

# Bee & Bee Property Management - Guest Communication Templates

## 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**

## 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**