

THE PERFECT CHECK-OUT MESSAGE: A TEMPLATE

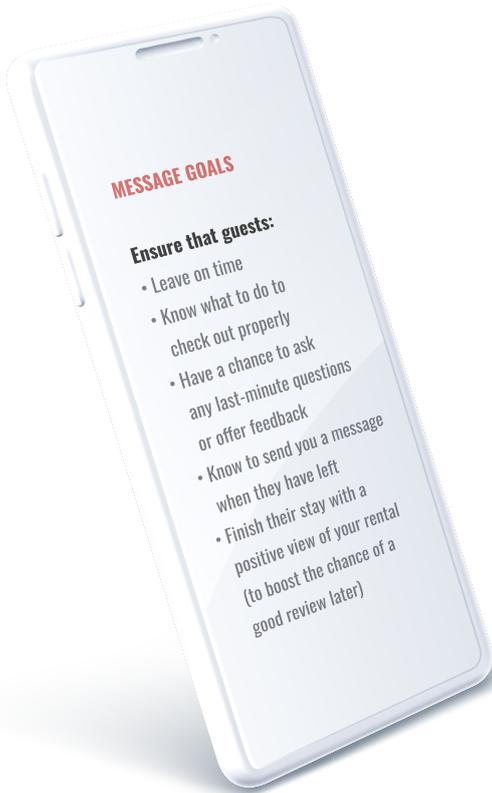
Hi [guest name], we hope you've enjoyed your stay at [property name]! Just a friendly reminder that our latest check-out time is [check-out date and time]. Please ensure you have left the property by then so our housekeepers can gain access and get started without delay.

We kindly ask that you [insert instructions here, such as: Leave the keys where you found them, place trash in a black bag and leave outside the front door, wash up any dishes, etc]. We really appreciate it.

If you could let us know when you have left [insert instructions here, such as: Sending us a quick text when you have vacated the property], that would be extremely helpful too.

If you have any questions or concerns, or any feedback you would like to give us (such as anything you particularly enjoyed, or things that would have improved your stay), we'd be happy to help.

Please [instructions here, such as: Drop us a text now and we'll get back to you as soon as possible]. Thank you so much for staying with us, it has been a pleasure to host you! We hope to welcome you again on your next trip to [location]. Safe onward journey, [Host name].



THE PERFECT POST-CHECK-OUT MESSAGE TEMPLATE

Hi [guest name], we hope you enjoyed your stay at [property name]. Just a friendly reminder (if you haven't already done so) to please let us know that you have checked out, so our housekeeping staff can get started without delay.

We also just wanted to take this opportunity to thank you again for your stay. We know how much choice there is, and we're so grateful that you chose to stay with us.

[Optional: Add a kind note here about how much you love hosting guests and an invitation for comments or questions, to leave a good impression and prompt them to leave a good review. For example:

This city is our home, and we love hosting guests here. We hope that you enjoyed it just as much as we do. If there's anything we can do to assist with your onward journey, or any feedback you'd like to leave us, we'd be very happy to help. Just [insert instructions here, such as: Text us] and we'll get back to you as soon as possible.

We'd also be so grateful if you could take a few moments to leave us a review. Reviews help our business to grow and share our property with more guests just like you.

You can leave a review here [insert link to the platform they booked with, or the website where you'd like them to leave their review].

Thank you so much and have a great onward journey. We look forward to welcoming you again if and when you come back to [your city/area].

