

Welcome to our Home

Insert Home Name Here

Insert Home Address Here



Contact

Jane Doe

123.456.7890
jane@doe.com

WELCOME

Welcome to {{Home Name}}

Welcome to **{{Home Name}}**, our home away from home in beautiful Charleston SC. This welcome book is intended to help you get acquainted with the area and our home. We've excited to have your stay in our home and hope you enjoy all that our town has to offer. Along with our area guide you'll also find everything you need to know about our home. From air conditioning to all the amenities.

The Property

We've made sure to equip our home to a high standard and to anticipate your needs by providing all the things you might want for a luxurious stay. Hair dryers and towels are provided as standard and a washing machine is available so that you don't have to worry about a thing.

Our philosophy

You want to have a wonderful stay and we want that for you too. We believe that when you are here this is your home for however long you are staying and that you will be relaxed, comfortable and happy.

Welcome to Charleston!

{{Insert Image in place of Logo Here}}



ARRIVAL & DEPARTURE INFORMATION

ARRIVAL INFORMATION

WIFI / INTERNET DETAILS

The house has free Wi-Fi. The details are:

ID:

Password:

The service is provided for your enjoyment but you are responsible for safe and appropriate use and complying with all laws. If there is any loss of service please contact us.

ACCESS CODES / INSTRUCTIONS

Due to the sensitive nature of this information we will email access codes separately.

CHECK-IN TIME

Check-in time is **{{X PM}}**. In some cases we can arrange an early check-in, please contact us if you will arrive early and we'll do our best to accomodate! If you arrive early please refer to our city guide - there is plenty to keep you entertained!

DRIVING DIRECTIONS

If you are arriving via car and have a GPS system in the car, please use **{{Home Address}}**. You can also click this link for Google directions **{{Google Home Address}}**.

ADDITIONAL SERVICES

If you require additional personalised requests outside of normal home provisions, please check with us prior for special requests and we will do our best to accommodate prior to check in.

PARKING

Parking is provided on site for **{{XX cars}}**.

If you require additional parking, we recommend parking **{{at XXX parking garage or additional location}}**.

DEPARTURE INFORMATION

CHECK-OUT PROCESS

When you leave, please ensure the following simple tasks are done:

- take the trash and recycling and leave in the bins located outside the home
- ensure the air-conditioning is set to 80F
- run the dishwasher
- lock the house
- **{{Key lock or code instructions to be added here}}**

We hope you had a wonderful stay and wish you safe travels back home. We'd love to see you again upon your next visit!

CHECK-OUT TIME

Check-out time is strictly **{{XXam}}**. Should you require a later checkout we will do our best but you need to let us know beforehand. If we have guests arriving that day it will be almost impossible to offer a late check-out due to the cleaners needing to prepare for those guests.

CLEANING

You will find the house clean on arrival but please let us know if you are not satisfied. If you need a cleaning service during your stay, please let us know and we will arrange this for you. An extra payment will apply. On departure it would be helpful if you could leave the house (particularly kitchen contents and bathrooms) clean and tidy when you leave. No need for you to perform a full clean!

INVENTORY CHECK

Optional opportunity to add any specific inventory check you or your housekeeping will do on check out.

GETTING YOURSELF ORIENTED

OVERVIEW OF THE AREA

Use this section to describe very briefly where you are located in relation to key things a guest may want when they first check in. For example, how close to the grocery store? How far from downtown/beach/etc. Just think of this as a helpful start for a guest who has never been here and may feel a little lost! **{{Clean + Repeat has a locals guide to Charleston that you can insert here}}**

SUGGESTIONS IF YOU ARRIVE EARLY

Many guests will arrive before the designated check-in time. The good news is that there is plenty to do. We often suggest that guests visit the grocery store and shop for local provisions. That will give you more time to relax once you've checked in! There are also a few good restaurants for lunch so why not relax and enjoy some of the local food!

{{Insert Image in place of Logo Here}}



ABOUT THE ACCOMMODATION

APPLIANCE INSTRUCTIONS / INFORMATION

AIR CONDITIONING

Our home has the benefit of air conditioning. You will find a thermostat on the wall **{{Provide details on thermostat locations here}}**. Please ensure that all windows and outside doors are closed while the AC is running to ensure it operates efficiency. We recommend a setting of 72F which we find keeps our home sufficiently cool.

CEILING FANS

Our home is equipped with ceiling fans to help keep you cool. Each fan is operated via a **{{Provide additional instruction here}}**

CENTRAL HEATING

Our home has a central heating system. You will find a thermostat on the wall **{{Provide details on thermostat locations here}}**. We recommend a setting of 72F which we find keeps the home sufficiently warm.

FIREPLACE

Due to the nature of historic Charleston our home has many fireplaces. These are **NOT** working fireplaces and shouldn't be used under any circumstance.

KITCHEN EQUIPMENT

We've appointed our home with all updated kitchen appliances that will accomodate the most eager cooks in your party. All equipment and utensils are provided as part of your stay, please inquire if you require specific equipment and we will provide a prompt response if we have equipped within our kitchen.

The Dishwasher:

It's very simple, we promise! We provide a supply of tablets - you will need to insert one into the flip box container on the inside of the dishwasher door. Then press the program button of your choice - there are a few settings which are obvious - then press the start button.

