

HOST HANDOUT #14



Host Response Times

We are very proud to provide guests with a wide range of amazing experiences on private land. Youcamp is the destination website for guests to plan and book their next camping adventure.

Youcamp is generating thousands of enquiries and bookings and it is imperative that hosts maintain strong response times to both enquiries and booking requests.

Most importantly, a host's calendar must be accurate because guests want to book dates that are shown as available.

We expect hosts to:

1. Keep their calendar updated so correct availability is always showing.
2. Respond to guest ENQUIRIES within 24 hours. Failure to do so will see your listing suspended.
3. Action BOOKING REQUESTS within 24 hours. You need to either accept or decline the booking request. Do not let them expire unactioned. If you decline a booking request due to unavailability (i.e. your calendar was not up to date) your listing will be suspended.

For help and training about using your calendar please email info@youcamp.com

Thank you,
The Youcamp Team.