

Tips for messaging guests



1 Thanks for booking

Once a guest has booked your home on Airbnb, consider sending them a note within the first 24 hours so they know you're expecting them.

Example: Dear [Guest name],

Thanks for confirming your reservation. Do you know what time you'll arrive?

If you need directions to reach my home or any advice about [city] don't hesitate to ask. I'll do my best to help. Thanks again and see you soon.

[Host name]

2 Sorry, can't accommodate

Sometimes guests ask for things that just aren't possible. When turning down a request, try to word your response clearly and respectfully.

Example: Hi [Guest name],

I'm so sorry, but we don't allow dogs at our listing, so unfortunately it may not be the best fit for your trip. Thanks and good luck!

[Host name]

3 How to get here

Before guests arrive, it's a good idea to send over directions so they know exactly where to go.

Example: Hello [Guest name].

We're looking forward to hosting you. Here are directions to our home via:

- Google maps: [Insert link]
- Public transit: [Insert directions]

Before you arrive, feel free to send your flight details or trip info so we know when to expect you. Safe travels!

[Host name]

4 Welcome message

A couple days before the booking, send your guests general check-in information that they'll need upon arrival.

Example: Dear [Guest name],

By now you've received directions to our home. Here are a few more things you'll need for a great stay:

- Door code: [entry code]
- Wifi: [password]
- House manual: [link or instructions]

Let me know if you have any questions. Have a great stay.

[Host name]

5 Things to do

Guests love getting local tips and knowledge they won't find in a travel guide. Consider sending over your top recommendations or linking to your guidebook.

Example: Hi [Guest name],

If you're looking for stuff to do, eat, and see during your stay, here are some of my favorite spots in the area. Be sure to check them out!

- Restaurant: [Insert spot and quick description]
- Shopping: [Insert spot and quick description]
- Sightseeing: [Insert spot and quick description]

[Host name]

6 How's it going?

After the first night, some hosts send another message to their guests to ensure the stay is going smoothly.

Example: Good morning [Guest name],

Just wanted to send a note to make sure you got in okay and everything is going well. Please let me know if you need anything at all.

[Host name]

7 Checking out

It can be helpful to send a note around the time your guests will be getting ready to leave to remind them of any checkout info.

Example: Hi [Guest name],

I hope you've had a wonderful stay. Below are your checkout details.

Checkout time: [checkout time]

Please leave any dirty towels or linens in the bathtub, and remember to lock the door. Thank you for staying at my place and I look forward to hosting you again.

[Host name]

8 Thanks for being a great guest

After the stay has ended, it's nice to let your guests know that all went well and you'd happily host them again.

Example: Dear [Guest name],

Thanks so much for choosing my home during your trip to [city]. I hope you had a five-star stay and safe journey back. Whenever you get settled, I'd appreciate if you could leave a review.

[Host name]