



AIRBNB HOUSE MANUAL TEMPLATE

Welcome

Welcome to our home, at *address*. We hope you will have a very enjoyable stay. The details below will help you make the most of your stay. Please make yourself comfortable and enjoy our home as much as we do.

Add a couple of paragraphs with the highlights of your property and the area.

If you have any questions, please don't hesitate to get in touch.

Contact Details

Name:

Email:

Phone:

If you cannot get hold of me, you can also contact Layla at Sydney Concierge.

Email: layla@sydneyconcierge.com.au

Phone: 0414 737 730

Facebook Messenger: <https://www.facebook.com/airbnbsydneyconcierge>

Preferred Tradespeople

- Pool:
- Plumber:
- Electrician:
- Handyman:

Things to Know

- *Include any quirks about the property, such as poor mobile reception, if it is a vegetarian-friendly household, any cockroaches etc.*
- *Also include any rules or guidelines, such as: no parties, no more than 7 guests to sleep in the property, no smoking inside the property, no glass around the pool (plastic cups are provided in the top left kitchen cupboard), no loud music or noise after 10pm or before 7am.*

Access to Building

- You will be provided with 2 sets of keys. 2 large bronze keys for the front and laundry door, as well as 2 small silver keys for the deadlocks.
- ***There will also be a spare key in the lockbox, which should be left there in case you lock yourselves out.***
- *Include any codes.*
- Layla will meet you at the property, to do the check-in and show you around the property, as well as tell you about the area and answer any questions you have.



Check-Out

- Please leave the property as you found it.
- Please switch off all the lights.
- Please lock all the windows and doors.
- Please place used towels on the bathroom floor.
- Please strip the beds and place dirty bedding on the floor next to the bed.
- Please give us a positive review on Airbnb – many thanks!
- Layla will also do the check-out on your day of departure, at 10am – unless an alternative time is agreed with her.

Apartment/House

Wifi

- Network name:
- Password:
- *What to do if it stops working for any reason.*

Bins

- Please separate the recycling (yellow bin) from the general rubbish (red bin).
- *Where they can be found.*
- *When and where they should be put out.*
- *When they are collected.*

Ceiling Fans

- *How to operate them and which rooms they can be found in.*

Aircon

- Please ensure all windows and doors are closed before you turn it on. Please also turn it off if you are leaving the property.
- *Which rooms it can be found in.*
- *How to operate it, including location of panel(s) and remote controls.*
- *Include any tips, such as at least 2 zones must be on at all times.*
- *Include photos of the panel, especially if it is a little complicated, for someone who has not used it before.*

Parking

- *Include details, such as number of spaces available for garage/drive-way parking, as well as what street parking is like close by. And where the remote for the garage is kept (if applicable).*



Room by Room

Kitchen

- The equipment in the kitchen is easy to use, but there are a few things to note.
 - The bins are located under the sink.
 - The dishwasher tablets can also be found under the sink.
 - The manuals for the *oven, dishwasher etc* can be found...

Laundry

- The broom, vacuum cleaner, iron & ironing board and dustpan & brush can be found in here.
- Washing powder and fabric softener can be found....and are available for your use.
- Spare linen and towels can be found...

Lounge

- *Step by step instructions for the fireplace.*
- How to operate the TV in here: *including any login details for Netflix, Apple TV, Stan etc, as well as photos of remote controls if more than one is required and what to do if it stops working.*
- *How to operate the sound system.*

Garden/Courtyard/Balcony

- Please clean the BBQ after every use. The cleaning utensils are located...If the gas runs out, please take it to a local petrol station, where you can simply swap it for a full tank.
- Please place all of the outdoor cushions in the large furniture/wicker/storage box on the deck if it rains.
- A pool cleaner will clean the pool once a *fortnight*. Please do not be alarmed if you see him, as he will let himself into the garden via *the side gate*. His name is...
- A gardener will come and water the plants once a *fortnight*. Again, please do not be alarmed if you see him, as he will let himself into the garden via *the side gate*. His name is...

Facilities in Building

Swimming Pool

- Location:
- Hours Open:
- Access:
- *Include details of when the pool cleaner will come, if applicable.*
- Any problems with the pool: Call....
- *If a private pool, include any instructions on how to operate it.*

