sets, ensuring that only essential keys are maintained and monitored.

By combining secure access with greater operational control, Dormy House can help its teams work more efficiently while continuing to provide a safe and welcoming environment for employees and guests.

"Take the risk and the potential for human error out of it. You don't need to worry about lost or stolen keys because everything is traceable. It's been massive for us"

Christopher Hindle - General Manager



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