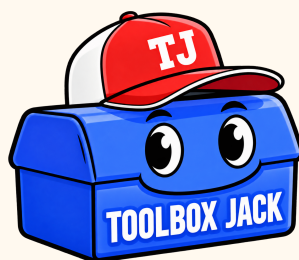


PULL UP A CHAIR. LET'S MAKE THIS EASIER.

A warmer welcome, one clear page at a time.

Your complete house manual builder, with adaptable guest wording, **Jack** prompts and little reminders that stick.



Meet **ToolBox Jack**, our STR AI assistant. He's our jack-of-all-trades for STR questions, ideas and clearer writing.

YOUR MEMORY AID: JACK

J - Jot down your facts. A - Ask Jack for help. C - Check the details. K - Keep everything current. Give **Jack** your verified, non-sensitive notes; he can help turn them into a welcoming draft. Test the instructions before sharing.

Less guessing. Clearer answers. A welcome that feels like you.

Market Smarter! Price Smarter! Book More!

Free educational resources. Optional app tools have separate plan access. Property-specific facts and decisions stay with you.

STR ToolBox House Manual Builder

Complete host instructions and an adaptable guest manual

Research checked October 24, 2026 | Feature connections revised October 25, 2026 | Version 2.2 | Warm workbook edition

Build your manual with Jack

PUT THE NAMED FEATURE TO WORK

Jack is here to help inside the **STR ToolBox app**. Give him verified property notes and ask him to help draft your house manual, a short arrival guide, equipment FAQs and warm guest messages. You provide the facts; he helps turn them into words a tired traveler can follow. A television remote should not need its own graduate degree.

PUT THE NAMED FEATURE TO WORK

Work with Jack in four steps. Gather non-sensitive, verified notes. Ask for one clear section at a time. Test the draft at the property against the exact equipment and booked terms. Then copy your approved wording into your own guest guide or messaging system. Keep private entry codes and guest personal information out of the prompt.

Ask Jack: "Help me build a house manual from the verified notes below. First list missing information. Then draft a short arrival page and a chapter outline. Keep the tone warm and steps easy to follow. Do not invent rules, emergency contacts or equipment instructions. Here are the notes: [verified non-sensitive property notes]." This is an example prompt, not a captured response.

Remember it with JACK

PUT THE NAMED FEATURE TO WORK

J - Jot down your facts. A - Ask Jack for help. C - Check the details. K - Keep everything current. Give **Jack** your verified, non-sensitive notes; he can help turn them into a welcoming draft. Test the instructions before sharing.

This is our guide's memory aid for using **Jack** thoughtfully, not a separate app function. Start with the facts; the friendly wording comes next.



A manual that helps people enjoy the place

We know what hosting looks like in our heads: a lovely welcome, happy guests and a property that practically runs itself. Then someone cannot find the front door. The front door has not moved. Hospitality, here we come.

This resource helps you build clear instructions for your actual property, from finding the driveway to handling an unexpected outage. First comes the host setup guide. Next comes original guest-facing wording you can adapt. The final sections cover special property types, messages and a complete release check. You do not need every optional section. You do need accurate answers for the things your guests will encounter.

Keep three versions of the information: a short arrival page; a searchable manual for details; and a private operating file for your team. Guests should not have to read the entire host resource to make coffee. The private file holds master codes, alarm administration, vendor accounts and maintenance procedures. Those do not belong in a public download.

This is an educational template, not a rental contract, inspection, safety certification or substitute for local requirements. Property measurements, equipment instructions, emergency contacts and access details must be verified at the property. Nothing here establishes a universal right to charge fees or impose restrictions. All bracketed fields are intentional host-editing fields. Remove them and inapplicable sections from the guest edition.

Part One Build the manual around the property

Start with a walk through

Arrive as though you have never visited. Approach after dark if that is a normal arrival time. Can you read the street number? Which driveway looks correct? Is the advertised parking actually available? Take your own phone off the property Wi-Fi and test the arrival link. An instruction that works only after someone gets inside has missed an important appointment.

Record the full address, unit identifier, map pin, access route, parking allocation, gate process, entrance photograph, check-in window, local time zone and backup contact. For rural properties, include the final turn, road conditions and where navigation becomes unreliable. Describe ordinary access limitations before booking, not as a surprise in an arrival message.

Open every cupboard a guest reasonably needs. Operate the heating, television, stove, shower, coffee maker and lock. Write down the exact controls, model and normal startup sequence. Photograph the actual control panel. Ask someone unfamiliar with the house to follow the instructions without coaching. Wherever they stop, improve the instructions or fix the setup.

PRO TIP

Test your arrival directions with someone who has never seen the property.

Try it before you move on

Keep in view

Arrive like a guest: find it, enter it, try it.

Details to supply

Start with a walk through

Final check

Accurate facts, clear sequence, help contact and a review date.

Could someone who has never visited find the correct driveway and entrance after dark?

Answer: Use the lesson's check: Arrive like a guest: find it, enter it, try it.

Why: Check your actual property notes against this lesson's takeaway: Arrive like a guest: find it, enter it, try it. Mark any missing fact for verification before sharing the guest edition.

MEMORY TIP • TAKE THIS WITH YOU

Arrive like a guest: find it, enter it, try it.

Give every fact one home

Maintain one approved property fact sheet with an owner and review date. For each instruction record its location, relevant equipment model, source, last check and the pages that repeat it. When the Wi-Fi changes, update the guest edition, arrival message and in-home card together. One old password can be remarkably committed to ruining your afternoon.

Organize the guest manual by questions: Getting here; Getting inside; Wi-Fi; Using the home; Staying safe; Local help; Leaving. Use short headings, searchable text and descriptive links. Put Wi-Fi, assistance, address and emergency instructions near the beginning. Add detailed equipment notes farther down. A screen reader should encounter meaningful headings rather than a page made entirely of pictures.

PRO TIP

When a detail changes, update its fact sheet, guest guide and in-home card together.

Try it before you move on

Keep in view

One fact sheet, every copy in step.

Details to supply

Give every fact one home

Final check

Accurate facts, clear sequence, help contact and a review date.

The Wi-Fi password changes. Which copies of the information must change with it?

Answer: Use the lesson's check: One fact sheet, every copy in step.

Why: Check your actual property notes against this lesson's takeaway: One fact sheet, every copy in step. Mark any missing fact for verification before sharing the guest edition.

MEMORY TIP • TAKE THIS WITH YOU

One fact sheet, every copy in step.

Separate instructions from new conditions

For Airbnb reservations booked on or after November 20, 2026, its published policy requires rules and requests to be disclosed in the designated listing section at booking. The manual must not introduce new rules afterward. Its policy also limits burdensome cleaning requests, host-imposed fines and separate contracts. A manual is a place to explain a previously disclosed expectation, not sneak in a new one. [H1]

Airbnb's October update identifies seven standard rule areas. It also distinguishes rules from reasonable requests. Review its current listing controls and policy before adapting this template; do not turn every operational tip into an enforceable rule. Its announcement gives examples and contextual exceptions, including wildlife-related waste handling. Those are not blanket permissions for every property. [H2]

Keep each channel's listing, booked terms and guest materials consistent. For direct bookings or other platforms, check their terms and applicable law separately. Do not assume one platform's rules govern another, or that booking directly removes consumer protections. Legal occupancy, association requirements, accessibility obligations and local safety rules need property-specific review.

PRO TIP

Use the manual to explain booked expectations, never to surprise guests with new ones.



Try it before you move on

Keep in view	Explain what was agreed; do not add a surprise.
Details to supply	H1, H2
Final check	Accurate facts, clear sequence, help contact and a review date.

Can the manual add a fee or rule the guest did not receive when booking?

Answer: Use the lesson's check: Explain what was agreed; do not add a surprise.

Why: Check your actual property notes against this lesson's takeaway: Explain what was agreed; do not add a surprise. Mark any missing fact for verification before sharing the guest edition.

MEMORY TIP • TAKE THIS WITH YOU

Explain what was agreed; do not add a surprise.

Decide what can be public

The STR ToolBox template is public. Your completed manual may contain private information. Put general descriptions and local recommendations in public material. Deliver time-limited guest entry codes through your approved secure process. Keep master lock codes, reset instructions, staff passwords, guest identities and camera account access private. Do not put live entry codes into public QR codes, search-indexed pages or example screenshots.

Offer a printed backup for address, emergency help, Wi-Fi and critical equipment information. A QR code is a convenience, not an emergency plan. Label the destination beside it and test it on a phone. If your chosen platform supports offline access, verify how it actually works; do not promise that a link works without internet simply because it worked yesterday.

PRO TIP

A useful public guide never needs your master entry code.

Try it before you move on

Keep in view	Public guide, private access details.
Details to supply	Decide what can be public
Final check	Accurate facts, clear sequence, help contact and a review date.

Which access details belong in the private operating file instead of the public guide?

Answer: Use the lesson's check: Public guide, private access details.

