First Impressions...

1. Driving up...

- Good visible house sign.
- Driveway and garden/outside tidy with gutters and soffits clean.
- Clearly marked parking bays if required.
- Automatic lights for winter or later evening arrivals.
- Key safe in an easy to get to location, plus 2nd back-up for 'lock out' situations.

2. House Manual...

- Once signed, our team will visit your home & go through it in detail to compile your house manual, with all the key information inside for your guests.
- All we ask you to do is gather all your appliance manuals and put them in one place in case the guest needs access to them.

3. Entering the house...

- Light, bright hallway with a good foot mat, coat hooks and the heating on when cold.
- House folder and welcome gift displayed in prominent position.
- All bedrooms to have professionally laundered and pressed linen, plus a bath and hand towel for each guest, folded nicely, left on the end of the beds.

4. Touchstay - digital guest book...

- All the information we provide to your guests in the house manual will be duplicated on our online digital guest book - Touchstay.
- All guests will have access to this from the moment their booking is confirmed so that they can plan their trip with our recommendations.

Reviews...

- Having a guest book is essential to get feedback from guests - we will prompt you/your PM regularly to send us photos of these to upload onto our website.
- We also ask guests to leave us feedback through multiple channels - they can do so on whichever platform they prefer.
- We will often send you constructive feedback from guests and give you our opinion on the detail, so together we can make an informed decision on next steps.

