

Zeevou Giveaway

Automated Messages Free Templates
for Guest Communications



Why Should You Use Messages for Guest Communications?

The number of messages each Airbnb sends before or during guests' stays depends on several factors, such as:

- the lead time the guests make their reservations
- the duration of their stay at the property
- the location, features and amenities of each rental

For example, bookings placed more than a week in advance, and more extended stays require more communications with your guests. However, in general, the standard messages you send out for every booking include:

1. Thanks for Booking Message
2. Check-In Instructions
3. Mid-Stay Check-up
4. Check-Out Instructions
5. Review Reminder



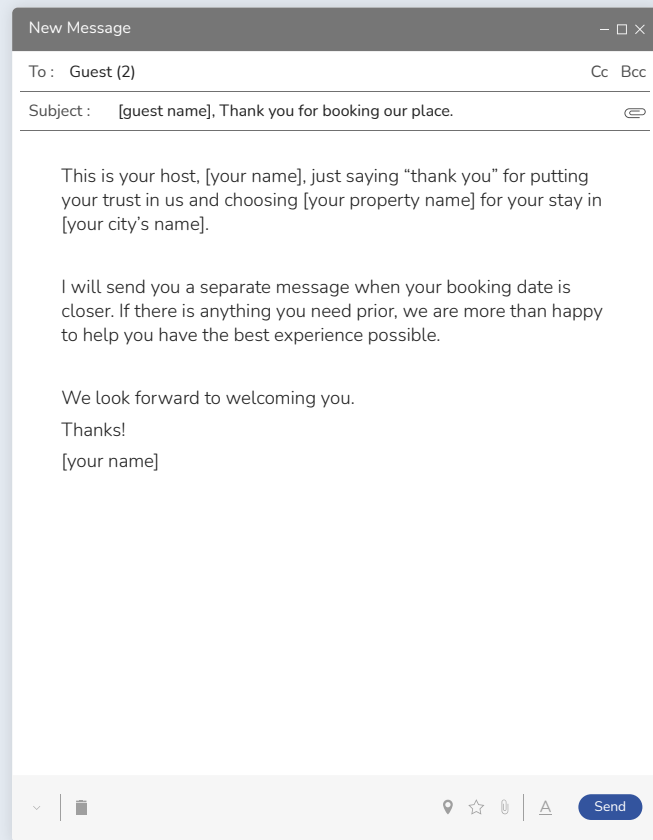
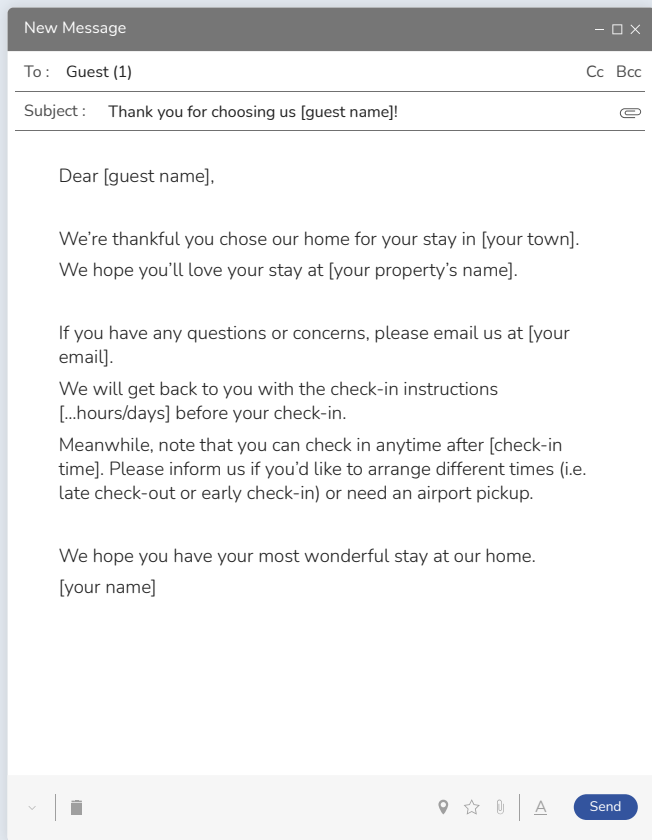
1. Thanks for Booking Message

Send your guests a thank you for booking email immediately after a reservation is completed to show your gratitude and confirm a booking. This way, you reassure your guests to start planning for their trip and prevent guest cancellations.

In your thank you note, you can introduce yourself, thank guests for choosing your short-term rental, and hope for a memorable stay at your property. You can also offer them extra services like early check-in or airport pick-up and let them know they are welcome to ask their questions.

Never forget to mention the other message(s) you will send subsequently. For instance, say when you will send the check-in instructions. Don't leave guests wondering when they'll hear back from you.