Why: Check your actual property notes against this lesson's takeaway: Public guide, private access details. Mark any missing fact for verification before sharing the guest edition.

MEMORY TIP • TAKE THIS WITH YOU

Public guide, private access details.

Use Jack to make your facts easier to read

Jack, can help turn verified notes into a friendly draft. Give him non-sensitive facts and ask for short steps, a quick-start version and a list of missing information. Never ask him to invent your lock operation, local law, emergency contacts or a safety procedure. Compare every equipment instruction against its manufacturer manual and test it yourself.

Example prompt, not a captured **Jack** response: "Rewrite these verified television instructions for a first-time guest. Use numbered steps, keep button names exact, identify any missing facts and finish with when to contact us. Do not add troubleshooting steps I have not supplied. Here are the notes: [non-sensitive verified notes]."

Use **AI Listing Optimization** to align your public description with verified amenities and limitations. Use your saved media to keep clear instruction photos available. These writing tasks do not mean STR ToolBox operates locks, sends guest messages, manages emergencies or hosts a secure guest portal. Those capabilities have not been established for this resource. Learn about **Jack** at <https://str-toolbox.com/> and use the site's verified Features navigation.

PRO TIP

Give **Jack** tested steps before asking for friendlier wording.

Try it before you move on

Keep in view

Facts first, **Jack** next, your check last.

Details to supply

non-sensitive verified notes

Final check

Accurate facts, clear sequence, help contact and a review date.

What facts should you give Jack before asking him to rewrite an equipment instruction?

Answer: Use the lesson's check: Facts first, **Jack** next, your check last.

Why: Check your actual property notes against this lesson's takeaway: Facts first, **Jack** next, your check last. Mark any missing fact for verification before sharing the guest edition.

MEMORY TIP • TAKE THIS WITH YOU

Facts first, **Jack** next, your check last.

Ask Jack to help with the awkward wording

For arrival instructions, give **Jack** the verified route and entrance description. Ask: "Turn these notes into five short arrival steps, preserve exact landmarks and flag anything a first-time visitor might find unclear." Test the result from the street before sharing.

For equipment instructions, give **Jack** the exact, tested sequence and button labels. Ask: "Write a quick-start answer and a short FAQ using only these steps. Keep safety warnings clear and tell the guest when to contact us." The AI draft does not replace the manufacturer manual or a physical check.

PUT THE NAMED FEATURE TO WORK

For a recurring question, ask **Jack** to rewrite the answer in a kind, concise way and suggest where it belongs in your guide. Supply the actual answer. Do not ask him to guess why the device failed or whether a guest is telling the truth.

PUT THE NAMED FEATURE TO WORK

For your guest messages, ask **Jack** to draft a warm welcome, an arrival check or a maintenance update using the facts and times you can actually meet. Review and send through your own communication system. Our app helps you create the wording; your team handles the guest service.

PRO TIP

Ask **Jack** for a shorter answer, then keep every exact button name.



Try it before you move on

Keep in view	Same facts, friendlier words.
Details to supply	Ask Jack to help with the awkward wording
Final check	Accurate facts, clear sequence, help contact and a review date.

Jack makes the answer shorter. Which exact details must survive the edit?

Answer: Use the lesson's check: Same facts, friendlier words.

Why: Check your actual property notes against this lesson's takeaway: Same facts, friendlier words. Mark any missing fact for verification before sharing the guest edition.

MEMORY TIP • TAKE THIS WITH YOU

Same facts, friendlier words.

Part Two Your guest manual template

Welcome to your stay

Welcome to [PROPERTY NAME]. We are so glad you are here. Settle in, make yourselves comfortable and use this guide whenever a question pops up. We have put the most useful details first, because finding the Wi-Fi should not require a research project.

Your host contact is [NAME OR TEAM]. For routine help, message us through [BOOKING CHANNEL OR AGREED CONTACT]. Our usual assistance hours are [VERIFIED HOURS AND TIME ZONE]. For an urgent property problem, call [URGENT CONTACT]. If we do not answer, use [BACKUP CONTACT AND PROCESS]. For immediate danger, call the local emergency number first. In the United States, that is 911.

We want to hear about problems while we can help. Tell us what is happening, which room or item is affected and whether there is any immediate danger. Add a photo only if it is safe and does not show private information. Please do not wait until departure to tell us the hot water never arrived.

PRO TIP

Put the help contact where a tired guest can find it without scrolling.



Try it before you move on

Keep in view	Welcome first; help always within reach.
Details to supply	PROPERTY NAME, NAME OR TEAM, BOOKING CHANNEL OR AGREED CONTACT, VERIFIED HOURS AND TIME ZONE, URGENT CONTACT, BACKUP CONTACT AND PROCESS
Final check	Accurate facts, clear sequence, help contact and a review date.

A tired guest needs help now. Where can they find the real contact and backup?

Answer: Use the lesson's check: Welcome first; help always within reach.

Why: Check your actual property notes against this lesson's takeaway: Welcome first; help always within reach. Mark any missing fact for verification before sharing the guest edition.

MEMORY TIP • TAKE THIS WITH YOU

Welcome first; help always within reach.

The first five minutes

Property address: [FULL ADDRESS INCLUDING UNIT]. Check-in begins at [TIME AND TIME ZONE]. Checkout is [TIME AND TIME ZONE]. Wi-Fi network: [GUEST NETWORK]. Wi-Fi password: [GUEST PASSWORD]. Guest manual version: [DATE].

Your approved parking is [SPACE AND VEHICLE DETAILS]. The main entrance is [DESCRIPTION MATCHING PHOTO]. Your entry instructions are delivered through [SECURE METHOD]. The emergency exit route is [VERIFIED ROUTE]. The outside meeting point is [VERIFIED SAFE LOCATION]. The urgent contact is [NUMBER].

The booking includes [CONFIRMED AMENITIES AND ACCESS]. [DISCLOSED AMENITY] is seasonal or unavailable during [VERIFIED PERIOD]. Check the detailed sections before using specialist equipment. If the guide and your booking information differ, contact us so we can resolve the discrepancy.

PRO TIP

Make address, help and Wi-Fi easy to find before the long explanations.

Try it before you move on

Keep in view	Address, access, Wi-Fi, help: the arrival essentials.
Details to supply	FULL ADDRESS INCLUDING UNIT, TIME AND TIME ZONE, GUEST NETWORK, GUEST PASSWORD, DATE, SPACE AND VEHICLE DETAILS, DESCRIPTION MATCHING PHOTO, SECURE METHOD, VERIFIED ROUTE, VERIFIED SAFE LOCATION, NUMBER, CONFIRMED AMENITIES AND ACCESS, DISCLOSED AMENITY, VERIFIED PERIOD
Final check	Accurate facts, clear sequence, help contact and a review date.

What should a guest be able to find within the first five minutes?

Answer: Use the lesson's check: Address, access, Wi-Fi, help: the arrival essentials.

Why: Check your actual property notes against this lesson's takeaway: Address, access, Wi-Fi, help: the arrival essentials. Mark any missing fact for verification before sharing the guest edition.

MEMORY TIP • TAKE THIS WITH YOU

Address, access, Wi-Fi, help: the arrival essentials.

Finding the right property

Use [TESTED MAP LINK] and look for [VISIBLE LANDMARK]. The property number is [LOCATION]. For the last part of the journey, [VERIFIED DIRECTIONS]. If navigation suggests [KNOWN WRONG ROUTE], use [VERIFIED CORRECT ROUTE] instead. Do not enter a closed road or ignore official travel warnings.

If you arrive after dark, the entrance lighting is [DESCRIPTION]. The walking surface from parking to the entrance is [SURFACE], with [NUMBER OF STEPS, SLOPE OR OTHER VERIFIED FEATURE]. There is [LIGHTING OR OTHER RELEVANT LIMITATION]. For snow, steep roads or limited cell coverage, check [LOCAL OFFICIAL ROAD OR WEATHER SOURCE] before traveling. Contact us if conditions prevent safe access.

Deliveries should use [DELIVERY ADDRESS AND DROP LOCATION]. Our mail arrangements are [VERIFIED DETAILS]. A delivery address is not permission to use the property as a residence or business address; discuss longer-stay requirements before booking and follow applicable law.

PRO TIP

Use a real entrance photo that matches what guests see after dark.



Try it before you move on

Keep in view	The right road, the right door, one clear photo.
Details to supply	TESTED MAP LINK, VISIBLE LANDMARK, LOCATION, VERIFIED DIRECTIONS, KNOWN WRONG ROUTE, VERIFIED CORRECT ROUTE, DESCRIPTION, SURFACE, NUMBER OF STEPS, SLOPE OR OTHER VERIFIED FEATURE, LIGHTING OR OTHER RELEVANT LIMITATION, LOCAL OFFICIAL ROAD OR WEATHER SOURCE, DELIVERY ADDRESS AND DROP LOCATION, VERIF
Final check	Accurate facts, clear sequence, help contact and a review date.

