

1. Airbnb pre-booking message

Hello [Guest's first name],

Thank you for your interest in [your accommodation name]. I would be delighted to welcome you! Before confirming your reservation, could you answer a few quick questions to make sure everything is perfect for your stay?

The reason for your stay: Is it for a vacation, a business trip, or something else?

The exact number of travelers: How many people will be staying with you?

Your arrival and departure times: Do you already have a rough idea? This will help me organize for your arrival.

Special needs: Is there anything in particular that you would like to know or that you might need during your stay (baby bed, parking space, etc.)?

Also, do not hesitate to ask if you have any questions about the accommodation, the neighborhood or the services that I offer. My goal is to make your stay as pleasant as possible!

Waiting for your return,
I remain at your disposal.

Best regards,
[Your first name]

2. Airbnb booking confirmation message

Hello [Guest's first name],

Thank you for booking with us.

If you need directions to my accommodation or advice on [city of accommodation], do not hesitate to contact me at [phone] or send me an email at [your email address].

If you already know your arrival time, please let me know. This will allow me to welcome you in the best possible way.

Do not hesitate if you have any questions, I am here to help you!

Have a nice day and see you soon in [City of the listing]!”

Best regards,
[Your first name]

3. Airbnb reservation rejection message

Hello [Guest's first name],

Example 1:

We are very sorry but we had to cancel your booking request. For reasons [health, professional, structural, etc. – explain your reason clearly], we are unable to accommodate you. We hope that you will be able to visit us another time. We will be happy to accommodate you in other circumstances. Please excuse us for the inconvenience.

Example 2: (Accommodation not suitable for children)

I am sincerely sorry but we are unable to accommodate young families because our accommodation is not suitable for children. We will ensure that our accommodation is adapted for children in the future. In the meantime, do not hesitate to come to our place if you ever decide to take a trip as a couple or with friends. Hoping that you will find accommodation that is perfectly suited to your needs and those of your family.

Example 3: (Accommodation where pets are prohibited)

We regret to inform you that we could not confirm your reservation because our accommodations do not allow pets. Unfortunately, we have faced many unpleasant surprises in the past in our studio. We hope you find a place that perfectly suits your needs and wish you a pleasant stay!

Best regards,
[Your first name]

4. Airbnb cancellation confirmation message

Hello [Guest's first name],

Example 1

We are sorry to hear that you will not be staying with us! However, we hope that you will contact us the next time you are in [City or region of accommodation].

You will find our cancellation policy here: [cancellation policy link].

If you need to make any changes or if you have any questions regarding the cancellation policy, do not hesitate to contact us at [phone number].

We remain at your disposal for any information.

Example 2

We confirm your cancellation for [date] at [accommodation name]. This cancellation is free of charge. For more information, you can consult our cancellation policy: [cancellation policy link].

We are sorry to hear that you are no longer coming to visit us but we hope to meet you soon. Do not hesitate to contact us if you are passing through [City or region of accommodation] again. It is only postponed!

Best regards,
[Your first name]

5. Airbnb pre-arrival message

Hello [Guest's first name],

Welcome to [your accommodation name]!

I am delighted to welcome you to [city/location]!

Here are some useful information for your arrival:

Full address:

[Address of the accommodation]

[Additional information, e.g.: floor, entry code, Maps, etc.]

Check-in times:

You can arrive from [time]. If you plan to arrive later or earlier, let me know so that I can adapt.

Check-in instructions:

[Indicate whether you will hand over the keys in person, or describe how a key box or keyless access works.]

Some useful tips:

Wi-Fi: [Network name and password]

Welcome guide: You will find a booklet in the accommodation with recommendations on restaurants, activities and all the local services.

If you have any questions or need assistance during your stay, do not hesitate to contact me via the Airbnb app.

I wish you a great stay!

Best regards,
[Your first name]

6. Airbnb welcome message

Hello [Guest's first name],

We are delighted to welcome you on [arrival date]! Here are the directions to get to us via:

Google Maps: [link]

Other GPS systems: [GPS coordinates]

Road directions: [traffic information]

Public transport directions: [public transport information]

All other transport options: [transport information, from the airport or a train station for example]

You will find our suggestions in the “**Getting around**” section of our listing, and we encourage you to read them in order to make the most of your trip.

The weather conditions during your stay [stay dates] should be as follows: [weather forecast].

Before your arrival, do not hesitate to send us your transport information (flight number, ferry company and arrival times at the port and/or the means of transport used: taxi, public transport, personal car, etc.).

