



STAYMARQUIS
WHERE HOME MEETS HOSPITALITY

Congratulations!

You received your first booking!

You just received your first booking through StayMarquis and have some questions. How do I prepare my home? When do I get paid out? Who's checking them in? We understand this can be a demanding process, especially when you are committed to providing your guests with exceptional stays, so this guide is to alleviate these stresses by answering most, if not all, your questions. If after reading you still have questions, reach out to your Owner Success Manager who can help further.

Here's what to expect next...



Next Steps:



Set up your bank account

We pay you out once we collect payment in full from the guest. The easiest and quickest form of payment is through a direct deposit. Once payment is initiated, it can take up to 3 business days to land in your account, but it's usually much quicker.

You can link your account in the Owners Portal. If you prefer check or wire, we can do that too, but check can take up to 10 business days to arrive, and you will be responsible for any fees associated with a wire transfer.



Complete your Welcome Book

- A **Welcome Book** is a resource that you leave for the guests so that they understand how your home works, maintenance schedules, and other important information.
- **Marquis** - If you are on the "Marquis" program, your Property Manager will be in touch to collaborate on your Welcome Book, accessible to you in the Owners Portal. We will then print and bind the book for your guests to use during their stay.



Elite - If you are on the "Elite" program, we will provide a branded Welcome Book template for you to complete and print independently. We are here for you if you have any questions.



Provide access instructions

- If you are enrolled in the "Marquis" program, we need access instructions for our team, as well as separate instructions for your guests. We highly recommend installing a keyless entry system if you don't already have one. With a keyless entry system, guests use a passcode to unlock the door, and you can disable or change the passcode after they depart.
- If you don't have keyless entry, we need 4 keys: one (1) for our office, two (2) for guests, and one (1) key hidden or in a lockbox. Note that you should have one hidden key even if you have keyless entry as the batteries may die or it may disconnect from Wi-Fi from time-to-time.



If you are enrolled in the "Elite" program, we do not need to collect access instructions and we do not need a set of keys, but you should provide two for your guests and leave one hidden at the property.



Complete your vendor list

- If you are on the “Marquis” program, if an issue that requires a service provider’s help arises, our Operations team can coordinate. We’ve developed a carefully vetted list of partner vendors that provide us with priority service and preferred pricing.
- If you prefer to use your own service providers, please share all relevant contact information. If your provider is not available, we will coordinate with one of our recommended vendors.



If you are on the “Elite” program, it is your responsibility to coordinate with your service providers.



Prepare your home

Review our [Essentials Checklist](#) to ensure all items are provided for your guests

Deep clean your home

- Deep clean your property prior to your first rental. A deep clean goes above and beyond a standard pre-stay cleaning. Please click [here](#) to view our deep clean checklist. If you need assistance, our fully-insured, professional cleaning teams can assist with a deep clean.

Remove interior cameras

- State law prohibits interior cameras in rental properties. Any interior cameras must be disabled for the entirety of the booking period.

Prepare the kitchen

- Remove any perishables that should not be consumed by guests.
- Throw out any expired spices and procure new ones.
- Refrigerator and freezer should be emptied completely except for ice/freeze packs. If you have a secondary fridge that guests will not have access to, move personal items there.
- Refer to the Essentials Checklist to ensure your kitchen is properly stocked and everything is in good condition.

Remove personal belongings

- Your guests want to feel as if they are staying in a vacation home, not someone else's home.
- Remove personal items from all drawers, closets, medicine cabinets, counters, showers and baths.
- Remove family photos where possible. If photos are hanging on the wall, they are okay to leave, but guests will enjoy your home more if they're not there.

Prepare your bathrooms

- After removing all personal items, stock each bathroom with new necessities from the Essentials Checklist.

Ensure that you have enough linens and towels for your guests

- Each set of linens should include a top sheet, bottom sheet, bedspread (or duvet with cover, comforter, or quilt) – Two (2) sets per bed are required: One (1) on the beds during rentals and one (1) for turnovers.
- Provide 2 pillows for single beds, 4 pillows for full, queen or king beds (new and clean).
- Provide 2 bath towels, 2 hand towels, 2 wash cloths and 2 pool/hot tub/lake towels per guest based on the maximum occupancy of your home.
- Ensure all linens and towels are without stains or holes.
- Provide extra sets of linens and towels in an easy to find location for your guests.
- Bedding and linens should be white to represent a clean aesthetic and to remove stains easily.

