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*The hardest part of managing your vacation rental from a distance, is ensuring the back-end cleaning and maintenance is taken care of in your absence...*

**WE CAN HELP WITH OUR GREEN PACKAGE!**

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Requirements for a hassle-free commitment from us that helps minimize your vacancies between stays caused by the inability to book acquire timely housekeeping:

- You handle all the customer service with the guest. Cona will only communicate with the guest where absolutely necessary, such as there is a situation affecting the guest's stay or imminent check-in.
- A listing on Airbnb where we are added as a host and your account is integrated with our reservation system.
- Your rates are built in WebRezPro (WRP) by us, not in Airbnb. You choose the pricing.
- You must close all Saturdays to arrivals and departures. This is to guarantee certain days off for our housekeeping and maintenance team. We also do this on December 25<sup>th</sup> and 26<sup>th</sup>, no matter what day of the week they land, in WRP. This will require good communication on your part to inform the guest before or during their booking process, so they understand why seemingly available dates get rejected. Have a simple explanation in your description.
- You can set Minimum Length of Stay on Airbnb but must communicate that to us to ensure it does not conflict with WRP minLOS set up, or there may be integration conflicts that return "no availability" for your unit.
- Green Package Contract
- The option for us to book your property off the Airbnb platform for an additional commission if there are vacancies that meet the needs of one of our customers. Commissions are determined by a calculation using your Rack Rate in these cases.
- We must have the ability to block off dates or close particular days to arrivals or departures, where necessary, to accommodate the housekeeping schedule and resources at our disposal. It is logistically impossible to clean every single property in a 6.5-hour turnover window on a single day if we are to reasonably provide a contract to housekeepers that meet a minimum amount of work for each housekeeper on the team. We have a system for ensuring the last bookings made are the ones impacted and use arrival and departure closures before blocks, where possible, to help stagger cleans with the hope of not having any vacant nights. Sometimes, however, we must block a night here or there to ensure the clean. You'll see that in your calendar on Airbnb when it is grey but there is still an open rate.

- We share the payout on Airbnb by allocating payouts directed to separate bank accounts and then reconcile any differences between the Airbnb payout and the Owner Payout Statement produced monthly by direct deposit into your account.
  - We get the entire cleaning fee and any pet fees, if charged separately.
  - We get a small commission as a percentage of gross rent to take responsibility of all scheduling and ensure your property gets cleaned and that your property's needs are populated in our housekeeping app.
  - We charge for payment processing for any bookings handled off-platform.
  - We charge an monthly integration fee.
  - We launder off-site so expect you to be included in our linen rental and service. One exception to this might be a scenario where you are able to provide enough linens on site to cover all turnovers between launderings that you take care of yourself. For example, you use your unit every other weekend and can restock with clean linens for a two-week period. Stock must be kept behind a locked door that guests do not have access to.
  - You set the percentage of your host payout that comes directly to us in Airbnb. The percentage is typically calculated based on what we need to cover our fees on a two-night mid-week booking. We provide you an owner payout statement each month to reconcile any amounts owing in either direction. We pay out roughly every quarter, or if amounts owing to you run over \$300-500 (depending on the size/price of your unit) in a single month. If we are consistently overpaid by Airbnb with no obvious aberrations, the percentage can be reduced to an agreed-upon amount at any time, or vice versa, adjusted upward if we are in the red over a 3-month period. Ideally, we are depositing directly into your account as part of our owner payouts, or at least breaking even, rather than us routinely needing to invoice you for any difference. It makes sense given we are already set up with business banking to EFT into client accounts. If you have anticipated maintenance services, such as deep cleaning requirements in the off-season or planned repairs, we will withhold payouts to accumulate funds on account in anticipation of these expenses. We don't like liabilities on our books in the form of Accounts Payable any more than you like to see us withhold money on your payout, so we try to estimate all this as accurately as possible without going into the red on our end.

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### *There are some limitations to consider.*

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For those of you already familiar with Airbnb, please review the limitations of Airbnb Integrations compared to how you may be accustomed to using and manipulating rates and availability on the Airbnb platform:

- You cannot adjust rack rates and availability as they are pulled through the integration from WRP. You may, however, request a blanket change of rates a couple times per year (such as you want to make a blanket increase) included in your Green Package Contract.
- If you have a promotional campaign for a certain time period, you can do that under Pricing>>Promotions in Airbnb. It will apply the discount to the rate set up in WRP. You can also set up an automatic last-minute discount, or weekly discount, in Airbnb, and it will be applied to the Rack Rate sent to Airbnb from WRP such that when the booking is sent back to WRP, having been booked through Airbnb, it will be discounted.
- Your rate set-up must conform to the design of our Rack Rates. In other words, your rate set-up can be simpler (i.e. a single nightly rate 365 days of the year), but not more comprehensive, than what we

already do. Here is an example of the various rate options, where we set the cleaning and pet fees regardless of what you decide to include or parse out in your set up on Airbnb.

<b>WINTER</b>					
	<b>Weekday</b>	<b>Weekend+</b>	<b>Christmas</b>	<b>NYE</b>	<b>Weekly/nt</b>
«UNIT»	«MDWK»	«WKND»	«XMAS»	«NYE»	%off
<b>SUMMER</b>					
	<b>Weekday</b>	<b>Weekend+</b>	<b>Weekly/nt</b>		
«UNIT»	«MDWKSUM»	«WKNDSUM»	%off		
<b>CLEANING</b>			<b>PETS</b>		
	<b>Estimate/turnover</b>			<b>Per night per pet</b>	
«UNIT»	«CLEAN»			«UNIT»	«PETFEE»

- Alteration requests aren't possible until the stay has begun and can be problematic. If a guest, as an example, wants to add a night to their booking before the stay has begun, it has to be done as a separate booking. This may be one of the biggest stumbling blocks if you are accustomed to charging a separate cleaning fee so consider this limitation carefully. We can book this directly in WRP for you in order to save the guest the extra cleaning fee, but will charge the higher commission for the manual work. The alternative might mean you lose the booking all together so the higher commission might be worthwhile if it happens to fill a single night vacancy or keep a happy customer. An alteration request that you have accepted on Airbnb during the course of the stay, may not populate on WRP, so it is up to you to confirm in the owner portal a successful integration and let us know to update WRP's calendar if unsuccessful. If someone submits an alteration request to only change the number of people, you will simply need to let us know as it may affect housekeeping routines. As an example, we might be likely to leave a clean until last if it is for only 1 person as there is little to surprise us or we might be able to allocate resources differently or solve a towel shortage, if we see the number of people shows as half the number of beds. Alteration requests have proved unreliable and, while we see improvements to Airbnb programming all the time, they are not recommended if they can be avoided.
- If you wish to block dates for any reason, you must do that through the Owner Portal on our reservation system, not in Airbnb.
- If you typically charge an extra person fee, that set up must also be done in WRP.
- You must conform to our check/in and check/out times and cannot grant early c/i or late c/o under any circumstance. If you want guests to receive an email letting them know when the unit is ready for them, it is up to you to request their email address, and forward it to us including the confirmation number at least 24 hours in advance, as email addresses do not populate through the integration. These are email templates sent to the customer through WRP when the unit has had final inspection and if there is no email address on the booking, it will simply not go anywhere. This adds value, in our opinion. If your unit happened to be on the roster early in the day or cleaned the day before due to a vacancy, guests truly appreciate this feature. Please note that the email will be coming from Cona Vacation Getaways.

*The simpler your rate/availability calendar, the easier it is to work with an integration. Contact us at [info@conagetaways.com](mailto:info@conagetaways.com)*