



Guest Communication Templates

Bee & Bee Property Management

1. Booking Confirmation Message

Subject: Your Stay at {Property Name} — Booking Confirmed 🐝

Hello {Guest Name},

Thank you for choosing to stay at {Property Name}! Your booking is confirmed and we're excited to welcome you.

📅 **Stay dates:** {Check-in Date} → {Check-out Date}

👤 **Number of guests:** {Guests}

A few days before arrival we'll send your check-in details, including directions, access information and useful tips for your stay.

If you need anything in the meantime, just let us know - we're happy to help!

Warm regards,

Bee & Bee Property Management

2. Pre-Check-In Message (Sent 24–48 hours before arrival)

Subject: Your Check-In Details for {Property Name} 

Hello {Guest Name},

We're looking forward to welcoming you tomorrow! Here are your check-in details:

 **Check-in time:** {Check-in Time}

 **Address:** {Full Address}

 **Parking:** {Parking Details}

 **Access:** {Keybox code / host meet & greet / lock type}

 **Support:** If you need any assistance during your stay, message us anytime.

 **Please let us know your approximate arrival time** so we can ensure everything is perfectly ready for you.

Safe travels - see you soon!

Bee & Bee Property Management

3. Check-In “Welcome” Message

Send shortly after the guest is due to arrive

Hello {Guest Name},

We hope you've arrived safely and found everything OK at {Property Name}! 

If there's anything you can't find or if something needs attention, just let us know - we want you to feel completely at home.

Have a wonderful stay!

Bee & Bee

4. Mid-Stay Check-In Message (Optional but great for reviews)

Send halfway through longer stays, or morning after check-in for short stays

Hi {Guest Name},

Just checking in to make sure everything is going smoothly at {Property Name}.

If you need fresh towels, have any questions, or something isn't quite right, we're here to help.

Hope you're enjoying your stay!

Bee & Bee Property Management

5. Check-Out Instructions (Sent the day before checkout)

Subject: Check-Out Information for {Property Name} 

Hello {Guest Name},

We hope you've had a lovely stay! Here are your check-out details for tomorrow:

 **Check-out time:** {Check-out Time}

 **Keys:** {Return instructions}

 **Rubbish:** {Instructions, if needed}

 **Before leaving:**

- Please ensure windows are closed
- Turn off lights & heating
- Take all personal belongings

If you need to request a slightly later check-out, feel free to ask - we'll do our best depending on the cleaning schedule.

Safe travels home!

Bee & Bee Property Management

6. Post-Check-Out “Thank You” Message

Hi {Guest Name},

Thank you for staying with us at *{Property Name}*! We hope you enjoyed your visit.

If you have any feedback we'd love to hear it - and if you're ever visiting the area again, we'd be delighted to host you.

Wishing you all the best,

Bee & Bee Property Management

7. Emergency Response Template (Fast reply)

For urgent issues like leaks, heating failures, or lock problems

Hi {Guest Name},

Thank you for letting us know - we're sorry this has happened.

We're treating this as **urgent** and are responding immediately.

Next steps:

{Explain contractor on the way OR troubleshooting instructions}

Please keep your phone nearby - we'll update you shortly.

We're here with you and will resolve this as quickly as possible.

Bee & Bee Property Management

8. Request for a Review

Hi {Guest Name},

It was a pleasure hosting you! If you enjoyed your stay, we'd really appreciate a quick review - it helps small hosts like us so much.

If there's anything we could improve, please feel free to message us directly.

Thank you again & wishing you safe travels,

Bee & Bee Property Management