Property Managers...

Each escape needs a Property Manager to oversee bookings, alongside looking after the general running & presentation of the home. You can choose whether to do this yourself, or whether to employ your own 'PM' (a good PM can make all the difference!) Their responsibilities include...

Keeping on top of bookings...

PMs are required to check each booking's check-in/check-out dates as they come through on an email notification, along with any noted guest requirements (e.g. cots that may need setting up etc). This information will need to be double checked just before each stay to make sure no additional notes have been added.

If a PM is employed, we will exclude any financial details from the booking confirmation emails.

Cleaning & changeovers...

We highly recommend working with a PM who is able to offer flexible change-over days, as you can miss out on potential bookings due to turnarounds if not. We operate a 2 night minimum stay policy, with a check-in time of 4pm and check-out time of 10am*. In order for a home to be guest ready, your home must:

- Adhere to any safety instructions from your fire assessment plan.
- Be set-up as per the guest's booking requirements.
- Be thoroughly cleaned with fresh linen throughout (see our NFE Cleaning Guide!)
- Have checked & cleared the garden for waste, rubbish and BBQ cleanliness.
- Have the house manual & welcome card (which we provide) on display.
- Have your welcome hamper ready (please refer to PM checklist).

Please ensure that any suppliers such as window cleaners or gardeners are booked to attend the property when your home is empty/on changeover days **only**.

PMs will also be asked to:

- Feedback guest reviews (photograph the guestbook) and update the NFE WhatsApp.
- Return any lost property to the guests within 48 hours, we will provide the guest's email.
- Advise NFE of any breakages or damage with 48 hours, with photo evidence/ and if possible a replacement cost or damage assessment .
- Liaise with you/NFE about any general maintenance issues or updates.

*To encourage more bookings in the low-season/colder months, we may offer a 'Sunday Snooze' promotion (typically from November to the end of March) with a later check-out time of 1pm.



House maintenance & high standards...

New Forest Escapes guests place trust when booking that all will be in order for a special stay. To meet expectations, and avoid complaints, we have summarised some general guidelines below:

Operational issues...

We ask that guests contact PMs during their stay about any issues that may arise (their contact details should be left on each guest's welcome card), and in case of emergency.

In this vein, please do communicate any potential issue with NFE as soon as possible (this way we may be able to pre-warn guests and diffuse any negative impacts).

Emergencies...

Although it is not our responsibility to deal with emergencies, if guests were to try contacting NFE office out of hours, we have an emergency agency who screens calls, and will filter through any that are deemed to need instant assistance to you directly. This service is called **MESSAGE DIRECT**. We recommend you saving their number: 01202 653000 so you know it's one to pick up!

Breakages...

PMs and/or cleaners are required to report any notable breakages or damage (with photographic evidence) via the home's NFE WhatsApp group. This must be done within 48 hours from the guest's departure time, so that we can swiftly address any issues and hold deposits.

As a general rule, NFE homes will not charge for any minor & accidental breakages (i.e. a wine glass), but if there is notable damage or disrespect, we will liaise with the PMs to get any issues resolved.

Compensation from you the owner...

For any instances where a stay has been compromised by issues (such as roof leaks, no electricity etc), we will work with you to arrange fair compensation for your guests.

Reliable & flexible PMs are always in high-demand, and if you have decided to use an individual PM or cleaner to support you with your property please do have a plan B in place in case they become unavailable.