Your map pin points to the wrong entrance. What evidence will make the final approach clearer?

Answer: Use the lesson's check: The right road, the right door, one clear photo.

Why: Check your actual property notes against this lesson's takeaway: The right road, the right door, one clear photo. Mark any missing fact for verification before sharing the guest edition.

MEMORY TIP • TAKE THIS WITH YOU

The right road, the right door, one clear photo.

Parking and charging

Your reservation's parking allocation is [NUMBER AND LOCATION]. The entry clearance is [MEASURED HEIGHT IF RELEVANT]. Vehicle size or access limitations are [DISCLOSED LIMITATIONS]. See [PHOTO OR DIAGRAM] for the correct spaces. [DESCRIBE DISCLOSED STREET OR ASSOCIATION RESTRICTIONS WITHOUT INVENTING A TOWING RIGHT]. If a space is occupied, contact [PERSON] rather than using a neighbor's space.

EV charging is [AVAILABLE OR NOT PROVIDED]. If provided, the charger is [MODEL], at [LOCATION], with [HOST-VERIFIED START AND STOP STEPS]. Price and reservation requirements are [PRE-DISCLOSED TERMS]. Follow the charger manufacturer's instructions. If charging is not provided, list a checked public charging location and tell guests to verify connector type and availability. Do not suggest running an extension cord from the house.

PRO TIP

Describe the exact parking space rather than saying there is plenty of parking.

Try it before you move on

Keep in view	Name the space, explain the access.
Details to supply	NUMBER AND LOCATION, MEASURED HEIGHT IF RELEVANT, DISCLOSED LIMITATIONS, PHOTO OR DIAGRAM, DESCRIBE DISCLOSED STREET OR ASSOCIATION RESTRICTIONS WITHOUT INVENTING A TOWING RIGHT, PERSON, AVAILABLE OR NOT PROVIDED, MODEL, LOCATION, HOST-VERIFIED START AND STOP STEPS, PRE-DISCLOSED TERMS
Final check	Accurate facts, clear sequence, help contact and a review date.

A guest arrives with two vehicles. Does your description identify the actual permitted space?

Answer: Use the lesson's check: Name the space, explain the access.

Why: Check your actual property notes against this lesson's takeaway: Name the space, explain the access. Mark any missing fact for verification before sharing the guest edition.

MEMORY TIP • TAKE THIS WITH YOU

Name the space, explain the access.

Getting inside and locking up

The entrance device is [EXACT MODEL]. Follow these tested steps: [STEP ONE]; [STEP TWO]; [STEP THREE]. Successful locking looks or sounds like [VERIFIED INDICATOR]. Please confirm the door is secured rather than assuming it locked automatically.

If your access does not work, check that you are at [CORRECT DOOR] and using the current reservation instructions, then call [ACCESS CONTACT]. We will walk you through the approved backup. Do not force the handle, dismantle the device or use equipment that seems damaged. Physical key pickup and return are [SECURE RESERVATION-SPECIFIC ARRANGEMENTS].

The intercom or building entry process is [VERIFIED STEPS]. Elevator or stair access is [LOCATION AND RELEVANT DETAILS]. Entry into shared and private areas is [CLEAR DESCRIPTION]. Our private supply and maintenance spaces are [IDENTIFIED LOCATIONS]. These should match the listing and disclosed access conditions.

PRO TIP

Test the locking instructions from both sides of the actual door.

Try it before you move on

Keep in view	Get in, lock up, know who can help.
Details to supply	EXACT MODEL, STEP ONE, STEP TWO, STEP THREE, VERIFIED INDICATOR, CORRECT DOOR, ACCESS CONTACT, SECURE RESERVATION-SPECIFIC ARRANGEMENTS, VERIFIED STEPS, LOCATION AND RELEVANT DETAILS, CLEAR DESCRIPTION, IDENTIFIED LOCATIONS
Final check	Accurate facts, clear sequence, help contact and a review date.

Does someone unfamiliar with the lock know both how to enter and how to lock up?

Answer: Use the lesson's check: Get in, lock up, know who can help.

Why: Check your actual property notes against this lesson's takeaway: Get in, lock up, know who can help. Mark any missing fact for verification before sharing the guest edition.

MEMORY TIP • TAKE THIS WITH YOU

Get in, lock up, know who can help.

Wi Fi and working during your stay

Choose [GUEST NETWORK], enter [PASSWORD] and complete [ANY TESTED LOGIN STEP]. The Wi-Fi card is [LOCATION]. If the network does not appear, check your device's Wi-Fi setting and let us know what you see. If one device works and another does not, tell us which device is affected. We can help check the connection without asking you to change network settings.

Please contact us before restarting any network equipment. Some devices support entry or safety systems. The router and smart-home administrator settings are managed by our team. Our verified service information is [RECENTLY TESTED SPEED OR HONEST DESCRIPTION], and [KNOWN COVERAGE LIMITATION]. We cannot promise a particular video-call experience across every device or external outage.

The workspace includes [DESK, SEATING, OUTLETS AND VERIFIED FEATURES]. Quiet working areas are [LOCATIONS]. Calls in shared areas follow [ALREADY DISCLOSED ARRANGEMENTS]. You can find an alternate checked work location at [NAME AND LINK]; opening times and charges may change.

PRO TIP

Test the guest network from the room where you advertise a workspace.

Try it before you move on

Keep in view	Right network, right password, tested workspace.
Details to supply	GUEST NETWORK, PASSWORD, ANY TESTED LOGIN STEP, LOCATION, RECENTLY TESTED SPEED OR HONEST DESCRIPTION, KNOWN COVERAGE LIMITATION, DESK, SEATING, OUTLETS AND VERIFIED FEATURES, LOCATIONS, ALREADY DISCLOSED ARRANGEMENTS, NAME AND LINK
Final check	Accurate facts, clear sequence, help contact and a review date.

Does the card show the exact guest network, current password and a safe help route?

Answer: Use the lesson's check: Right network, right password, tested workspace.

Why: Check your actual property notes against this lesson's takeaway: Right network, right password, tested workspace. Mark any missing fact for verification before sharing the guest edition.

MEMORY TIP • TAKE THIS WITH YOU

Right network, right password, tested workspace.

Bedrooms and sleeping arrangements

Bedroom [NAME] has [BED SIZE AND COUNT]. Additional sleeping space is [EXACT ARRANGEMENT]. To use the sofa bed or other convertible bed, follow [TESTED MODEL-SPECIFIC STEPS AND PHOTO]. Extra pillows, blankets and linens are [LOCATION]. Tell us if an item is missing rather than entering private storage.

Room-darkening shades operate using [TESTED CONTROL]. The bedside controls are [DESCRIPTION]. If a room has a disclosed staircase, low ceiling, loft, bunk bed or other limitation, describe it accurately here and in the listing. Use the manufacturer's age, weight and safety instructions for supplied equipment. Do not advertise an improvised sleeping setup as suitable for everyone.

PRO TIP

List the beds guests will actually find, including the setup for any sofa bed.

Try it before you move on

Keep in view	Count the real beds and explain each setup.
Details to supply	NAME, BED SIZE AND COUNT, EXACT ARRANGEMENT, TESTED MODEL-SPECIFIC STEPS AND PHOTO, LOCATION, TESTED CONTROL, DESCRIPTION
Final check	Accurate facts, clear sequence, help contact and a review date.

Would guests know the actual beds and whether any sleeping space needs setting up?

Answer: Use the lesson's check: Count the real beds and explain each setup.

Why: Check your actual property notes against this lesson's takeaway: Count the real beds and explain each setup. Mark any missing fact for verification before sharing the guest edition.

MEMORY TIP • TAKE THIS WITH YOU

Count the real beds and explain each setup.

Bathrooms and water

Start the shower using [EXACT VERIFIED STEPS]. Hot water may take [ACTUALLY TESTED DESCRIPTION]. If it stays cold or becomes unexpectedly hot, stop using it and contact us. Towels are [LOCATION], and replacement arrangements during the stay are [WHAT IS INCLUDED]. Toiletries provided are [LIST].

For the toilet, use [VERIFIED NORMAL INSTRUCTIONS]. If it begins overflowing, stop flushing and contact us immediately. We will tell you the next safe step. Do not open plumbing equipment or add chemical drain cleaners. The toilet bin is [LOCATION]. For septic properties, only human waste and toilet paper go into the toilet; wipes and other products belong in the bin. This reflects EPA guidance. [H7]

The water supply is [MUNICIPAL OR WELL]. Drinking-water instructions are [CURRENT PROPERTY-SPECIFIC VERIFIED INFORMATION]. Do not promise potability based only on appearance or a filter. If an official boil-water or other advisory is in effect, we will share the current authority's instructions and address the impact on the stay. Drinking-water containers or filters are [ACTUAL PROVISION AND USE].

PRO TIP

Describe the controls guests must use, not the plumbing repair you would do yourself.

