

GUEST HANDOUT # 5



What to do now you have published

Now you are published, put yourself in the guest's shoes and do these things:

Search for your property by going to the Youcamp homepage and where it says "Where would you like to go?" type in a town near you. Find your property, open it up. Read your listing in detail as a guest would. Does it all make sense? Is your location on the map at the bottom correct? Ensure it is formatted with correct punctuation and spelling. Go back into the Host Portal > Property Listings and fix any mistakes.

Know the difference between an Enquiry and a Booking!

Send yourself an Enquiry. You get an SMS text message and an email with every new enquiry. You do not get a notification for each message back and forth within the same message thread. Type a message reply to yourself to respond to your enquiry. When you reply to a guest we recommend you finish your message with words to this effect "Glad I could help you today. When you are ready please make a booking on the Youcamp site so it's officially confirmed / or so I can officially confirm it."

Make a Booking (either a Booking Request or an Instant Booking) this is so you know what to expect when you get your first booking. You get an SMS text message and an email with every new booking. Remember, if you are set up for Booking Requests, you have 24 hours to accept or decline a booking then it expires. If it expires, message the guest, apologise and ask them to book again.

Go to your Calendar (Host Portal > Calendar).

1. Add a Price Adjustment (example increase your rates by \$5 for the weekend)
2. Add some Unavailability (example full this weekend? Block it out)
3. Go through the steps of adding a Manual Booking (great phone bookings)
4. Find the booking you just made for yourself, all bookings populate into this calendar

Cancel the booking you just made for yourself, you'll then be refunded automatically. Go to Host Portal > Bookings. Find your booking, open it and follow the links to cancel it. It is important for a host to know how to cancel a booking in case of extreme weather or family emergency. A guest is refunded in full if a host cancels their booking.

Double check your directions in the host portal. A guest has access to your address, unique directions and contact numbers via My Trips in their account. If you are hard to find we recommend you communicate with the guest via messages before their arrival, to ensure they know where they are going.

Communication with your guests is important, it makes them feel welcome! When you receive a new confirmed booking send them a message and say "Thanks for your booking, we look forward to seeing you soon. Let me know if I can answer any questions before you come."

Reviews are important. If your guest has not left a review (they get automatically prompted by us) send them a message directly and ask them to leave a review (they access reviews in their account via My Trips).