

HOST HANDOUT # 3

How to be a good host



1. Provide an accurate description & photos of your place. Photos are the most important part of your listing. Regularly update your photos to keep your listing fresh.
2. Dog friendly properties. If you allow dogs, make sure 'Dog Friendly' is ticked and also mention it in your opening description.
3. Be clear with what amenities you provide. Many Youcamp guests are fully self sufficient and don't need any amenities. If you have a toilet and shower it is important to make this clear in two areas (Property Features and Accommodation Type Amenities). If you do not have any amenities we recommend mentioning this in your opening description.
4. Keep your calendar accurate. Guests want to check dates and then book quickly. It is your responsibility to make sure your calendar availability is always up to date so guests are not disappointed. Guests prefer to make an 'Instant' booking and prefer properties that allow same day bookings - many travellers are looking for a stay for the same night.
5. Offer a unique experience - add an Activity & Tour, or an Extra. Consider something unique you can offer your guests like a camp oven dinner delivered to their fire or you can sell your own farm produce?
6. Mobile phone reception. If you have bad reception or none at all, make sure you say this. Put this in the directions and also safety warnings.
7. Consider choosing a Flexible cancellation policy. Guests want the comfort of knowing if the weather forecast is bad, they can cancel 24 hours before arrival and get a refund.
8. Respond promptly. If you receive your bookings as a Booking Request, you have 24 hours to either accept or decline it before it expires.
9. Provide good directions. Double check your directions. Some hosts state 'Google maps is wrong! Follow these directions xxx'.
10. Value for money. Most campers don't want to pay more than \$20/adult and \$10/child. We find the sweet spot is \$10/adult and \$5/child per night. Consider adding a FAMILY PACKAGE such as a 'Per Accommodation Type' rate of \$35 p/n for up to 5 people.
11. Campfires & firewood. Make your position clear on this and also be clear if firewood is for free or at cost. Many hosts list firewood as an 'Extra'. Guests don't mind paying for wood, they just want to know in advance so they can book it too.
12. Hunting. We see lots of hunting requests. If you permit hunting tick 'Hunting Pests' and list it as free or with a price in the activities section.