Try it before you move on

Keep in view	Explain the controls and show when to ask for help.
Details to supply	EXACT VERIFIED STEPS, ACTUALLY TESTED DESCRIPTION, LOCATION, WHAT IS INCLUDED, LIST, VERIFIED NORMAL INSTRUCTIONS, H7, MUNICIPAL OR WELL, CURRENT PROPERTY-SPECIFIC VERIFIED INFORMATION, ACTUAL PROVISION AND USE
Final check	Accurate facts, clear sequence, help contact and a review date.

Could someone operate the actual shower controls and recognize when to contact the host?

Answer: Use the lesson's check: Explain the controls and show when to ask for help.

Why: Check your actual property notes against this lesson's takeaway: Explain the controls and show when to ask for help. Mark any missing fact for verification before sharing the guest edition.

MEMORY TIP • TAKE THIS WITH YOU

Explain the controls and show when to ask for help.

Heating cooling and ventilation

The thermostat is [LOCATION AND MODEL]. Select [MODE], set [TEMPERATURE CONTROL] and allow [MANUFACTURER-APPROVED WAIT] for a response. For a mini-split, use [CORRECT REMOTE] and [VERIFIED MODE SEQUENCE]. The display uses [FAHRENHEIT OR CELSIUS]. Please contact us if the controls do not match these instructions.

Open-window and fireplace arrangements are [VERIFIED OPERATING GUIDANCE]. Report unusually hot equipment, burning smells, water near electrical items or a failure to heat or cool. Do not open equipment panels or make repairs. A listed amenity should not become unavailable through a surprise house-manual restriction. Any reasonable conservation request must match the booked terms and channel policy.

PRO TIP

Photograph the actual thermostat and name the buttons in the order guests need them.

Try it before you move on

Keep in view	Name the control, show the setting, test the steps.
Details to supply	LOCATION AND MODEL, MODE, TEMPERATURE CONTROL, MANUFACTURER-APPROVED WAIT, CORRECT REMOTE, VERIFIED MODE SEQUENCE, FAHRENHEIT OR CELSIUS, VERIFIED OPERATING GUIDANCE
Final check	Accurate facts, clear sequence, help contact and a review date.

Do the thermostat instructions name the controls and settings the guest will actually see?

Answer: Use the lesson's check: Name the control, show the setting, test the steps.

Why: Check your actual property notes against this lesson's takeaway: Name the control, show the setting, test the steps. Mark any missing fact for verification before sharing the guest edition.

MEMORY TIP • TAKE THIS WITH YOU

Name the control, show the setting, test the steps.

Kitchen and coffee

You will find cookware at [LOCATION], utensils at [LOCATION], dishes at [LOCATION] and the fire-safety information at [LOCATION]. We provide [ACTUAL STARTER SUPPLIES]. For food allergies or ingredient information, check original labels; shared kitchens and prior use mean we cannot promise an allergen-free environment.

Coffee equipment is [MODEL]. Use [CORRECT COFFEE FORMAT], fill [SPECIFIED WATER RESERVOIR] and follow [TESTED START STEPS]. Tea supplies are [LOCATION]. The range is [MODEL AND TYPE]. For induction, use the supplied compatible pans and [TESTED BUTTON SEQUENCE]. If you smell gas, stop what you are doing, leave the property and contact emergency help from outside. Do not attempt to find or repair a leak.

The dishwasher uses [EXACT DETERGENT AND CYCLE INSTRUCTIONS]. These are instructions for guests who choose to use it during their stay, not an added checkout chore. The refrigerator and freezer controls are [VERIFIED GUIDANCE]. The ice maker is [ON OR OFF AND ACTUAL USE]. Tell us if food storage appears unsafe or equipment fails. Put cooled cooking grease into [SAFE PROVIDED DISPOSAL ARRANGEMENT], not the sink. [H7]

PRO TIP

A three-step coffee card beats a cupboard full of guesswork.

Try it before you move on

Keep in view	Find it, fill it, start it: explain your actual coffee maker.
Details to supply	LOCATION, ACTUAL STARTER SUPPLIES, MODEL, CORRECT COFFEE FORMAT, SPECIFIED WATER RESERVOIR, TESTED START STEPS, MODEL AND TYPE, TESTED BUTTON SEQUENCE, EXACT DETERGENT AND CYCLE INSTRUCTIONS, VERIFIED GUIDANCE, ON OR OFF AND ACTUAL USE, SAFE PROVIDED DISPOSAL ARRANGEMENT, H7
Final check	Accurate facts, clear sequence, help contact and a review date.

Could a guest find the supplies and make coffee without opening every cupboard?

Answer: Use the lesson's check: Find it, fill it, start it: explain your actual coffee maker.

Why: Check your actual property notes against this lesson's takeaway: Find it, fill it, start it: explain your actual coffee maker. Mark any missing fact for verification before sharing the guest edition.

MEMORY TIP • TAKE THIS WITH YOU

Find it, fill it, start it: explain your actual coffee maker.

Laundry and supplies

Guest laundry is [INCLUDED OR NOT PROVIDED]. If included, it is [LOCATION], with [DETERGENT, MODEL AND TESTED WASH/DRY STEPS]. Follow garment labels and equipment instructions. If the machine leaks, smells hot or shows an error, stop using it and contact us. If a dryer is supplied, identify the lint filter and the manufacturer's safe-use directions.

Cleaning supplies suitable for guest use are [LOCATION]. We handle turnover cleaning. Please tell us about spills promptly so we can advise on the correct care for that surface. Do not mix cleaning products. Spare toilet paper and bags are [LOCATION]. Longer-stay replenishment and optional housekeeping arrangements are [PRE-DISCLOSED DETAILS].

PRO TIP

Tell guests where supplies are kept and which settings match the real machine.

Try it before you move on

Keep in view	Where it is, what to use, how it works.
Details to supply	INCLUDED OR NOT PROVIDED, LOCATION, DETERGENT, MODEL AND TESTED WASH/DRY STEPS, PRE-DISCLOSED DETAILS
Final check	Accurate facts, clear sequence, help contact and a review date.

Does the laundry section explain where supplies are and which tested settings to use?

Answer: Use the lesson's check: Where it is, what to use, how it works.

Why: Check your actual property notes against this lesson's takeaway: Where it is, what to use, how it works. Mark any missing fact for verification before sharing the guest edition.

MEMORY TIP • TAKE THIS WITH YOU

Where it is, what to use, how it works.

Television audio and entertainment

The television is [MODEL] and its remote is [DESCRIPTION]. To watch [INCLUDED SERVICE], turn it on using [CONTROL], choose [INPUT OR APP] and follow [TESTED STEPS]. If there are two remotes, explain each one's role. A labeled photograph is kinder than a scavenger hunt through six black rectangles.

Subscriptions included in the stay are [ACTUAL SERVICES]. Purchases and account login arrangements are [CLEAR DETAILS]. Use guest mode if provided, and sign out of personal accounts before leaving. Do not share personal passwords with our team. For audio, games and projectors, provide [ACTUAL MODEL-SPECIFIC DIRECTIONS]. Keep reminders about volume consistent with disclosed quiet hours.

PRO TIP

Test the television instructions with the remotes guests will actually receive.

Try it before you move on

Keep in view	Right remote, right input, clear next step.
Details to supply	MODEL, DESCRIPTION, INCLUDED SERVICE, CONTROL, INPUT OR APP, TESTED STEPS, ACTUAL SERVICES, CLEAR DETAILS, ACTUAL MODEL-SPECIFIC DIRECTIONS
Final check	Accurate facts, clear sequence, help contact and a review date.

Could a new guest turn on the television with the remotes supplied in the room?

Answer: Use the lesson's check: Right remote, right input, clear next step.

Why: Check your actual property notes against this lesson's takeaway: Right remote, right input, clear next step. Mark any missing fact for verification before sharing the guest edition.

MEMORY TIP • TAKE THIS WITH YOU

Right remote, right input, clear next step.

Outdoor space and cooking

Outdoor areas included are [LOCATION AND BOUNDARIES]. Shared areas are [DESCRIPTION]. The grill is [MODEL/FUEL TYPE] and may be used following [MANUFACTURER-APPROVED LOCATION, START, SHUTOFF AND COOLING STEPS]. If those instructions are missing, contact us before use. Never move a grill indoors or into an enclosed space. Weather, fire restrictions and equipment condition may make an outdoor appliance unsafe to use. [H8]

If a firepit or fireplace is supplied, use the property-specific approved instructions at [LOCATION]. Check [OFFICIAL LOCAL FIRE-RESTRICTION SOURCE] and contact us if you are unsure whether use is permitted. Do not light an unfamiliar appliance, use improvised fuel or attempt repairs. The fuel we provide is [ACTUAL FUEL]. Ash handling is managed by [HOST PROCESS]; do not put hot ash in ordinary waste.

PRO TIP

Keep outdoor instructions specific to the equipment, weather and property.

