

# FAQ Form – Host Helper AI

This form is intended to help collect essential information to respond to guests during their stay. It is not mandatory to complete all the questions. You may add as many additional questions as you consider relevant for your property.

Our AI agents will communicate directly with the contacts you provide in the table below. The only mandatory number is the property owner's.

## Contact Information for Technical and General Assistance

|  |  |
| --- | --- |
| Category | Contact phone |
| Owner |  |
| Cleaning |  |
| **General maintenance** |  |
| Electrician |  |
| Gardening |  |
| Pool |  |
| Security |  |
| **Internet / Wi-Fi** |  |
| Other |  |

## Check-in and Property Access

• How do I access the property?  
 • What is the door code?  
 • What time can I check in?  
 • Can I check in early?  
 • Is the check-in automatic or will I meet someone?  
 • Where are the keys to the property?  
 • How do I activate the security box code?  
 • Is there someone to help me with luggage upon arrival?  
 • Where can I park my car?  
 • Is there a shuttle service from the airport?  
 • Can I check in after midnight?  
 • Is there an extra fee for late check-in?  
 • Are there specific instructions for arriving at night?

## Check-out and Departure

• What time should I check out?  
 • Can I have a late check-out?  
 • Where do I leave the keys when checking out?  
 • How do I check out if there’s no staff present?  
 • Do I need to clean the property before leaving?  
 • Can I leave my luggage after check-out?  
 • Is there a nearby place to store my bags after check-out?  
 • Should I close the windows before I leave?

## Equipment and Appliances

• How does the air conditioning work?  
 • How do I turn on the heating?  
 • Is the washing machine working properly?  
 • Where are the TV controls?  
 • Does the TV have access to platforms like Netflix or Amazon Prime?  
 • How do I use the dishwasher?  
 • The coffee machine isn't working, can you help me?  
 • How does the electric/gas stove work?  
 • The oven is not heating properly.  
 • How do I adjust the water heater temperature?

## Cleaning and Maintenance

• The property wasn't clean enough when I arrived.  
 • How often is the property cleaned during my stay?  
 • How can I request additional cleaning?  
 • There is a water leak in the bathroom, can someone come?  
 • When will the cleaning staff arrive?  
 • The kitchen smells bad, can someone check it?  
 • The living room window doesn't close properly.  
 • The air conditioning is not cooling properly.  
 • The kitchen faucet is dripping, can you repair it?  
 • The pool is dirty, when will someone clean it?

## Property Rules

• Can I smoke inside the property?  
 • Are pets allowed?  
 • What is the noise policy for this property?  
 • Can I host a small gathering at the property?  
 • How many people can stay here at the same time?  
 • Are there quiet hours?  
 • Where can I dispose of trash and recycling?  
 • Is it allowed to have a barbecue in the garden?  
 • Can I receive guests during my stay?  
 • Is it possible to have a party or event at the property?

## Internet and Technology

• What is the Wi-Fi password?  
 • The Wi-Fi is not working, can you reset it?  
 • Is the internet high-speed?  
 • Is there another Wi-Fi network available at the property?  
 • How can I connect my device to the TV?  
 • Where are the outlets for charging my devices?  
 • Can I work from the property, is the Wi-Fi reliable?  
 • What should I do if the Wi-Fi still doesn't work?  
 • Does the property have smart speakers (Alexa, Google Home)?  
 • How can I connect the Wi-Fi to my tablet or smartphone?

## Security

• Does the property have security cameras?  
 • Where are the smoke detectors located?  
 • Does the property have a safe? How do I use it?  
 • What should I do in case of emergency?  
 • Who should I call if there's a security issue?  
 • Does the main door have a security lock?  
 • Can I leave my car parked on the street safely?  
 • Is the area safe to walk at night?  
 • Does the property have a fire extinguisher? Where is it?  
 • Is there a fire alarm in the property?

## Problems with Neighbors

• The neighbors are making too much noise.  
 • What should I do if the neighbors are playing loud music?  
 • Can I contact the manager if there's a dispute with neighbors?  
 • There is a conflict over parking, how do I resolve it?  
 • What number can I call if the neighbors are having a loud party?  
 • The neighbors are occupying my designated space.

## Nearby Services and Recommendations

• Where is the nearest supermarket?  
 • Can you recommend a good nearby restaurant?  
 • Are there pharmacies near the property?  
 • Where can I rent a car?  
 • Is there a gas station nearby?  
 • Can you tell me where the closest beach is?  
 • What’s the best way to get to the city center?  
 • Is there public transport near the property?  
 • Where can I find an ATM?  
 • What’s the best place for breakfast nearby?

## Other General Questions

• Can I pay by credit card?  
 • Can you issue an invoice for my stay?  
 • The sofa bed is uncomfortable, can you provide something else?  
 • Can I request extra sheets?  
 • Are there enough towels for all guests?  
 • How can I use the fireplace?  
 • Do you have any laundry service available?  
 • There is a bug in the property, can you take care of it?  
 • Is a partial refund possible if I leave early?  
 • How can I adjust the automatic blinds?  
 • There’s an issue with the bathroom door lock, can you help?  
 • Can I leave some belongings here after my stay?  
 • When will I get my security deposit back?  
 • Can you send me the invoice by email?