2. Check-In Instructions

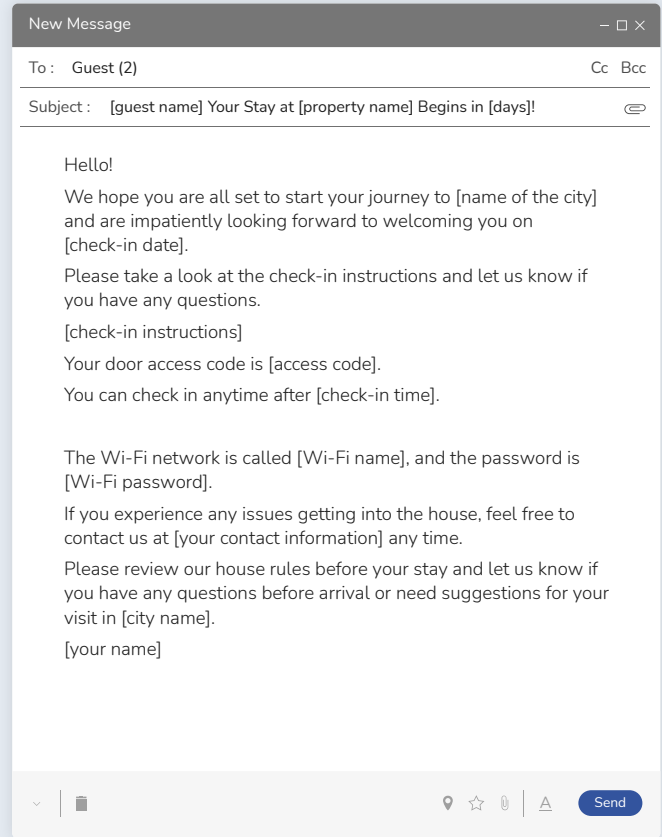
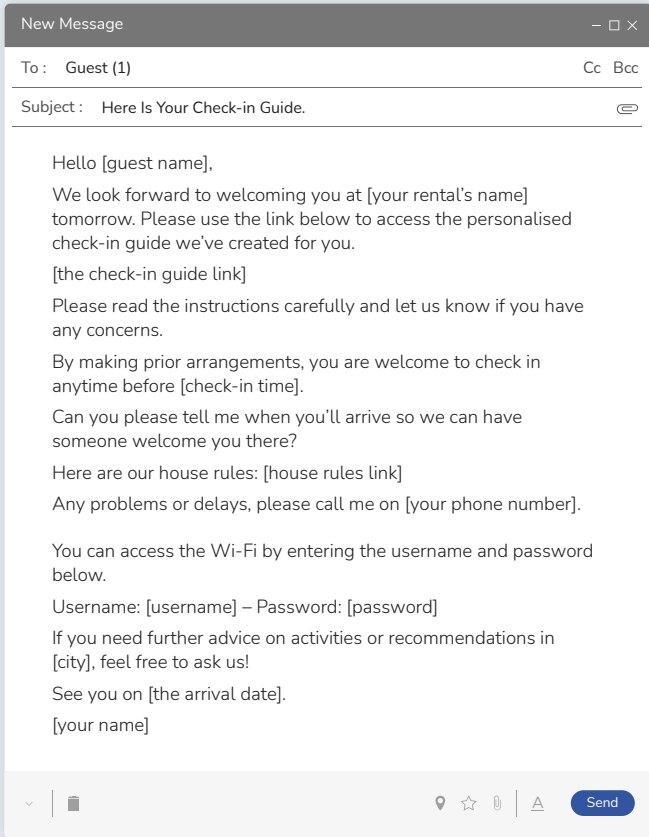
A pre-arrival message's goal is to provide your guests with all the information they need to have a smooth, stress-free arrival. For same-day bookings, send check-in instructions within the booking confirmation message. For bookings placed far ahead in time, this should be sent at least 36-72 hours before the guests' check-in. Otherwise, if sent earlier, there are chances that your guests will lose or forget the information, and if sent later, they might not receive it as they might have set off on their trip.

Start your message by providing the essential information your guests require before check-in, including check-in time, your rental's address, the property access code and parking instructions.

Explain how to enter your property in a clear and easy-to-understand language. Provide the contact details they can use in case of any issues. You can also attach pictures of your building, front door or lock box to your message to further help your guests.

Don't forget to write your Wi-Fi login information. Also, ask guests to check your house rules and house manual so that they find out what you expect from them and do not feel confused or frustrated.

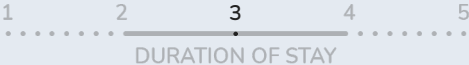




3. Mid-Stay Check-up

By sending an after-arrival message, you can find out about your guests' concerns and needs during their stay, address them on time and avoid getting negative reviews. You don't want to disturb your guests during their stay. A quick warm follow-up after check-in makes them feel you're thoughtful and care about giving them the best experience during their stay at your place.

Send this message a day after the guest arrives to determine if everything is meeting their expectations and emphasise that you're available to answer their questions. You can make a note of any necessary details like some helpful instructions, the location of extra supplies, and any other information your guests might need during their stay. Remind your guests to check out your house manual for more detailed instructions.



