



9

Drifter sites

302

Luggage lockers implemented

No app

Browser access

Drifter

HOSPITALITY & VENUES

PAY & STORE

 AUSTRALIA NEW ZEALAND

Drifter Hotels Elevates Guest Storage Across Australia and New Zealand

Drifter is part of the Leisure Accommodation Collective, a growing group of lifestyle accommodation venues across Australia and New Zealand. Its design-led properties serve domestic and international travellers, many of whom arrive before check-in or want to keep exploring after check-out.

Drifter could hold luggage in a manual storage room, but the process was neither individually secure nor tracked. Guests depended on staff to store and retrieve every bag, creating a recurring front-desk task and an inconsistent process across multiple properties. Drifter needed a safer, more independent way to extend luggage storage beyond the stay itself.



Drifter's Challenges

Unsecured Storage

The manual luggage room did not give each guest an individually secured storage space.

No Usage Tracking

The existing room did not provide a tracked journey for individual bags or guests.

Staff-Led Handovers

Every storage and collection request depended on front-desk staff handling the guest's luggage.

Multi-Site Consistency

Drifter needed a repeatable guest-storage process that could adapt to different property layouts.

A SMARTER SOLUTION

Discovery

Steelco reviewed the available footprint at each property and planned locker configurations around Drifter's luggage storage workflow.

Solution & Recommendation

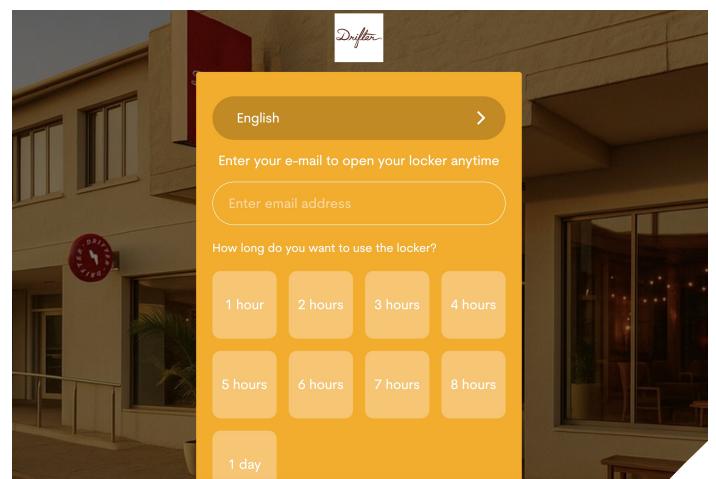
Custom Steelco lockers use René Smart Locks and the Keynius platform to provide paid, self-service luggage storage.

Customization & Collaboration

Steelco manufactured site-specific configurations, while the Keynius WebApp was branded for Drifter and delivered without an on-locker screen.

Why Keynius

Guests scan a QR code, choose a duration, enter their email, pay, and access their locker in the browser without downloading an app.





The Results: Secure Storage With Less Staff Handling

Drifter replaced an unsecured, staff-managed luggage room with paid, self-service storage across 9 sites. Guests use a branded browser journey, reducing the need for staff-led handovers.

9 sites use a consistent paid storage model across Australia and New Zealand.

302 smart locker compartments give guests individually secured luggage storage.

Guests store and retrieve bags through the browser without downloading an app.

Paid locker rentals create an ongoing revenue stream for Drifter.

Conclusion

Steelco combined site planning and custom locker manufacturing with the Keynius platform to replace Drifter's unsecured, manual luggage room. The branded WebApp and René Smart Locks support a self-service guest journey with less front-desk involvement, while screenless Smarty units and Keynius Smart Home manage the installation behind the scenes.

The result is paid luggage storage shaped around each property, with a consistent digital experience across the portfolio.

Smart lockers for every solution

Contact us now to learn how Keynius can turn your storage problems into practical, profitable solutions.

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