The Fridge/freezer:

You should not need to adjust any settings. If you run into any difficulties (i.e. it's not cooling efficiently) please let us know.

The Oven & Range:

The oven is a **{{Insert Oven & Range Type + Specific Instructions based on your home}}**.

LAUNDRY APPLIANCES

We have a washer and dryer located **{{Provide Location Instructions Here}}**. There is a supply of laundry detergent for your use. To operate the machines, simply select the program you want, place the detergent in the tray, close the door, and hit start. If in any doubt there are instructions next to the machines.

SECURITY / ALARM INFORMATION

The property has an alarm. We will share the details with you separately. Whenever you leave the property we strongly suggest you set the alarm. This is a safe area but it always pays to use all the available security features.

ENJOYING YOUR TIME INSIDE

BOARD GAMES / PLAYING CARDS

Enter Your Information Here

BOOKS

Enter Your Information Here

BREAKAGES

We understand that sometimes accidents happen! Should you break anything please let us know immediately - if it's minor we usually won't charge. If it's a larger issue we will defer to the rental agreement to accommodate to the replacement or repair costs. We hope this will not be an issue and appreciate you treating our home as if it were yours. Thank you!

GAMES CONSOLES

Enter Your Information Here

MUSIC SYSTEM

Enter Your Information Here

TELEVISION / DVD SYSTEM

Enter Your Information Here

ENJOYING YOUR TIME OUTSIDE

BEACH EQUIPMENT

Enter Your Information Here

CHAIRS / TABLES

Enter Your Information Here

GRILL

Enter Your Information Here

HOT TUB

We have an outdoor hot tub available for your use. If you wish to use it, please ensure you turn it on by **{{Provide Instructions}}**. When you have finished using it please turn it off for efficiency. Please also pay special attention to the safety rules which are located **{{Provide Instructions}}**.

MUSIC SYSTEM

Enter Your Information Here

SWIMMING POOL

We have a **{{Heated or Non Heated}}** swimming pool available for your use. If you encounter any issues with cleanliness or notice any faults, please let us know asap. Please also pay special attention to the safety rules which are located **{{Insert Pool Rules Here}}**.

OTHER USEFUL INFORMATION

BED LINENS / TOWELS

Enter Your Information Here

GARBAGE DISPOSAL & RECYCLING

Enter Your Information Here

WHAT TO DO IN CASE OF A POWER OUTAGE

Enter Your Information Here

WINDOW LOCKS

Enter Your Information Here

SAFETY INFORMATION & RENTAL RULES

RULES & REGULATIONS

TOWN / COMPLEX / SUBDIVISION RULES

Enter Your Information Here

PETS

Enter Your Information Here

QUIET TIMES

Enter Your Information Here

SMOKING POLICY

Enter Your Information Here

SAFETY INFORMATION

EMERGENCY EXIT INSTRUCTIONS

Please state very clearly to your guests where the emergency exits are located and where they should gather (evacuation map) in the event of needing to use them.

EMERGENCY PHONE NUMBERS

For emergency services please immediately call **{{Insert Numbers Here}}**. Do not delay if you feel an emergency situation has arisen.

LOCATION OF FIRE ALARM

Please state very clearly to your guests where they can find the fire alarm.

LOCATION OF FIRE EXTINGUISHER

Please state very clearly to your guests where they can find the fire extinguisher and how to use it.

LOCATION OF GAS SHUT-OFF VALVE

Please state very clearly to your guests where they can find the gas shut-off valve and how they shut it off.

SMOKE & CARBON MONOXIDE DETECTORS

Please state very clearly to your guests if you have a smoke and/or carbon monoxide detector. Explain where it is and what the warning signs will sound like. Please also let them know, in the event of a power outage, if the devices have a battery back-up and how that will sound if it fails.

USEFUL CONTACT NUMBERS

TELEPHONE NUMBERS YOU MAY NEED

EMERGENCY SERVICES

Enter Your Information Here

HOUSEKEEPERS / CLEANERS

Enter Your Information Here

MAINTENANCE STAFF

Enter Your Information Here

PROPERTY MANAGER

Enter Your Information Here

SECURITY GUARD

Enter Your Information Here

PRACTICAL AREA INFORMATION

LOCAL CONDITIONS

STAYING SAFE ADVICE

Enter Your Information Here

TIDE TIMES

Enter Your Information Here

WEATHER INFORMATION

Please click **{{Enter Preferred Weather Link here}}** for a 10 day weather forecast.

LOCAL TRANSPORT

Uber & Lyft

Enter Your Information Here

TAXI

Enter Your Information Here

TRAIN STATIONS

Enter Your Information Here

PUBLIC TRANSPORTATION

Enter Your Information Here

WHERE'S THE NEAREST?

AIRPORT

Enter Your Information Here

BANK / ATM

The nearest bank or ATM can be found at

CHURCH

The nearest church is

GAS STATIONS

Enter Your Information Here

GROCERY STORE

Enter Your Information Here

MEDICAL FACILITIES

Enter Your Information Here

PHARMACIES

Enter Your Information Here

POLICE STATION

Enter Your Information Here

POST OFFICE

Enter Your Information Here