Best regards,
[Your first name]

7. Airbnb arrival message: instructions and reminder of the house rules

Hello [Guest's first name],

1. Welcome message and instructions

You have already received directions to our accommodation. Here are some other details you will need to have a great stay:

Contact details: [name, email and phone numbers]

Meeting point: [at home, train station, airport or any other meeting point]

Door code: [entry code]

Wifi: [password]

House rules: [indicate where this manual is and remind us of its contents in a few key points]

Also let us know what your preferred method of communication is upon arrival (phone calls, SMS, WhatsApp, Messenger).

We look forward to welcoming you soon!

2. Emergency numbers and reminder of the house rules

It's almost time for your trip to [city]!

We have established a list of numbers to contact in case of emergency during your stay (we hope you won't need them!)

Emergency number: [number]

Police secours: [number]

Fire brigade: [number]

Ambulance: [number]

Doctor (non-emergency): [number]

Emergency vet: [number]

Pharmacy 24/7: [number]

We kindly ask you to keep your noise down from 10pm out of respect for the neighbours. You can find our **internal rules here:** [link to the internal rules].

Best regards,
[Your first name]

7. Airbnb arrival message: instructions and reminder of the house rules

Hello [Guest's first name],

3. Good deals and good addresses

I think these ideas for outings may interest you:

- [Places to visit]
- [Good places to eat]
- [Cuisine and local specialties to taste]
- [Good shopping and souvenir shopping addresses]
- [Easy hikes in the region]
- [Hikes for the most ambitious]
- [What marathon runners want to know]
- [Water activities]
- [Activities in case of bad weather]
- [Good deals (restaurants, promotions, specialty shops, etc.)]

I hope you find what you are looking for! I remain at your disposal if you need other recommendations.

Best regards,
[Your first name]

8. Message to ensure guest satisfaction

Hello [Guest's first name],

We hope you have a pleasant stay.

How was your first night in the accommodation?

Please do not hesitate to contact us if you need anything and let us know your suggestions if we can make improvements to the facilities and services.

P.S.: here is a link to the lake closest to our house to enjoy the nice weather!

Best regards,
[Your first name]

9. Airbnb message to resolve issues

Hello [Guest's first name],

Example 1

Thank you for your message.

Please provide us with the following information so that we can resolve [the problem] as soon as possible.

- Detailed description of the problem, including when it started and what part of the property was affected.
- Do you allow maintenance staff to move around the property without you being present? If not, when will you be available?

If this is an emergency, please contact us at [contact information]. Thank you for your patience. We apologize in advance for any inconvenience this may have caused you! [Your name].”

Example 2

Thank you for contacting us regarding [issue in question]. We are sorry to hear this has happened, but we assure you that we will do our best to resolve it immediately.

Please give us a detailed description of the problem so that we can assess the situation quickly. Can you also tell us when you will be available for us to visit the accommodation?

Best regards,
[Your first name]

10. Message of request for cleaning or maintenance

Hello [Guest's first name],

We hope you are enjoying your stay at our vacation rental. We would like to inform you that a cleaning/maintenance team will be arriving shortly to ensure the cleanliness and proper functioning of the premises.

Date and Time of Intervention: [Indicate the approximate date and time]

The team will ensure that your space is respected as much as possible, but there may be some movement and noise from the team. We apologize in advance for any inconvenience this may cause.

If you have any particular preferences regarding the time of the team's visit, please let us know and we will do our best to accommodate your availability.

We thank you for your understanding and cooperation. If you have any questions or concerns, please do not hesitate to contact us.

We wish you a pleasant stay.

Best regards,
[Your first name]

11. Airbnb check-out message

Hello [Guest's first name],

Leaving soon... We are sorry that your trip is coming to an end and we are sorry to see you go. Here are some reminders about departure, to make sure you don't forget anything:

Departure time: tomorrow at [departure time]

Directions: [transportation to the airport, train station, port or other transport locations and/or taxi number]

Please remember to lock the door and put the key back in the secure box. Please also throw your trash in the container at the entrance of the property.

It was a pleasure to host you and we hope to see you again very soon!

Best regards,
[Your first name]

12. Airbnb thank you message

Hello [Guest's first name],

Example 1:

Thank you for choosing our accommodation during your stay in [city].

We hope you had a great stay and that you had a good trip home. We enjoyed welcoming you to our home and hope to see you again soon in our beautiful region.

Please feel free to leave us a comment about your stay to help us improve our services and facilities.

See you soon!

Example 2:

What a pleasure to welcome you and your family! We were very happy to meet you and we hope to have the chance to welcome you again if you are passing through [City of accommodation].

Please feel free to leave us a comment about your stay, this will allow us to welcome you in the best possible conditions if you decide to visit us again.

Thank you again for choosing our accommodation.

We hope to see you again very soon!

Best regards,
[Your first name]