Welcome to {Property Name}

**Address: {Address}**

**If you have any questions about the apartment, please contact us on**

**{international extension} {telephone number}**

**Or contact via the Airbnb portal or email us on {your email}**

**Please make yourselves at home! Have a look through the cupboards to familiarize yourself with the contents of the property. The property should be spotless with clean bedding on the beds and clean towels in the cupboards.**

**If you find anything to not be to your satisfaction please inform us within the first 24-hours of arriving at the property.**

Inside The Property

|  | WiFi - Internet |
| --- | --- |

**SSID: {WiFi Access Name}**

**Password: {Wifi Password} - Make it something simple. eg. ilovepizza10**

|  | Security & Doors |
| --- | --- |

**Inform the guests on how to secure the property when they leave and when they are inside the property**

|  | Kitchen |
| --- | --- |

**Let your guest know what they might find in the kitchen. i.e. there will be coffee, tea and sugar in the cupboards upon arrival. Also, let them know about guidance needed on any appliances**

|  | Bedrooms |
| --- | --- |

**What is there in the bedrooms and is there any guidance needed?**

|  | Living Room |
| --- | --- |

**The heart of the home, let your guest know where they can find remote controls, heating control and if there is any guidance needed to operate the DVD player or perhaps the satellite television.**

|  | Dining Room |
| --- | --- |

**Inform your guest what is in the dining room, where coasters even napkins can be found.**

|  | Bathroom |
| --- | --- |

**What is there in the bathrooms and is there any guidance needed?**

|  | Outdoor furniture, balconies etc |
| --- | --- |

**Inform your guests of any instructions that could prevent unnecessary problems. For example- “When using the balcony please be careful not to shut the sliding door all the way as it could lock you out if the catch is on. Similarly, be careful to ensure all sliding doors are locked before leaving the apartment.”**

|  | Smoking |
| --- | --- |

**Inform your guests where they can smoke and where to dispose of the butts. We recommend that you do not allow smoking inside the property. As the smell of smoke can remain in the property for weeks. Example “Please do not smoke inside the property, but feel free to smoke outside in the garden”**

|  | Towels |
| --- | --- |

**We have provided two sets of towels for each guest to use inside the property. When you depart please place any used towels inside the bathtub.**

|  | Parking |
| --- | --- |

**Explain any parking issues i.e. how to get into private garages or how many spaces are allocated for them to park.**

|  | Miscellaneous |
| --- | --- |

**Explain to your guest of any guidance needed - pool, tennis court, shutters, ski equipment, ski lift, other equipment that can be used? For example “There are shutters on all of the windows. We ask when leaving the property that shutters are lowered so that the property stays secure.”**

|  | Heating & Air Conditioning |
| --- | --- |

**Leave instructions on where to find and how to operate the heating and air conditioning. Also, inform guests if there are any additional charges for using either one. For example- The property has air conditioning, please feel free to use it when necessary – you can find the switch that turns it on in entrance hallway”**

|  | Trash / Recycling |
| --- | --- |

**Explain if there are any bins for recycling and also where garbage bags can be disposed of.**

|  | Check out |
| --- | --- |

**A list of instructions on check out. Example of where to leave the keys & how to secure the property. What should they do with the trash? What should they do with linen and towels?**

The Neighbourhood

|  | Supermarkets |
| --- | --- |

**Explain where they can find a big supermarket if they are looking to do a big shop to fill the cupboards and fridge for the duration of the stay. It’s also best to let them know of any convenience stores or small shops that are in walking distance.**

|  | Restaurants & Bars |
| --- | --- |

**It’s a good idea to let the guest know of any restaurants that are in the area. Provide a shortlist of their locations as well what foods they serve and average price. You can also let them know of any bars and or cafés that are close by. Pro Tip: Print out and menus and add these to this welcome pack**

|  | Local Attractions |
| --- | --- |

**List your favourite local attractions, let your guests live like a local**

|  | Public Transportation |
| --- | --- |

**Provide general public transport details: bus and train information Getting to the property by public transport: providing bus numbers or train lines know of any convenience stores or small shops that are in close range.**

|  | Taxi |
| --- | --- |

**Provide some numbers of local taxi firms.**

Emergency Information

|  | Hospital |
| --- | --- |

**Provide information about the nearest hospital and contact numbers**

|  | Police |
| --- | --- |

**Provide information for the nearest police station and the emergency number for contacting them.**

|  | Doctors |
| --- | --- |

**Provide information on the nearest doctors**

|  | Emergency Contact |
| --- | --- |

**If you have an emergency contact our neighbour/friend etc….**

# WE HOPE YOU ENJOY YOUR STAY WITH US!