



118

Electronic luggage
lockers installed

+65

Additional luggage
lockers installed in
London

QR

Guest rental journey
through a branded
web app

3

Used before check-
in, during stay, after
check-out

CLiNKNOORD

HOSPITALITY & VENUES

PAY & STORE

 NETHERLANDS

Self-Service Luggage Storage for Busy Hostels

ClinkNOORD is a large, social hostel in Amsterdam Noord, a free five-minute ferry ride from Amsterdam Centraal, serving a high-volume mix of solo travellers, groups, families, friends, and private-room guests.

At a city hostel built around short stays and flexible travel plans, luggage demand concentrates at predictable moments: before check-in, after check-out, and while guests are still using Amsterdam as their day base.

That pressure mattered because every bag handled manually could turn into extra reception contact, queue time, security responsibility, and staff interruption during already-busy arrival and departure windows. For ClinkNOORD, the challenge was to give guests a secure, independent way to store belongings while protecting the hostel's service flow and opening a more scalable commercial model for luggage storage.



ClinkNOORD's Challenges

Daily Storage Peaks

A 10am checkout and 3pm check-in window created predictable demand from guests exploring Amsterdam between room access times.

Secure Self-Service

Guests needed a clear way to reserve, pay for, and operate a locker independently while keeping belongings protected.

Reception Workload

Manual storage could pull staff into repeated handover, payment, and retrieval tasks during busy arrival and departure periods.

Design Fit

Backpack, suitcase, group, and private-room guest needs had to be handled without disrupting the hostel's social, design-led environment.

A SMARTER SOLUTION

Discovery

Olssen identified the same pattern many high-flow hostels face: luggage demand was predictable, but manual handling did not scale well.

Solution & Recommendation

The solution introduced 118 electronic luggage lockers with a QR-started rental journey connected to a branded web app.

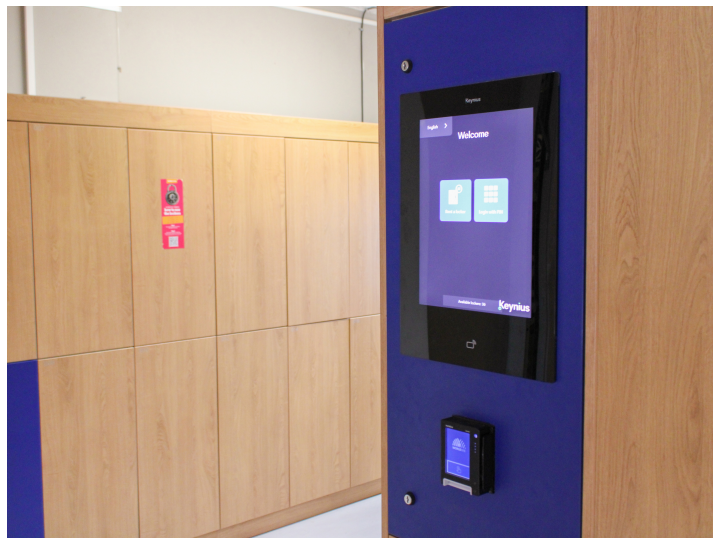
Customization & Collaboration

The web app was designed in line with Clink's branding and requirements for reservation, payment, and locker operation.

Why Keynius

Keynius Pay & Store supports secure self-service use, online management, and paid-service models for hostels that want convenience and ROI.





The Results: Less Desk Pressure, More Guest Autonomy

ClinkNOORD now offers secure luggage storage at the moments guests need it most, reducing reception dependency while creating a paid self-service model.

118 electronic luggage lockers give ClinkNOORD guests secure space for backpacks and suitcases at key travel moments.

Guests start by scanning a QR code, then reserve, pay for, and operate a locker in the branded web app without waiting at reception.

Paid self-service turns a recurring hostel request into a managed add-on with less front-desk handling.

The model supports chain rollout, with 65 luggage lockers recently installed at Clink's London location.

Conclusion

For busy hostels, luggage storage is more than a convenience. It affects queue length, staff focus, guest confidence, and the arrival and departure experience. ClinkNOORD shows how a value-led hostel can turn that pressure into a better service model: travellers keep control of their belongings, reception handles fewer repetitive storage tasks, and the hostel can monetize a need guests already have.

The recent London installation shows how the same model can scale across similar high-traffic hostel locations.

Smart lockers for high-flow hostels

Give guests secure self-service storage while reducing desk pressure and opening a paid-service revenue opportunity.

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