Try it before you move on

Keep in view	Actual equipment, actual instructions.
Details to supply	LOCATION AND BOUNDARIES, DESCRIPTION, MODEL/FUEL TYPE, MANUFACTURER-APPROVED LOCATION, START, SHUTOFF AND COOLING STEPS, H8, LOCATION, OFFICIAL LOCAL FIRE-RESTRICTION SOURCE, ACTUAL FUEL, HOST PROCESS
Final check	Accurate facts, clear sequence, help contact and a review date.

Do the outdoor instructions match your actual equipment and verified property conditions?

Answer: Use the lesson's check: Actual equipment, actual instructions.

Why: Check your actual property notes against this lesson's takeaway: Actual equipment, actual instructions. Mark any missing fact for verification before sharing the guest edition.

MEMORY TIP • TAKE THIS WITH YOU

Actual equipment, actual instructions.

Pools hot tubs and saunas

Delete this entire section if the property does not offer these amenities. Otherwise identify [EXACT AMENITY], [LOCATION], [HOURS], [CAPACITY], [STAFF OR LIFEGUARD AVAILABILITY] and [VERIFIED CONTROLS]. Provide all applicable safety notices, emergency equipment locations and the approved access process. The property operator must verify local code and equipment requirements before opening the amenity.

For a hot tub, CDC guidance includes a maximum water temperature of 104°F/40°C, no use by children younger than five, no alcohol before or during use, and consultation with a healthcare provider during pregnancy. It also advises showering before entry and staying out when ill with diarrhea. Include these alongside property-specific instructions; they are not an operating or water-testing plan. [H9]

If a drain cover is loose, equipment appears damaged, the water is cloudy or something feels unsafe, stay out and notify us. Do not add chemicals or adjust service controls. For pools, explain supervision, gate/latch use and any diving limitations that are supported by the actual facility and local requirements. Do not call a pool, fence, cover or alarm childproof. For saunas, use the exact manufacturer's operating and health guidance rather than borrowing hot-tub limits. [H10]

PRO TIP

Use verified manufacturer and local guidance for each specialist amenity.

Try it before you move on

Keep in view	Specialist amenity, verified instructions, clear help.
Details to supply	EXACT AMENITY, LOCATION, HOURS, CAPACITY, STAFF OR LIFEGUARD AVAILABILITY, VERIFIED CONTROLS, H9, H10
Final check	Accurate facts, clear sequence, help contact and a review date.

What manufacturer and local guidance must you verify before explaining a specialist amenity?

Answer: Use the lesson's check: Specialist amenity, verified instructions, clear help.

Why: Check your actual property notes against this lesson's takeaway: Specialist amenity, verified instructions, clear help. Mark any missing fact for verification before sharing the guest edition.

MEMORY TIP • TAKE THIS WITH YOU

Specialist amenity, verified instructions, clear help.

Families and younger travelers

Family equipment actually supplied is [LIST, MODEL AND LOCATION]. Instructions and applicable limits are [MANUFACTURER DIRECTIONS]. Tell us before using equipment with missing parts or damage. The property has [SPECIFIC STAIRS, WATER, BALCONIES, CORDS OR OTHER DISCLOSED FEATURES]. Adults should assess whether the property and equipment fit their party's needs. A welcome book cannot make an unsuitable feature safe.

Nearby playgrounds, family activities and rainy-day ideas are [CHECKED OPTIONS]. State age limits, booking needs and travel estimates only when verified. Avoid broad descriptions such as fully childproof. Explain what has actually been provided so families can make informed choices.

PRO TIP

Describe what is supplied without calling any home childproof.

Try it before you move on

Keep in view	Describe the supplies; keep supervision expectations clear.
Details to supply	LIST, MODEL AND LOCATION, MANUFACTURER DIRECTIONS, SPECIFIC STAIRS, WATER, BALCONIES, CORDS OR OTHER DISCLOSED FEATURES, CHECKED OPTIONS
Final check	Accurate facts, clear sequence, help contact and a review date.

Have you described family supplies without claiming the home is childproof?

Answer: Use the lesson's check: Describe the supplies; keep supervision expectations clear.

Why: Check your actual property notes against this lesson's takeaway: Describe the supplies; keep supervision expectations clear. Mark any missing fact for verification before sharing the guest edition.

MEMORY TIP • TAKE THIS WITH YOU

Describe the supplies; keep supervision expectations clear.

Pets and assistance animals

Our disclosed pet arrangements are [PERMITTED PET TYPES/NUMBER AND ACTUAL TERMS]. Pet supplies are [LOCATION]. Waste bags and disposal are [LOCATION]. Nearby walking options are [CHECKED ROUTE]. Please contact us about a pet-related issue so we can help within the booking terms.

Assistance animals are not simply pets. Airbnb generally requires service animals to be accepted except in limited circumstances, and emotional support animal requirements depend on its policy and jurisdiction. Do not copy pet fees or restrictions onto assistance animals. Check the applicable platform policy and law before completing this section. Never ask a guest to disclose a diagnosis in the manual. [H5]

PRO TIP

Keep pet arrangements separate from applicable assistance-animal requirements.



Try it before you move on

Keep in view	Pet arrangements and assistance-animal requirements are separate.
Details to supply	PERMITTED PET TYPES/NUMBER AND ACTUAL TERMS, LOCATION, CHECKED ROUTE, H5
Final check	Accurate facts, clear sequence, help contact and a review date.

Have you kept ordinary pet arrangements separate from assistance-animal requirements?

Answer: Use the lesson's check: Pet arrangements and assistance-animal requirements are separate.

Why: Check your actual property notes against this lesson's takeaway: Pet arrangements and assistance-animal requirements are separate. Mark any missing fact for verification before sharing the guest edition.

MEMORY TIP • TAKE THIS WITH YOU

Pet arrangements and assistance-animal requirements are separate.

Accessibility and individual needs

We want you to have accurate information. The entry route has [MEASURED WIDTH, SURFACE AND STEPS]. Doors have [MEASURED CLEAR WIDTHS]. Bathroom features are [VERIFIED DETAILS]. Parking, elevator access, beds and seating are [FACTUAL DESCRIPTION]. View [ACTUAL PHOTOS]. Please contact us about your needs so we can discuss what is available; we will not guess that a feature works for you.

Describe the route from vehicle to room, not just the absence of a step at one doorway. Include known lighting or hearing-related accommodations and how to request help. Avoid using accessible as an unsupported blanket label. Airbnb has specific guidance for photographing accessibility features. [H6]

PRO TIP

Replace broad accessibility promises with verified measurements and clear photos.



Try it before you move on

Keep in view	Measurements and photos beat broad promises.
Details to supply	MEASURED WIDTH, SURFACE AND STEPS, MEASURED CLEAR WIDTHS, VERIFIED DETAILS, FACTUAL DESCRIPTION, ACTUAL PHOTOS, H6
Final check	Accurate facts, clear sequence, help contact and a review date.

Which measured features and photographs can support your accessibility description?

Answer: Use the lesson's check: Measurements and photos beat broad promises.

Why: Check your actual property notes against this lesson's takeaway: Measurements and photos beat broad promises. Mark any missing fact for verification before sharing the guest edition.

MEMORY TIP • TAKE THIS WITH YOU

Measurements and photos beat broad promises.

Shared spaces neighbors and visitors

Your reservation's disclosed occupancy and visitor arrangements are [ACTUAL DETAILS]. Shared spaces include [AREAS], with [ACCESS/HOURS ALREADY DISCLOSED]. Quiet hours, events, smoking/vaping and commercial photography arrangements are [MATCHING LISTING TERMS]. Include outdoor areas and common corridors where applicable. These are reminders of the booked information, not additional rules.

If another person creates a disturbance, contact [HOST OR BUILDING CONTACT]. Do not confront someone if you feel unsafe. For immediate danger, call emergency services. If an association or local authority has requirements, the host must verify and disclose them through the appropriate booking-channel process. Do not invent private fines or threaten instant eviction in a welcome book.

PRO TIP

Show guests exactly which spaces are theirs and which are shared.



Try it before you move on

Keep in view	Your space, shared space, clear boundaries.
Details to supply	ACTUAL DETAILS, AREAS, ACCESS/HOURS ALREADY DISCLOSED, MATCHING LISTING TERMS, HOST OR BUILDING CONTACT
Final check	Accurate facts, clear sequence, help contact and a review date.

Could a guest distinguish their private space from shared and restricted areas?

Answer: Use the lesson's check: Your space, shared space, clear boundaries.

Why: Check your actual property notes against this lesson's takeaway: Your space, shared space, clear boundaries. Mark any missing fact for verification before sharing the guest edition.

MEMORY TIP • TAKE THIS WITH YOU

Your space, shared space, clear boundaries.

