Editable guest messages

Send through the guest's booking channel unless another channel is agreed and permitted. Replace bracketed variables, verify dates and local times, remove irrelevant lines and review the tone before sending. Never send unverified promises, access codes in public links or pressure for a positive review.

01 Booking confirmation

After the reservation is accepted, not merely requested.

Hello [guest_name], your stay at [property] is confirmed for [arrival_date] to [departure_date], for [guest_count] guests. Check-in starts at [time] in [time_zone]. I will send arrival details by [date_or_time]. You can reach me here if your plans change. [host_name]

02 Booking request received

While checking availability and terms.

Hello [guest_name], thank you for your request for [dates]. I am checking availability and the details you shared. This message does not confirm a reservation. I will reply by [time_and_zone] with the next step. [host_name]

03 Pre-arrival planning

A few days before arrival, adjusted to your booking terms.

Hello [guest_name], we look forward to welcoming you on [date]. Check-in is from [time] in [time_zone]. Here is your guest guide: [guide_link]. Could you confirm your approximate arrival time and any agreed preparation needs? Access details will follow separately through [secure_channel].