



Sample Welcome Letter and Departure Policy

Sample Welcome Letter

Welcome! We hope you have arrived safely and had no trouble finding our home.

We know you must be ready to relax and start your holiday, and we want you to make yourself at home right way. We just ask all guests to go through the home and report any problems within the first 24 hours to us or our housekeeper.

[Homeowner] can be reached at XXXXX-XXXXXX

[Other Homeowner] can be reached at XXXXX-XXXXXX

[Housekeeper] can be reached at XXXXX-XXXXXX

You will find a folder with information about the house and the area on the [location within home]. Should you have any other questions during your stay, feel free to contact us. We also have a guestbook on [location of home]. We encourage you to browse through past entries and leave your own as well.

We hope you enjoy your stay and visit us again in the future!

Regards,

Mr. and Mrs. Homeowner



Sample Emergency Information Sheet

We hope you enjoy your holiday at our home. Here is some useful information for your stay.

In case of emergency, dial [country's emergency phone number]. The phone number for [the coast guard / mountain rescue / poison control] is <XXXXXXXXXX>. The telephone number of The British Consulate is <XXXXXXXXXX>.

You are in < Santa Eualia, Ibiza, Balearic Islands, Spain >

The address is . . .

Number and Street Name,
Town, District,
Country,
Post Code

Phone Number at the Property: XXXXX-XXXXXX

If you have trouble with the home, feel free to call the owners, <Mr. and Mrs. Homeowner> You can call collect at XXXXX-XXXXXX

We can also be reached on our mobile phones:

XXXXX-XXXXXX(Homeowner 1)
XXXXX-XXXXXX(Homeowner 2)

If you cannot get a hold of us, please call the housekeeper, **Name:** XXXXX-XXXXXX(home) or XXXXX-XXXXXX(mobile)

Emergency Contact Information Checklist:

- Emergency services phone number
- The Coast Guard, Mountain Rescue, Poison Control Phone Number, the consulate of your guest's home country (perhaps provide a number, depending on your target market).
- County
- Name of Resort, Community, Complex, etc.
- Complete Address (with Unit Number)
- Phone Number at Holiday Property
- Owner Name(s)
- Owner Phone Number
- Owner Alternate Phone Number
- Instructions for Calling Reverse Charge
- Housekeeper or Emergency Contact Phone Number



Sample Departure Policy

We hope you have enjoyed your stay at our home. Please note that departure time is at **10am** on the designated date of departure.

Before you leave, we just ask a couple of favours to help our housekeeper prepare for our next guests.

- Please take all rubbish bags, including bathroom rubbish bags, out to the rubbish bins to the **<left of the garage>**.
- Please load all dishes into the dishwasher and run it on the normal cycle.
- Please turn the heat down to **<58° F>** in the winter, and please turn the Air Conditioning up to **<85° F>** in the summer.
- Please lock all doors and close all windows.
- Place the keys back inside the lockbox on the back door.

If you choose, we'd also appreciate an entry in our guestbook. We love to hear from all our past guests.

We hope you have a safe journey home and visit us again in the future.

Regards,
Mr. and Mrs. Homeowner

Note to Homeowner: You may edit and use this form as needed for your holiday rental business. If another homeowner wishes to use this form, please direct him/her to www.holiday-rentals.co.uk/info/owner-resources.

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