

Check-in instructions

Dear Mr. and Mrs. Johnson,

We are delighted to welcome you as our guests for your upcoming stay at our Airbnb property. To ensure a smooth and comfortable check-in experience, we have put together some important instructions and details. Please read this letter carefully, and feel free to contact us with any questions or concerns.

Property Information:

Address: 456 Oceanview Avenue, Seaside City, CA 90210

Check-in date & time: July 2, 2023, 4:00 PM

Check-out date & time: July 9, 2023, 11:00 AM

Key Information:

Upon your arrival, you will find the property keys in a lockbox by the front door. The lockbox code is 7890. Please return the keys to the lockbox when you check out.

Directions:

From Los Angeles International Airport (LAX):

1. Head south on Sepulveda Blvd.
2. Use the right lane to merge onto I-105 W toward Inglewood.
3. Take the exit onto I-405 S toward Long Beach.
4. Take exit 42A for CA-91 E toward Riverside.
5. Take exit 23 for Central Ave toward Dominguez Ranch Rd.
6. Turn right onto Oceanview Avenue.
7. Coastal Escape will be on the left.

Parking:

If you have a vehicle, you will find parking in the designated parking spot in front of the property. You don't need a parking permit.

House Rules:

Please familiarize yourselves with the house rules outlined in the Airbnb listing. Respecting our property and neighbors is important, ensuring a pleasant experience for everyone. Please let us know if you have any questions about the house rules.

Contact Information:

Please don't hesitate to contact us if you need help or have any questions during your stay. You can contact us through the following channels:

- Phone: (555) 987-6543

If you have any urgent matters, don't hesitate to contact our local representative, Emily, at (555) 456-7890.

Additional Amenities/Instructions:

- Wi-Fi Access: The network name is "CoastalEscape," and the password is "Seaside123".

- Laundry Facilities: You will find a washer and dryer located in the utility room on the ground floor. Laundry detergent is provided.

- Heating/Cooling Instructions: The thermostat is located in the hallway near the living room. Feel free to adjust it to your preferred temperature.

- Appliance Usage: A user manual for all appliances is provided in the kitchen drawer. Please take a look at it for any specific instructions.

We hope you have a fantastic stay at our Coastal Escape. Please feel free to contact us in advance if you require any further assistance or have any special requests. We are here to ensure your stay is enjoyable and memorable.

Thank you for choosing our property for your stay.

Warm regards,

John Smith

Noise/party policies

Dear John and Sarah Johnson,

We are excited to have you as our guests for your upcoming stay at our Airbnb property. To ensure a peaceful and enjoyable experience, please familiarize yourself with our noise and party policies. Please take a moment to review the following guidelines:

1. Noise Policy:

We strive to maintain a serene environment for our guests and neighbors. Please keep noise levels to a minimum, especially during quiet hours. Our quiet hours are from 10:00 PM to 8:00 AM. Please respect this policy and refrain from excessive noise that may disturb others.

2. Party Policy:

We have a strict "No Parties" policy in place. Our property is intended for quiet and private enjoyment. Hosting parties, gatherings, or events that may lead to excessive noise, disturbance, or the presence of unregistered guests is not permitted. Please refrain from organizing such events during your stay.

3. Guest Limit:

The maximum number of guests allowed at our property is 6. This policy ensures that the property remains comfortable and safe for everyone. Please stay within this limit and only invite additional guests with prior approval.

4. Local Regulations:

Please be sure to familiarize yourself with the local regulations regarding noise, disturbances, and applicable laws in the area. Compliance with these regulations is essential to maintain a peaceful environment and avoid legal issues.

We greatly appreciate your understanding and cooperation in adhering to these policies. They are designed to ensure a pleasant guest experience and maintain a positive relationship with our neighbors. Violating these policies may result in penalties, including eviction and additional charges.

If you have any questions or concerns regarding these policies or need further clarification, please feel free to let us know. We're here to help you and ensure your stay is enjoyable while respecting the comfort of our neighbors.

Thank you for choosing our property for your stay. We look forward to hosting you and wish you a wonderful time at our Airbnb.

Best regards,

John Smith

Pet policy

Dear John and Sarah Johnson,

We are delighted to have you as our guests for your upcoming stay at our Airbnb property. To ensure a comfortable and enjoyable experience for all, please familiarize yourself with our pet policies. Please take a moment to review the following guidelines:

1. Pet Policy:

We understand that pets are part of the family, and we welcome well-behaved and house-trained pets in our property. However, we have a few essential guidelines in place to ensure the safety and cleanliness of our home.