Privacy and disclosed devices

The property's disclosed exterior devices are [TYPE, EXACT LOCATION AND COVERAGE]. Noise devices, if any, are [TYPE AND DISCLOSED LOCATION]. Explain them accurately; a noise monitor is not automatically a recording device, and a camera is not made acceptable by a friendly label. Airbnb prohibits indoor cameras and recording devices monitoring indoor home spaces, including devices that are switched off. Exterior devices must satisfy its policy and disclosure requirements. [H4]

Voice assistants and guest-facing smart devices are [ACTUAL DEVICE AND USE]. Tell guests what is provided and how to contact you about privacy concerns. The host must verify recording, retention, access and consent requirements rather than inserting generic promises of complete privacy or no stored data. Do not ask guests to troubleshoot a security device or change its account settings.

PRO TIP

Keep device disclosures consistent with the listing and applicable platform rules.



Try it before you move on

Keep in view	Disclose devices and respect privacy.
Details to supply	TYPE, EXACT LOCATION AND COVERAGE, TYPE AND DISCLOSED LOCATION, H4, ACTUAL DEVICE AND USE
Final check	Accurate facts, clear sequence, help contact and a review date.

Do the guide and required listing disclosures describe the actual devices consistently?

Answer: Use the lesson's check: Disclose devices and respect privacy.

Why: Check your actual property notes against this lesson's takeaway: Disclose devices and respect privacy. Mark any missing fact for verification before sharing the guest edition.

MEMORY TIP • TAKE THIS WITH YOU

Disclose devices and respect privacy.

Waste recycling and wildlife

During your stay, indoor waste bins are [LOCATIONS]. Recycling categories are [CURRENT LOCAL ACCEPTED ITEMS]. Food-waste arrangements are [ACTUAL PROCESS]. If wildlife precautions apply, describe the verified container and how it latches. Never ask guests to approach wildlife. Keep this section aligned with disclosed requests and current channel rules; it does not automatically authorize checkout waste chores.

If a bin is full or collection is missed, contact [PERSON]. Do not leave food or bags in an unsecured place. For pests inside the property, tell us the location and take a photo only if safe. Do not handle unfamiliar animals, apply pesticides or enter service areas. Local wildlife guidance comes from [OFFICIAL AGENCY].

PRO TIP

A labeled bin photo can answer a question that three paragraphs cannot.

Try it before you move on

Keep in view	Right item, right bin, verified local instructions.
Details to supply	LOCATIONS, CURRENT LOCAL ACCEPTED ITEMS, ACTUAL PROCESS, PERSON, OFFICIAL AGENCY
Final check	Accurate facts, clear sequence, help contact and a review date.

Could guests match each waste item to the correct bin and local instructions?

Answer: Use the lesson's check: Right item, right bin, verified local instructions.

Why: Check your actual property notes against this lesson's takeaway: Right item, right bin, verified local instructions. Mark any missing fact for verification before sharing the guest edition.

MEMORY TIP • TAKE THIS WITH YOU

Right item, right bin, verified local instructions.

Something is not working

If there is no immediate danger, message [CONTACT] with the affected item, time and what you see. We will help arrange the appropriate response. You do not need to diagnose the property on vacation. If the problem affects essential services or a listed amenity, tell us promptly through the booking channel as well as the urgent contact when appropriate.

For a water leak, stop using the affected fixture if safe and move away from wet electrical areas. For an electrical problem, stay clear of damaged cords, exposed wiring or wet equipment. Do not repeatedly reset a breaker or open electrical panels. For a lockout, call the access contact rather than climbing or forcing a window. For a failed television or appliance, stop if there is heat, smoke or a burning smell. Staff will handle repairs.

For loss of electricity, use [PROVIDED FLASHLIGHT LOCATION] and contact [NUMBER]. Do not use ovens, grills or portable generators inside to provide heat or power. CPSC warns against indoor generator and charcoal-grill use because of carbon monoxide. Guests should not operate backup generators; those remain a trained operator's responsibility. [H8]

PRO TIP

Give guests a safe stopping point and a real help contact.

Try it before you move on

Keep in view	Stay safe, stop when needed, contact the host.
Details to supply	CONTACT, PROVIDED FLASHLIGHT LOCATION, NUMBER, H8
Final check	Accurate facts, clear sequence, help contact and a review date.

When should a guest stop troubleshooting and contact the host?

Answer: Use the lesson's check: Stay safe, stop when needed, contact the host.

Why: Check your actual property notes against this lesson's takeaway: Stay safe, stop when needed, contact the host. Mark any missing fact for verification before sharing the guest edition.

MEMORY TIP • TAKE THIS WITH YOU

Stay safe, stop when needed, contact the host.

Emergencies and severe weather

If you discover fire, smell gas, hear a smoke or carbon monoxide alarm, or face immediate danger, leave by a safe exit and call local emergency services from a safe location. Do not stop to troubleshoot, disable an alarm or collect belongings. Do not re-enter until emergency responders say it is safe. Then notify the host. Address: [FULL ADDRESS/UNIT]. Emergency number: [VERIFIED NUMBER]. Safe meeting location: [VERIFIED LOCATION]. [H8, H11]

The emergency information sheet identifies [VERIFIED EXITS], [FIRST-AID KIT LOCATION] and [FIRE EXTINGUISHER LOCATION]. Knowing where equipment is does not mean guests should attempt to fight a fire. Post the property-specific evacuation plan and any locally required notices. Keep emergency instructions direct and readable; this is not the place for hosting humor.

For a medical emergency, call emergency services and give the exact address and access information. Closest emergency department: [NAME, ADDRESS, VERIFIED LINK]. Nearest urgent care: [NAME, HOURS AND LINK]. Pharmacy: [NAME AND LINK]. Verify availability; urgent care is not a substitute for emergency services.

For storms, wildfire, flooding, extreme heat or winter weather, follow official alerts and evacuation instructions. Our local alert source is [OFFICIAL LINK]. The property-specific shelter or evacuation arrangements are [VERIFIED PLAN]. Never walk, swim or drive into floodwater. If access or essential services become unsafe, contact us and the booking platform; do not travel through a closed route because the reservation is still on the calendar. [H12]

PRO TIP

Print the address and emergency contacts so they remain available without internet.

Try it before you move on

Keep in view	Know the address, exits, meeting point and emergency number.
Details to supply	FULL ADDRESS/UNIT, VERIFIED NUMBER, VERIFIED LOCATION, H8, H11, VERIFIED EXITS, FIRST-AID KIT LOCATION, FIRE EXTINGUISHER LOCATION, NAME, ADDRESS, VERIFIED LINK, NAME, HOURS AND LINK, NAME AND LINK, OFFICIAL LINK, VERIFIED PLAN, H12
Final check	Accurate facts, clear sequence, help contact and a review date.

Could a guest give responders the address and find the exits without internet?

Answer: Use the lesson's check: Know the address, exits, meeting point and emergency number.

Why: Check your actual property notes against this lesson's takeaway: Know the address, exits, meeting point and emergency number. Mark any missing fact for verification before sharing the guest edition.

MEMORY TIP • TAKE THIS WITH YOU

Know the address, exits, meeting point and emergency number.

Local recommendations and practical help

For each recommendation include the name, why it may fit, location, official link, transport notes and last check date. Group options by the actual guest decision: a nearby grocery stop; breakfast before an early departure; dinner requiring reservations; food delivery; a rainy-day activity; an accessible outing; a family option; and local transport. Give a few thoughtful choices before an enormous directory.

Travel times are estimates and depend on traffic and weather. Check opening hours, booking requirements and accessibility directly with the business. If a recommendation involves an affiliate relationship or commercial benefit, disclose it clearly. Do not describe a third-party activity as endorsed, supervised or guaranteed by the host unless that is actually true.

PRO TIP

Check opening hours before recommending a place as the late-arrival solution.



Try it before you move on

Keep in view	Useful nearby stops, details checked.
Details to supply	Local recommendations and practical help
Final check	Accurate facts, clear sequence, help contact and a review date.

Are the recommended late-arrival stops actually open when guests may need them?

Answer: Use the lesson's check: Useful nearby stops, details checked.

Why: Check your actual property notes against this lesson's takeaway: Useful nearby stops, details checked. Mark any missing fact for verification before sharing the guest edition.

MEMORY TIP • TAKE THIS WITH YOU

Useful nearby stops, details checked.

Checkout without a second shift

Checkout is [TIME AND TIME ZONE]. Please check for belongings and follow the locking/key-return instructions already disclosed with your booking: [VERIFIED STEPS]. If you would like extra time, message [CONTACT] before [REALISTIC REQUEST WINDOW]. An extension requires confirmation; availability is not guaranteed.

For Airbnb bookings covered by its November 20, 2026 policy, do not add tasks such as stripping beds, washing and putting away dishes, or taking garbage off-site. Its guidance allows certain modest requests and contextual exceptions. The simplest guest edition can leave turnover work to the host and repeat only approved requests. Put the actual disclosed version here: [REVIEWED CHECKOUT TEXT]. Do not add checkout penalties. [H1, H2]

Please tell us about damage, missing items or a maintenance issue through [CONTACT]. We appreciate the chance to address it. If you leave something behind, contact [PERSON] with a description; we will explain the verified collection or shipping process. We cannot guarantee recovery, delivery time or shipping cost until those details are checked.

