



VENTURE SUCCESS — ACADEMY —

Check in / Check out Communications

This document serves as a comprehensive guide and set of instructions for guests staying at a property booked through Airbnb or a similar channel manager. It's designed to ensure that guests have all the necessary information they need for a smooth and enjoyable stay.

Here's a breakdown of what the document covers:

Message #1: Booking Confirmation:

This message confirms the guest's reservation details and expresses gratitude for choosing the property.

Message #2: Pre-Arrival Instructions:

Sent 4-7 days before arrival, this message provides essential information and instructions for guests to follow during their stay, including house rules and check-in/check-out times.

Message #3: Day Before Arrival Instructions:

This message includes detailed instructions on how to access the property, where to park, house rules, and other important information.

Message #4: Confirmation of Information:

This message ensures that guests have reviewed all the provided information and are prepared for their stay.

Message #5: Day Before Departure Instructions:

Sent the day before check-out, this message includes instructions for guests to follow before leaving, such as tidying up and locking up the property.

Message #6: Post-Check-In Follow-Up:

A friendly check-in message sent a few hours after the guest arrives to ensure they have settled in comfortably.

Message #7: Post-Check-Out Follow-Up:

Sent a few hours after the guest checks out, this message expresses gratitude for their stay and encourages them to leave a review on Airbnb.

Overall, this document aims to provide guests with all the necessary information and guidance to ensure a seamless and enjoyable experience during their stay at the property. It covers everything from arrival and departure procedures to house rules and amenities, ultimately aiming to enhance the guest experience and foster positive reviews and feedback.

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Sample Messages

Message #1 (when guest books your place):

Hey there, {{guest_name}}!

Thanks a bunch for booking with us at {{address}} for {{nights}} nights from {{checkin_date}} to {{checkout_date}}. We're thrilled to have you! Keep an eye out for more details from us real soon.

Warm regards,
Your Host
Venture Success Academy

Message #2 (4-7 days prior to arrival):

Hey, Welcome to Gorgeous Miami, FL!

We've got a few key points for you:
****SUPER IMPORTANT:**** Please read all the info below.

- Remember to turn off AC, lights, and fans when you're not in the house.
- Don't leave clothes in the washer or dryer after they're done; others might need to use them.
- Your digs are at 12345 Main St, Miami, FL 33125.
- Check-in is from 3 pm onwards with a 4-digit code we'll send the day before.
- Late arrivals are totally cool.
- Check-out is at 11 am, and our cleaning crew swoops in at that time for the next guest.

Message #3 (the day before arrival):

Hey there,

Here's the lowdown for when you arrive:

- Check out this unlisted YouTube link for a video on entering the property.
- Your door code is ****.
- Unload luggage at the main entrance before parking (back parking available too).
- Remember to respect the home, neighbors, and noise levels.
- WIFI details:
 - Login:
 - Password:
- Lock the door: press the top "Schlage" button, then turn the little knob below.
- Parking tips: space for 2 cars in the private back lot.
 - Gate etiquette: close it behind you.
- BBQ grill and washer/dryer available.
- No smoking inside (or face a \$50 fee!).
- Most essentials are provided; just bring your personal items and food.

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Sample Messages

Message #4 (confirmation of information):

We're all set for your stay! Please confirm you've checked out the video link and details above. If you've got any questions, fire away

Message #5 (day before leaving):

Hey,

Time to tidy up before you go:

- Put used towels in the bathroom.
- Trash goes in the large cans by the main entrance.
- Basic cleaning up is appreciated; we'll handle the rest.
- Remember to switch off AC, lights, and fans.
- Lock up securely.
- Emergency contacts:
 - Pete
 - Itzel
 - For major emergencies, dial 911.

Let us know if you need anything; I'm here to help. Oh, and don't forget to leave a review on Airbnb!

Message #6 (a few hours after check-in):

Hey there,

Hope you settled in smoothly. Give us a shout if there's anything you need to make your stay even better.

Message #7 (a few hours after check-out):

Thanks a million for being an awesome guest! We'll be sure to give you a stellar review. If you could also leave us a review on the Airbnb app, it'd be a huge help for us to attract more great guests like yourself and grow our Airbnb community.