New Message — □ ×

To: Guest (1) Cc Bcc

Subject: Welcome [guest name!] 📧

Good morning [guest name].

We hope you've already started a fantastic stay in [city name], and your check-in process went smoothly [last night]. I'm just checking to see if everything has been up to your expectations so far.

Please don't hesitate to ask if there is anything you need to have a more comfortable stay.

In case you need any extra linens, check [the master room's closet].

If you have any questions or concerns or just want some knowledge of the local area, please feel free to reach out at any time.

We hope you enjoy your stay!"

Best,
[your name]

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New Message — □ ×

To: Guest (2) Cc Bcc

Subject: Is everything OK with [the apartment/house/villa]? 📧

Hi [guest name].

Checking in to see how you're doing and if your check-in went smoothly.

Hope you've settled into [property name] and that you've had a great time so far.

We just wanted to ensure you have everything you need during your stay.

Check our house manual for any instructions to work with the amenities, and take a look at our welcome book to find our local area guide.

Hope you enjoy the rest of your stay.

[your name]

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4. Check-Out Instructions

Sending a check-out message helps you ensure that guests check out on time so that your cleaners can properly do their job before the next guest's arrival.

A day before check-out is the best time to send check-out instructions for all types of bookings.

Let your guests know their check-out tasks before leaving the property so that they can manage their time to do the chores before leaving and be able to check out on time.

This message should express your gratitude and include your check-out time, check-out tasks and the key drop-off instructions.

Explain how to lock up the doors and clearly mention your necessary check-out rules. If your check-out procedure is detailed and complicated, summarise what you'd like them to do before leaving and refer them to the house manual, the check-out section, for further explanations.



New Message — □ ×

To: Guest (1) Cc Bcc

Subject: Your check-out instructions 📧

Dear [guest name],
I hope you're enjoying your last day in [city name].
Thanks again for choosing to stay with us.
We are sad to see you leave but hope to see you soon.
Please remember that your check-out time is at [check-out time].
To prepare for tomorrow's check-out, please look over this checklist:
Please ensure all windows and doors are locked before leaving.
Leave the keys in [the lock box].
We look forward to hosting you again soon.
Happy travels.
[your name]

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New Message — □ ×

To: Guest (2) Cc Bcc

Subject: [guest name] Your check-out is tomorrow. 📧

Your stay at [property name] is almost coming to an end. We hope you had a wonderful time in [city name] and managed to do everything you had planned.
It's been a pleasure having you as a guest.
Just a quick reminder that your check-out is tomorrow [checkout date] any time before [check-out time].
Please go over the house manual for the check-out checklist, but to sum up the main points here,
Check-out instructions: [Check-out instructions]
Departure tasks: [Tasks to complete before check-out]

If you have any questions, contact us at [phone number]!
Wish you a safe and easy trip back home.
[Your name]

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5. Review Reminder

Sending a post-check-out message (a few hours or two or three days after the guest checks out) can leave a lasting impression by showing your guests you care even after they've left your rental. You send this message to:

- keep in touch with your guests after their stay.
- foster loyalty in your guests to book with you again or recommend your rental to their family and friends.
- ask them to write you a positive review on Airbnb or your website.
- collect any constructive or positive feedback privately.

In this message, thank your guests for choosing you, highlight the importance of reviews for your business and let them know their feedback is vital to improve your service for future guests. Not all guests know that the Airbnb review system closes in 14 days. So, it is always worth reminding them to review your property.



New Message — □ ×

To: Guest (1) Cc Bcc

Subject: We hope you enjoyed your stay. 📧

Hello [guest name],

We hope you made it home safely and with lovely memories of your stay in [city name]. Our team at [rental name] have had a great time hosting you and left you a great review to prove that.

As you may know, reviews are key to a vacation rental's success, so we would appreciate it if you could let us and other guests know how you enjoyed your stay with us by leaving us a review on [Airbnb/your website]. You have [number] days to complete and submit your review.

We make every effort to improve our service and experience for our guests. Please let us know if you experienced any issues during your stay or if you have any suggestions that can help us better our services. We dearly value your feedback. Many thanks in advance.

Looking forward to your review.

We hope you will consider us for your next stay in [city name].

Best wishes,
[Your name]

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New Message — □ ×

To: Guest (2) Cc Bcc

Subject: Hope you've reached home safe and sound, [guest name]! 📧

Hi [guest name],

I hope this email finds you merrily back home with great memories of your visit to [city name]. Thanks once again for choosing [property name].

You were an excellent guest, and we had a delightful time hosting you. This is why we've gone ahead and left you a glowing review on Airbnb. We hope you leave us one in return and let us and other Airbnb guests know how you enjoyed your stay.

Please consider letting your friends and family know of our Airbnb, and don't hesitate to drop us an email with anything we can do better next time to improve your stay.

Thanks again for staying with us, and we hope you'll keep in touch.

[your name]

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