Thank you for staying with us. We hope you had a comfortable visit and would love your honest feedback through your booking channel. Tell us what worked and what would make a future stay better. We never condition help, refunds or other benefits on a positive review.

PRO TIP

Keep departure guidance consistent with the booked terms and current platform policy.

Try it before you move on

Keep in view	Clear time, clear locking step, reasonable departure guidance.
Details to supply	TIME AND TIME ZONE, VERIFIED STEPS, CONTACT, REALISTIC REQUEST WINDOW, REVIEWED CHECKOUT TEXT, H1, H2, PERSON
Final check	Accurate facts, clear sequence, help contact and a review date.

Does your departure message match the booked terms and give a clear checkout and locking step?

Answer: Use the lesson's check: Clear time, clear locking step, reasonable departure guidance.

Why: Check your actual property notes against this lesson's takeaway: Clear time, clear locking step, reasonable departure guidance. Mark any missing fact for verification before sharing the guest edition.

MEMORY TIP • TAKE THIS WITH YOU

Clear time, clear locking step, reasonable departure guidance.

Part Three Add only the modules your property needs

Mountain rural and remote properties

Add the verified access road, winter equipment requirements, last reliable signal area, land boundaries, wildlife advice, official fire restrictions and emergency location details. Explain whether the well, septic or internet system has a meaningful operational limitation. Provide a paper backup. Do not promise that an ordinary passenger vehicle can reach the property in every season.

PRO TIP

Test the final approach where phone reception or navigation becomes unreliable.



Try it before you move on

Keep in view	Plan the last mile before the signal disappears.
Details to supply	Mountain rural and remote properties
Final check	Accurate facts, clear sequence, help contact and a review date.

What happens on the final approach when phone reception or navigation becomes unreliable?

Answer: Use the lesson's check: Plan the last mile before the signal disappears.

Why: Check your actual property notes against this lesson's takeaway: Plan the last mile before the signal disappears. Mark any missing fact for verification before sharing the guest edition.

MEMORY TIP • TAKE THIS WITH YOU

Plan the last mile before the signal disappears.

Beach lake and waterfront properties

Identify water access points, tides or fluctuating levels, current official advisories, permitted swimming areas and emergency location references. Distinguish supplied equipment from supervised activities. Boats, kayaks, docks and personal flotation devices require separate equipment-specific instructions, local checks and insurance review. Do not use a generic waiver as a replacement for a safe operation or imply swimming is risk free.

PRO TIP

Explain the property-specific access and hazards without promising safe conditions.

Try it before you move on

Keep in view	Explain access and hazards without promising conditions.
Details to supply	Beach lake and waterfront properties
Final check	Accurate facts, clear sequence, help contact and a review date.

Have you explained waterfront access and hazards without promising conditions are safe?

Answer: Use the lesson's check: Explain access and hazards without promising conditions.



Why: Check your actual property notes against this lesson's takeaway: Explain access and hazards without promising conditions. Mark any missing fact for verification before sharing the guest edition.

MEMORY TIP • TAKE THIS WITH YOU

Explain access and hazards without promising conditions.

Condominiums and boutique hotels

Identify the correct building and room, front desk or after-hours support, elevators, luggage arrangements, shared facilities and posted evacuation route. Distinguish your team's services from association or hotel services. Specify what housekeeping, linen changes, breakfast and parking are actually included. Guests should not discover that a lovely lobby belongs to a different business after asking it for towels.

PRO TIP

Separate building procedures from instructions for the individual unit.

Try it before you move on

Keep in view	Building guidance plus unit guidance: guests need both.
Details to supply	Condominiums and boutique hotels
Final check	Accurate facts, clear sequence, help contact and a review date.

Which instructions belong to the building and which belong to the individual unit?

Answer: Use the lesson's check: Building guidance plus unit guidance: guests need both.

Why: Check your actual property notes against this lesson's takeaway: Building guidance plus unit guidance: guests need both. Mark any missing fact for verification before sharing the guest edition.

MEMORY TIP • TAKE THIS WITH YOU

Building guidance plus unit guidance: guests need both.



Unique stays campgrounds and RV accommodation

Identify the actual unit or site, sleeping arrangement, bathroom access, potable-water provision, power limitations and weather exposure. Separate an RV site from an accommodation rental. Hookups, waste disposal, tents, elevated structures and heating need operator-approved directions. Do not adapt household plumbing or generator instructions by guesswork. Have a qualified person review specialist equipment and applicable rules before use.

PRO TIP

Explain unfamiliar equipment using the actual model and tested steps.

Try it before you move on

Keep in view

Unfamiliar stay, familiar step-by-step help.

Details to supply

Unique stays campgrounds and RV accommodation

Final check

Accurate facts, clear sequence, help contact and a review date.

What unfamiliar equipment needs an exact, tested sequence for this type of stay?

Answer: Use the lesson's check: Unfamiliar stay, familiar step-by-step help.

Why: Check your actual property notes against this lesson's takeaway: Unfamiliar stay, familiar step-by-step help. Mark any missing fact for verification before sharing the guest edition.

MEMORY TIP • TAKE THIS WITH YOU

Unfamiliar stay, familiar step-by-step help.

Longer stays

Explain supplies, routine maintenance access, linen arrangements, utility inclusion, rubbish arrangements and how to report issues. Disclose agreed housekeeping and interruption procedures. Get local advice on tenancy, registration, taxes and accommodation rules before accepting a longer reservation. Twenty-eight days is a platform discount threshold in some contexts; it is not a universal legal boundary between a guest and a tenant.

PRO TIP

Clarify the agreed service schedule before the stay begins.



Try it before you move on

Keep in view	Longer stay, clearly agreed service and terms.
Details to supply	Longer stays
Final check	Accurate facts, clear sequence, help contact and a review date.

Do longer-stay guests understand the agreed service schedule and relevant terms?

Answer: Use the lesson's check: Longer stay, clearly agreed service and terms.

Why: Check your actual property notes against this lesson's takeaway: Longer stay, clearly agreed service and terms. Mark any missing fact for verification before sharing the guest edition.

MEMORY TIP • TAKE THIS WITH YOU

Longer stay, clearly agreed service and terms.

Part Four Messages you can personalize

Before arrival

We are looking forward to welcoming you to [PROPERTY]. Here is the quick guide for parking, arrival and the things you may want to pack: [SAFE GUIDE LINK]. Check-in starts at [TIME/TIME ZONE]. Your reservation-specific entry details will arrive through [SECURE METHOD] at [ACTUAL TIME]. Please let us know about an arrival or access question so we can help you plan. Safe travels.

PRO TIP

Send useful arrival facts before the guest needs to ask for them.

Try it before you move on

Keep in view	Send the facts before the arrival.
Details to supply	PROPERTY, SAFE GUIDE LINK, TIME/TIME ZONE, SECURE METHOD, ACTUAL TIME
Final check	Accurate facts, clear sequence, help contact and a review date.

Will the guest receive the arrival essentials before needing to ask for them?

Answer: Use the lesson's check: Send the facts before the arrival.

Why: Check your actual property notes against this lesson's takeaway: Send the facts before the arrival. Mark any missing fact for verification before sharing the guest edition.

MEMORY TIP • TAKE THIS WITH YOU

Send the facts before the arrival.

A short arrival check

Welcome in. We hope you found everything easily. Wi-Fi and the essentials are on the first page of your guide: [LINK]. If something is missing or not working, please message us now so we have a chance to help. We would much rather fix a little problem during your stay than learn about it after you have gone home.

PRO TIP

Ask one simple question that makes it easy to report a problem.

Try it before you move on

Keep in view

One warm check-in question opens the door to help.

Details to supply

LINK

Final check

Accurate facts, clear sequence, help contact and a review date.

What one warm question makes it easy to report an arrival problem?

Answer: Use the lesson's check: One warm check-in question opens the door to help.

Why: Check your actual property notes against this lesson's takeaway: One warm check-in question opens the door to help. Mark any missing fact for verification before sharing the guest edition.

MEMORY TIP • TAKE THIS WITH YOU

One warm check-in question opens the door to help.



A kind response to a repeated question

Absolutely. The [ITEM] works like this: [SHORT VERIFIED ANSWER]. There is also a photo here if that helps: [RELEVANT SECTION]. Let us know if the controls look different or it still does not work. We will help you from there.

PRO TIP

Let **Jack** help shorten a verified answer, then move it where guests will look.

Try it before you move on

Keep in view

Answer kindly, then improve where the answer lives.

Details to supply

ITEM, SHORT VERIFIED ANSWER, RELEVANT SECTION

Final check

Accurate facts, clear sequence, help contact and a review date.

If a question keeps returning, where should the answer be made easier to find?

