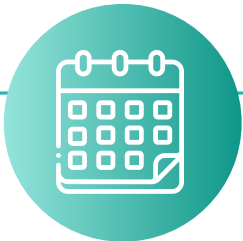


# Factsheet Owner Bookings



Essential information to know and things to consider.



## Book Dates

Book your preferred dates on your Owner Portal.



## Choose Service

Choose your preferred service after check out when submitting the Owner Guest Registration Form.



## Check In

Check in and enjoy being our valued guest in your Home from Home.

## Important

The following pages provide essential information and things to consider when making an Owner Booking.



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*"Holiday*

*Letting is a very  
fast moving  
industry."*



Last-minute and mid-week bookings are common in the holiday letting industry. If the booking calendar is not blocked, the days are available to be booked, and **bookings can be accepted with same-day check-in from 15:00 to 22:00** with no cut off time directly through our agency or 12:00 cut off time through third-party portals.

**Owners should always submit an owner booking**, even if it's just for a day trip, to avoid guests turning up when owners are still on-site. This can help prevent any inconvenience or confusion for both guests and owners.

The standard check-in time is 15:00, and the standard check-out time is 10:00. **Cleaning staff is scheduled between 10:00 and 15:00 on the check-out day**, unless it's a Sunday or a public holiday and there are no guests checking in the same day, or if an early check-in/late check-out has been booked and confirmed.

Owners can request changes to the standard check-in and/or check-out time during the Owner Guest Registration Process, but it may not always be possible during busy times and may incur additional costs.

**If owners intend to check out later than 12:00, it's recommended to block an additional night to avoid conflicts with same-day guest bookings.**

It is important for owners and their guests to be aware of **specific rules and fees** when submitting owner bookings **for check-ins on Sundays or Public Holidays** at the property.

**Confirmation with our office is necessary to ensure availability and avoid any potential issues with cleaning and staffing.**

Here is a summary of the key points:



- 1) Due to higher staff rates Check-ins on Sundays will incur a cleaning fee multiplied by 1.5, and check-ins on Public Holidays will incur a cleaning fee multiplied by 2.5 if they result in a changeover, i.e., if there is a guest checking out on the same day.
- 2) While Sunday cleans can usually be accommodated, there is no guarantee for Public Holiday cleans due to potential staffing issues, hence the request to confirm check-ins on these days with the office before submitting an owner booking.
- 3) To avoid a check-in day turning into a changeover day on a Sunday or Public Holiday, owners have the option to book a check-in for Friday or Saturday but only check-in on Sunday, or book for the closest non-Public Holiday.

*"Owners can help our office to plan and allocate staff resources."*



During the Owner Guest Registration Process, **owners can indicate their preferences for owner cleans and linen and towel usage from five different services we offer to choose from after check out.**

**For owner bookings made on behalf of family and friends, we have streamlined the options available to two services to choose from with the option to charge to the owner or invoice family/friends directly.**

By providing these preferences, owners can help our office to plan and allocate staff resources, which helps to ensure a smooth and satisfactory experience for both owners and guests and allows for effective coordination between the owner and our office for property management tasks.

**Owners who opt to clean themselves after an owner booking, should consider that guests may have specific expectations for cleanliness.**

Examples of "unclean" issues include watermarks on the kitchen sink, sticky soap dispensers, low toilet paper rolls, filled kitchen bins, untidy pillows, open toilet seats, used kitchen wipes/sponges, partially used dishwashing sachets, beds not straightened up, and chairs not placed neatly.

Owners should be mindful of these issues and ensure the property is cleaned and presented to meet guest expectations.'

It is also important for owners to be mindful of the impact of owner bookings on the property's SEO (Search Engine Optimization) and ranking on booking portals.

**Balancing owner bookings with guest bookings and keeping the property's availability open for potential guests can help maintain a competitive ranking and maximize bookings and profits.**



Here are the key points:

- 1.) Owner bookings are essential to block the calendar and avoid double bookings and ensure the property is always prepared for an owner and/or a guest stay. However, too many or too long blocks of owner bookings can impact the property's ranking on booking portals negatively.
- 2.) Third-party booking portals use algorithms that can differentiate between guest bookings and owner bookings. Booking portals aim to avoid frustrating guests by showing properties that are available for booking. Properties that catch guest attention but are then unavailable due to owner bookings can result in potential loss of profit and may lead guests to look for alternative platforms. Frequent guest bookings are typically awarded with higher rankings as they generate profit for the portals, whereas owner bookings can lower the ranking as they reduce the property's availability for potential guest bookings and potential profit for the portals.
- 3.) In areas with a large supply of holiday lettings, it is crucial for properties to appear in high rankings on booking portals to stay competitive. With numerous properties listed on multiple pages, it is unlikely that guests will scroll through all pages, so being featured on the first pages is important.
- 4.) A property can be pushed up in its ranking again by re-listing it, this would, however, be considered like a new listing and start with no reviews, meaning all previous posted reviews will be lost.