



Sample Enquiry Responses

1. Auto Reply

Thank you for your enquiry about our home. I will do my best to respond within 24 hours, but please feel free to contact me via phone at [XXXXX-XXXXXX](tel:XXXXX-XXXXXX) or visit my website at www.mywebsite.com for more information. Please note that our calendars are up-to-date at all times, so you can double-check to see if your dates are available.

Kind Regards,

Name

[XXXXX-XXXXXX](tel:XXXXX-XXXXXX)

owner@gmail.com

www.holiday-rentals.co.uk/1234, www.ownersdirect.co.uk/spain/S6283.htm



2. Response to Initial Enquiry

Dear **Guest**,

Thank you for your interest in our **[location] [home type]**. The dates you requested, **DD/MM/YYYY** through **DD/MM/YYYY**, are still available for your party of **X**. The rate for one week is **£2000**.

Our home is located ten minutes walking distance from **[beach / city centre / ski slopes]** minutes from **[restaurants / bars / entertainment venues]**, and just 15 minutes from **[town or city centre]**. You can easily take advantage of the nearby beaches (beach towels, chairs, and toys provided) and hiking trails (we also provide bikes), or make a visit to the **XXXX Zoo**, **[museum/ theme park / shopping area]**. There are also plenty of casual and fine-dining restaurants nearby, plus a supermarket down the road if you choose to cook. Our kitchen is fully-equipped with plenty of cooking gear, appliances, a fridge freezer refrigerator, toaster oven, microwave and dishwasher

In order to confirm this reservation, we require a **£250 deposit** and a signed rental agreement (attached.) The balance of **£2050** will be due **30 days prior to arrival**, on **DD/MM/YYYY**. We accept personal cheques and bank transfers.

I look forward to hearing back from you and booking your stay at our beautiful **[name of property]**.

Kind Regards,

Name

XXXXX-XXXXXX

owner@gmail.com

www.holiday-rentals.co.uk/1234, //www.ownersdirect.co.uk/spain/S2569.htm



3. Booked and Suggesting Alternate Dates

Dear **Guest**,

Thank you for your interest in our **[location] [home type]**. Unfortunately, the dates you requested, **DD/MM/YYYY through DD/MM/YYYY**, are already booked. However, we are available from **DD/MM/YYYY through DD/MM/YYYY** if those dates will fit your schedule. The rate for that week is **£2000**.

Our home is located ten minutes walking distance from **[beach / city centre / ski slopes]** minutes from **[restaurants / bars / entertainment venues]**, and just 15 minutes from **[town or city centre]**. You can easily take advantage of the nearby beaches (beach towels, chairs, and toys provided) and hiking trails (we also provide bikes), or make a visit to the **XXXX Zoo**, **[museum/ theme park / shopping area]**. There are also plenty of casual and fine-dining restaurants nearby, plus a supermarket down the road if you choose to cook. Our kitchen is fully-equipped with plenty of cooking equipment, appliances, a fridge freezer, toaster oven, microwave and dishwasher.

I look forward to hearing back from you and hopefully booking your stay at our beautiful **[name of property]**. If these dates do not work out for you, I encourage you to check our calendar for dates in the off-season (between **September and March**).

Kind Regards,

Name

XXXXX-XXXXXX

owner@gmail.com

www.holiday-rentals.co.uk/1234, www.ownersdirect.co.uk/spain/S2569.htm



4. Discount Request Option 1: Stand Firm & Suggest Off-Season Dates

Dear **Renter**,

Thank you for your interest in our **[location] [home type]**. The dates you requested, **DD/MM/YYYY through DD/MM/YYYY**, are still available. The rates listed on the site are what we require for a booking during the high season. The rate for that week is **£2000**.

I think you'll find our home to be a great value for **a family of four / six / two couples**. If you were to book **X hotel rooms** during the same time, it would likely cost the same amount, but you will lack the space and amenities provided at our home.

Our home is located ten minutes walking distance from **[beach / city centre / ski slopes]** minutes from **[restaurants / bars / entertainment venues]**, and just 15 minutes from **[town or city centre]**. You can easily take advantage of the nearby beaches (beach towels, chairs, and toys provided) and hiking trails (we also provide bikes), or make a visit to the **XXXX Zoo**, **[museum/ theme park / shopping area]**. There are also plenty of casual and fine-dining restaurants nearby, plus a supermarket down the road if you choose to cook. Our kitchen is fully-equipped with plenty of cooking equipment, appliances, a fridge freezer refrigerator, toaster oven, microwave and dishwasher.

In order to confirm this reservation, we require a **£250 deposit** and a signed rental agreement (attached.) The balance of **£2060** will be due **30 days prior to arrival**, on **DD/MM/YYYY**. We accept cheques and bank transfers.

I look forward to hearing back from you and hopefully booking your stay at our beautiful **[property name]**. If these rates do not work for you, I encourage you to check our calendar for dates in the off-season (between **September and March**) where the rate is about **£1600** per week.

Kind Regards,

Name

XXXXX-XXXXXX

owner@gmail.com

www.holiday-rentals.co.uk/1234, www.ownersdirect.co.uk/spain/S2569.htm



5. *Discount Request Option 2: Provide a Counter-Offer*

Dear **Renter**,

Thank you for your interest in our **[location]** home. The dates you requested, **DD/MM/YYYY through DD/MM/YYYY**, are still available. The rate for that week is **£2000**, but I am willing to rent it to you for **£1750**.

Our home is located ten minutes walking distance from **[beach / city centre / ski slopes]** minutes from **[restaurants / bars / entertainment venues]**, and just 15 minutes from **[town or city centre]**. You can easily take advantage of the nearby beaches (beach towels, chairs, and toys provided) and hiking trails (we also provide bikes), or make a visit to the **XXXX Zoo**, **[museum/ theme park / shopping area]**. There are also plenty of casual and fine-dining restaurants nearby, plus a supermarket down the road if you choose to cook. Our kitchen is fully-equipped with plenty of cooking equipment, appliances, a fridge freezer, toaster oven, microwave and dishwasher.

In order to confirm this reservation, we require a **£250 deposit** and a signed rental agreement (attached.) The balance of **£1730** will be due **30 days prior to arrival**, on **DD/MM/YYYY**. We accept personal cheques and bank transfers.

I look forward to hearing back from you and hopefully reserving your stay at our beautiful **[property name]**.

Kind Regards,

Name

XXXXX-XXXXXX

owner@gmail.com

www.holiday-rentals.co.uk/1234, www.ownersdirect.co.uk/spain/S2569.htm



Enquiry Response Checklist

- Your Name
- Contact Info
- Response Time
- Link to Personal Site or Listing
- Reiterate Dates/Availability
- Rental Rates
- Cleaning Fee
- Deposit Required
- Payment Schedule
- Booking Requirements
- General Location
- Area Conveniences/Attractions
- Facilities/Extras
- Close the Sale

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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