Answer: Use the lesson's check: Answer kindly, then improve where the answer lives.

Why: Check your actual property notes against this lesson's takeaway: Answer kindly, then improve where the answer lives. Mark any missing fact for verification before sharing the guest edition.

MEMORY TIP • TAKE THIS WITH YOU

Answer kindly, then improve where the answer lives.

When equipment fails

Thank you for telling us. Please stop using [ITEM] for now. [NAMED PERSON OR TEAM] is checking the next step, and we will update you by [TIME YOU CAN ACTUALLY MEET]. Please keep messages about the issue in [BOOKING CHANNEL] so the details stay together. If there is any immediate danger, leave the affected area and contact emergency services first.

PRO TIP

Promise only the next update your team can actually deliver.



Try it before you move on

Keep in view	Acknowledge, arrange help, give a realistic update.
Details to supply	ITEM, NAMED PERSON OR TEAM, TIME YOU CAN ACTUALLY MEET, BOOKING CHANNEL
Final check	Accurate facts, clear sequence, help contact and a review date.

What is the next update your team can realistically promise when equipment fails?

Answer: Use the lesson's check: Acknowledge, arrange help, give a realistic update.

Why: Check your actual property notes against this lesson's takeaway: Acknowledge, arrange help, give a realistic update. Mark any missing fact for verification before sharing the guest edition.

MEMORY TIP • TAKE THIS WITH YOU

Acknowledge, arrange help, give a realistic update.

Before departure

We hope you have enjoyed your stay. Checkout tomorrow is [TIME/TIME ZONE]. The key-return and locking details are here: [LINK TO ALREADY DISCLOSED INSTRUCTIONS]. Please check chargers, drawers and the refrigerator for belongings. Let us know if there is anything we should address before the next guests arrive. Thank you for staying with us.

PRO TIP

Keep the departure message short enough to read while packing.

Try it before you move on

Keep in view	One short departure message, no new surprises.
Details to supply	TIME/TIME ZONE, LINK TO ALREADY DISCLOSED INSTRUCTIONS
Final check	Accurate facts, clear sequence, help contact and a review date.

Can a guest follow your departure message while packing, without finding a new condition?

Answer: Use the lesson's check: One short departure message, no new surprises.

Why: Check your actual property notes against this lesson's takeaway: One short departure message, no new surprises. Mark any missing fact for verification before sharing the guest edition.

MEMORY TIP • TAKE THIS WITH YOU

One short departure message, no new surprises.

Part Five Test maintain and improve

Before releasing a completed guest edition, replace every bracketed field, remove unused modules, confirm spelling and phone numbers, test every link and inspect all photos for private codes. Match rules to each booking channel's approved disclosure. Check accessibility descriptions against measurements and equipment steps against the exact model. Confirm emergency information with the responsible local authority or qualified reviewer where appropriate.

Test the phone edition with enlarged text and a small screen. The main answers should be readable without zooming or side-scrolling. Print the emergency and arrival backup. Ask a person unfamiliar with the property to find parking, Wi-Fi, emergency help and checkout in under a minute each. If they cannot, simplify the navigation before adding another paragraph.

Keep a private question log: date, question, section that should answer it, whether the information was correct and what you changed. Several questions about the same item may indicate a confusing device, hidden control or broken link rather than inattentive guests. Test the physical experience as well as the words. Add a small instruction beside an appliance when appropriate, but do not use signs to introduce undisclosed rules.

Assign a responsible person and review date. Recheck immediately after a lock, internet, appliance, service, amenity, regulation or channel-policy change. Before each season, check road/weather instructions and seasonal facilities. On a routine monthly review, check contacts and high-use links. Keep dated versions so your team knows which instructions applied to each booking.

What to remember: lead with the next guest decision; keep rules consistent with the booking; explain exact equipment; protect private access details; and keep a human contact easy to find. Your next action is to complete the property fact sheet and test the arrival page before decorating the rest. Clear instructions are a hospitality feature. The guest does not need a scavenger hunt with a cleaning fee.

PRO TIP

Treat the next repeated question as a clue to improve the guide.



Try it before you move on

Keep in view	Test, update, date: keep the guide useful.
Details to supply	Part Five Test maintain and improve
Final check	Accurate facts, clear sequence, help contact and a review date.

Who checks each guide update, records the date and updates every affected copy?

Answer: Use the lesson's check: Test, update, date: keep the guide useful.

Why: Check your actual property notes against this lesson's takeaway: Test, update, date: keep the guide useful. Mark any missing fact for verification before sharing the guest edition.

MEMORY TIP • TAKE THIS WITH YOU

Test, update, date: keep the guide useful.

Sources and scope

Source IDs refer to the dated research register in Host-Resource-Guide-Master.txt. Primary sources govern platform policy and safety. Provider guidebooks and public discussions informed the questions to cover, not legal or safety conclusions. All template wording, fictional situations and worksheets here are original. No paid manual or private group was accessed. The public guide is free; optional ToolBox feature use has separate plan limits. Actual app deep links remain a release task in the website handoff.

The facts behind the guidance

House manual sources checked October 24, 2026.

H1 | Airbnb | Reasonable house rules and requests | Primary policy page read. Applies to reservations booked on or after November 20, 2026. Supports prior disclosure, consistency, reasonable requests and restrictions on fines/contracts. Does not establish a host's local legal rights.

<https://www.airbnb.com/help/article/4168>

H2 | Airbnb | Important changes to house rules | October 20, 2026 announcement read. Explains seven rule categories, modest requests and contextual exceptions. Implementation must match current platform controls.

<https://www.airbnb.com/resources/hosting-homes/a/important-changes-to-house-rules-21>

H3 | Airbnb | A clear and simple checkout | Current public guidance retrieved. Supports keeping departure simple and reviewing requests in the designated listing controls. Older cached checkout advice can conflict with the new announcement; use H1 and H2 for the effective change.

<https://www.airbnb.com/resources/hosting-homes/a/a-clear-and-simple-checkout-584>

H4 | Airbnb | Sharing safety information about your place | Public primary guidance read. Indoor camera prohibition and exterior/noise device disclosures. Do not generalize it to every platform or every jurisdiction's recording law.

<https://www.airbnb.com/resources/hosting-homes/a/sharing-safety-information-about-your-place-371>

H5 | Airbnb | Accessibility Policy | Primary policy page read. Service animals, emotional support animals and reasonable adjustments have distinct conditions and legal context.

<https://www.airbnb.com/help/article/1869>

H6 | Airbnb | How to photograph accessibility features | Primary guidance retrieved. Supports specific descriptions and actual photographs, not a general certification that a home is accessible.

<https://www.airbnb.com/resources/hosting-homes/a/how-to-photograph-accessibility-features-30>

H7 | US Environmental Protection Agency | How to care for your septic system | Primary guidance read. Supports toilet-paper/waste guidance and avoiding inappropriate drain disposal. No guest repair procedure copied.

<https://www.epa.gov/septic/how-care-your-septic-system>

H8 | US Consumer Product Safety Commission | Carbon monoxide information | Primary guidance read. Supports leaving for fresh air and calling emergency help for suspected CO and avoiding indoor generators. Further primary consumer guidance warns against indoor charcoal grills.

<https://www.cpsc.gov/Safety-Education/Safety-Education-Centers/Carbon-Monoxide-Information-Center>

<https://www.cpsc.gov/safety-education/safety-education-centers/carbon-monoxide-information-center/protect-your-family-from-carbon-monoxide-poisoning-->

H9 | CDC | What you can do to stay healthy in hot tubs | May 20, 2025 primary guidance read. Supports the specific temperature, age, illness, alcohol and pregnancy precautions stated. Not a substitute for a local operating code or manufacturer directions.

<https://www.cdc.gov/healthy-swimming/safety/what-you-can-do-to-stay-healthy-in-hot-tubs.html>

H10 | CDC | Operating public pools hot tubs and splash pads | January 10, 2025 primary guidance retrieved.

Safety measures and operator responsibilities. Applicability of a public aquatic code to a particular rental requires local review.

<https://www.cdc.gov/healthy-swimming/toolkit/operating-public-pools-hot-tubs-and-splash-pads.html>

H11 | American Red Cross and US Fire Administration | Fire escape guidance | Public primary guidance retrieved. Supports evacuation planning, safe meeting locations and emergency help. Ready.gov home-fire page returned



403; these materially different primary sources were used instead.

<https://www.redcross.org/get-help/how-to-prepare-for-emergencies/types-of-emergencies/fire/if-a-fire-starts.html/>

<https://www.usfa.fema.gov/prevention/home-fires/prepare-for-fire/home-fire-escape-plans/>

H12 | Ready.gov | Floods and disaster preparation | Public official search text retrieved; direct floods open unavailable. Supports avoiding floodwater and following authorities. Add the property's local official alert source before guest release.

<https://www.ready.gov/floods>

<https://www.ready.gov/sites/default/files/2021-11/are-you-ready-guide.pdf>