2. Pet Fee:

So that you know, a pet fee of \$50 per pet will be applicable for the duration of your stay. This fee helps cover additional cleaning and maintenance costs associated with hosting pets. The pet fee should be paid upon check-in.

3. Pet Supervision:

Pets must be supervised at all times during their stay. Please do not leave your pet unattended in the property unless they are safely secured in a crate or designated area. This is to prevent any potential damage or disturbances.

4. Pet Behavior and Cleanliness:

Please ensure your pet is well-behaved and does not cause any disruptions to other guests or neighbors. Please keep your pet off the furniture and beds, and use pet-friendly mats or blankets if necessary. Also, please promptly clean up after your pet inside and outside the property.

5. Vaccination and Health Requirements:

For the safety and well-being of all guests, we ask that your pet is up to date on vaccinations and has received flea and tick prevention treatment. Please provide proof of vaccinations upon check-in, if requested.

6. Damage and Liability:

As the pet owner, you are responsible for any damages caused by your pet during the stay. Please inform us immediately if any accidents or damages occur, so that we can address them promptly. Any necessary repairs or cleaning fees will be deducted from the security deposit or charged separately if needed.

We appreciate your cooperation in adhering to these pet policies. They are designed to ensure a comfortable and enjoyable stay for all guests, including those with and without pets. Please let us know if you have any questions or concerns regarding these policies or need further clarification.

Thank you for choosing our property for your stay. We look forward to welcoming you and your furry friend(s) to our Airbnb.

Warm regards,

John Smith

Positive review request

Dear John and Sarah Johnson,

We hope you had a wonderful stay at our Airbnb property! As a valued guest, **we would greatly appreciate your leaving us a positive review**. Your feedback is essential to our success and will help future guests make informed decisions when considering our property.

Writing a review is quick and easy. Follow these steps:

1. Log in to your Airbnb account.
2. Go to your "Trips" or "Upcoming Trips" section.
3. Find your recent stay at our property and click on it.
4. Scroll down to the "Reviews" section.
5. Click on "Write a Review" and share your experience.

In your review, you can **highlight the aspects you enjoyed most about your stay**, such as the location, cleanliness, amenities, or any outstanding service you received. Feel free to mention any specific details that made your stay memorable.

Your positive review will not only mean a lot to us but **will help us provide exceptional experiences for future guests**. We truly value your opinion and appreciate your time in sharing your feedback.

If there was anything during your stay that did not meet your expectations or if you have any suggestions for improvement, please reach out to us directly. **Your satisfaction is our top priority**, and we would welcome the opportunity to address any concerns.

Thank you once again for choosing our property for your stay. We hope to host you again in the future.

Warm regards,

John Smith

Before check-out

Dear John and Sarah Johnson,

We hope you have had a pleasant stay at our Airbnb property. As your check-out date approaches, we would like to provide you with some important information and reminders to ensure a smooth and hassle-free departure.

Check-out time: Our check-out time is 11:00 AM on June 20, 2023. Kindly ensure that you have packed your belongings and prepared the property for our cleaning staff's arrival.

Cleaning and Tidiness: Before leaving, we kindly request that you leave the property in the same condition as when you arrived. Please take the following steps:

- 1. Dispose of any trash:** Please gather all trash and dispose of it in the designated bins or containers. If you are unsure of the proper disposal areas, feel free to ask us for guidance.
- 2. Wash dishes and utensils:** Please clean any dishes, glasses, and utensils you have used during your stay and place them in the designated storage areas.
- 3. Remove personal belongings:** Double-check that you have taken all of your personal items with you, including toiletries, clothing, and any other personal belongings.
- 4. Close and lock all windows and doors:** To ensure the security of the property, please make sure all windows and doors are securely closed and locked before your departure.
- 5. Thermostat and appliances:** Adjust the thermostat to 75°F (24°C) and ensure that all appliances, including lights, fans, and electronics, are turned off.
- 6. Return keys or access cards:** Please return all keys or access cards to the key drop box located [provide specific location details]. Failure to return the keys or access cards may result in replacement charges.

We kindly ask that you respect the check-out time as our cleaning staff will need sufficient time to prepare the property for our next guests. If you require any assistance or have any questions regarding your departure, please do not hesitate to contact us.

Thank you for choosing our property for your stay. We hope you have had a pleasant experience, and we look forward to hosting you again in the future. Safe travels!

Warm regards,

John and Sarah Johnson