Scotchgard furniture

- Scotchgard all couches and fabrics as stains are inevitable when renting.

Designate a locked linen closet

- Have at least one (1) locked linen closet to store extra linens that should be used for turnovers. Guests should not have access to this closet.
- Please provide us with access instructions to this closet.



Rental Management

Exclusive to Properties on the "Marquis" Program

As referred to in the Welcome Book section on page 2, your Property Manager will assist in completing a Welcome Book for your property, which will be emailed to guests prior to arrival. A hard copy will also be available on site. Get a head start completing your Welcome Book in the Owners Portal.



Preventive Maintenance Visit

- Your Property Manager will complete a walk-through of your home within 24-48 hours prior to guest arrival to ensure that the property is guest ready. Please indicate if you would like to be notified prior to our visit.
- This visit will also serve to document the condition of the property prior to guest arrival.
- At this time, your Property Manager will place essential items that StayMarquis provides including shampoo, conditioner and body wash from Le Labo, paper towels, environmentally friendly, septic safe toilet paper from Plant Paper, laundry detergent, dishwashing liquid, dishwasher pods, sponges, trash bags (kitchen bags and small trash can liners), hand soap, aluminum foil, and a grill brush. We also provide a welcome gift that includes rose wine from RGNV, ciders, a Le Labo candle, Lemon Perfect water, a beach tote bag, a wine opener and more. The gifts are subject to change.
- During this walkthrough, if we deem your property is not guest ready, we will take appropriate measures to ensure that it is to avoid guest refund requests and reputational harm to your listing and our service. Any costs incurred will be at your expense, however, if you don't wish to make these necessary improvements, we will cancel the reservation and return funds to the guest.



Check-In by your Property Manager

- The check-in process is to ensure the guest's knowledge and satisfaction of the home. Your Property Manager will check your guest in either in-person, telephonically, or digitally depending on the guest's time of arrival and/or preference.



StayMarquis will remain the point-of-contact for guests for the duration of their stay and work to resolve issues as they arise

- Most of the time we can resolve issues without the need to get you involved, however, we will contact you if there is a property maintenance-related issue.



Housekeeping

- The end-of-stay cleaning will be coordinated by StayMarquis, and will be completed within 24 hours of the guest checking out.



Laundry

- Dirty linens and towels are laundered on or off-site. When laundered off-site, linens will be returned at the completion of your next rental for turnover. If you need these linens to be returned sooner, please contact StayMarquis to coordinate.



Check-Out

- Your designated Property Manager will perform a full walk-through of your home within 24 hours of guest departure. If there are any damages or excess cleaning required as a result of the guest's stay, the Property Manager will submit these items to the Resolution Center.
- StayMarquis will assist in addressing any repairs using your vendors or our preferred vendors.
- You will be notified of any damages/issues. We may need your help ascertaining costs so that we can enter claims no more than 14 days from the guest's departure date.



If you are on the “Elite” program, you manage all guest communication and on-the-ground services.

- You will be introduced to the guest via email at the later of
 - 1) 60 days prior to check-in and
 - 2) once the guest is paid in full.Once introduced, take this opportunity to reach out to your guests to coordinate arrival and check-in instructions.
- You are the point of contact for your guests for the duration of the rental and are responsible for addressing any in-stay issues that might arise.
- You are to coordinate the end of stay cleaning upon check-out. If you need to use one of our cleaning teams, please contact us. Review our 2022 pricing sheet [here](#).
- You will receive an email from StayMarquis the day of check-out with a link to our Resolution Center.
 - If there are any damages or excess cleaning costs caused by the guest, they must be submitted to the Resolution Center. To submit a claim, photo or video documentation is required, along with associated invoices or receipts.
 - All claims must be submitted within 14 days of the check-out date. If no action is taken within the reporting period, any refundable security deposit will be sent back to the renter.

If you are interested in the rental management services outlined in the “Marquis” program, please don't hesitate to contact us.

As always, if you have any additional questions, please contact your Owner Success Manager at their personal email address or phone number, or contact general owner support at owners@staymarquis.com.