Spa

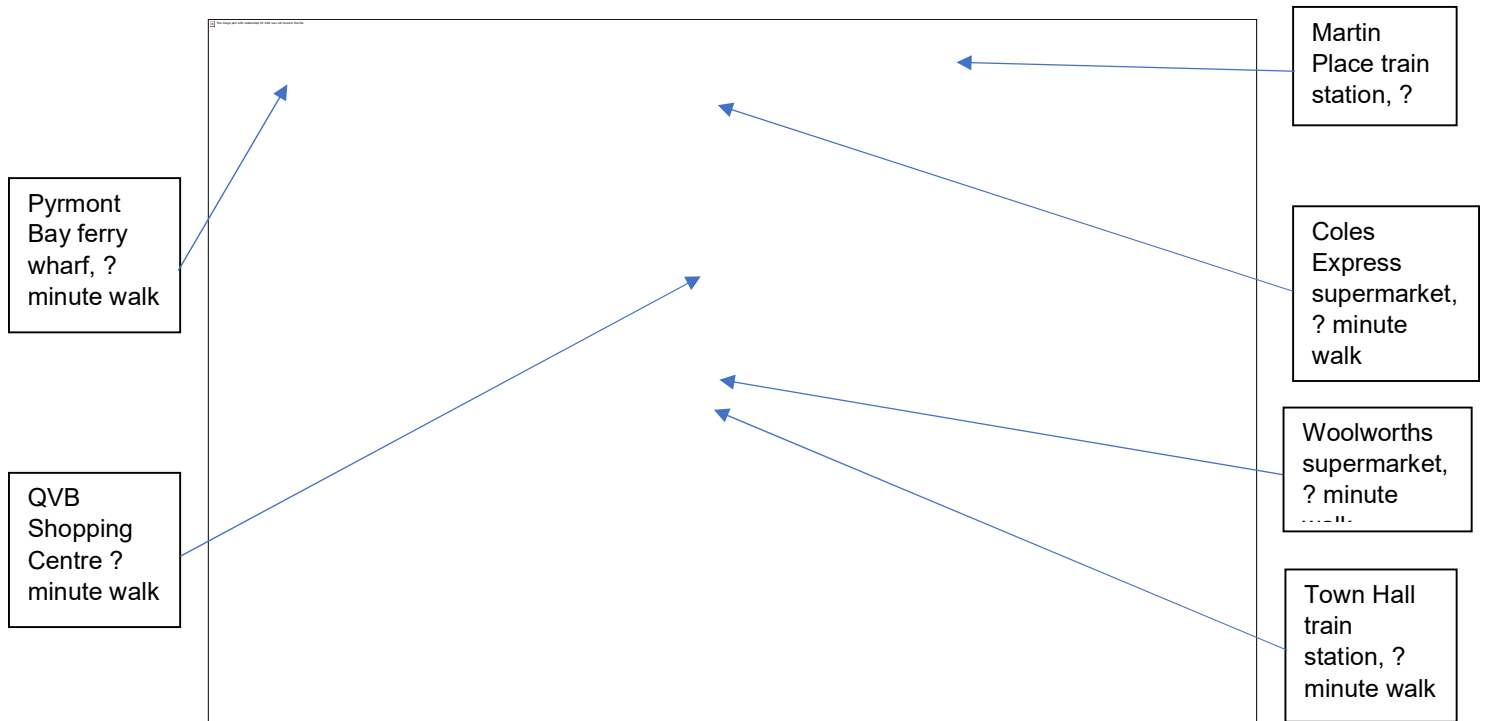
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Gym

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Sydney

Google Map of the surrounding area, with landmarks marked, for example...



Transport

- All transport information in Sydney, including ferries, trains, buses and light rail: <https://transportnsw.info> – has a journey planner.
- These transport apps are also great for planning journeys:
 - <https://citymapper.com/sydney>
 - <https://transportnsw.info/apps> – I like Tripview
- You will need an Opal Card for all public transport: <https://www.opal.com.au> – you can get one online, train stations, retailers such as newsagencies, Transport Customer Service Centre at Circular Quay (opposite wharf 5) or Central Station, by calling **13 67 25**.
- Fares. You can find full details here: <https://www.opal.com.au/en/opal-fares>, but basically adult train journeys under 10km cost \$3.46, most ferry journeys cost \$5.88 (Manly is \$7.35), light rail and buses costs \$2.15/3.58 for under 3km/3-8km. Off-peak journeys cost less. You can top up at some stations, as well as by phone and online. If you forget to tap on and tap off, Opal will charge you the maximum fare for that transport type.
- Adult Opal card holders get a \$2 discount for every transfer between modes (train, ferry, bus or light rail) as part of one journey within 60 minutes from the last tap off.
- Once you complete eight paid journeys between Monday and Sunday with an Opal card, your fares for the rest of the week are half-price.
- There is a daily cap of \$15.40 for adults. The weekly cap is \$61.60 and the maximum you will pay for unlimited travel on a Sunday is \$2.60.
- How to get to the airport:
 - Give details of costs and approx. travel times for train, taxi and Uber X



Shopping

- Nearest grocery stores including their addresses and websites (e.g. <https://www.woolworths.com.au>, <https://www.coles.com.au>, <https://www.aldi.com.au>, plus any nearby delicatessens).
- Details of any nearby markets worth checking out.
- Details of shopping centres close by.
- Plus a couple of your favourite shops.

Sightseeing in the area

- 101 Things to do in Sydney: <https://www.sydneyconcierge.com.au/wp-content/uploads/2015/07/sydney-concierge-101-things-to-do-in-sydney.pdf>
- Provide a few examples of things to see in the local area, including a few of your personal favourites which perhaps only a local would know.

Local Cafes, Restaurants & Bars

- Include a few of your favourites in the close vicinity, as well as a few others, including their website so the guests can easily check menus and opening hours.
- Mention if your recommendations require bookings.

Take-away

- <https://www.foodora.com.au>
- <https://www.ubereats.com/sydney>
- <https://deliveroo.com.au>

Sydney Concierge

- Now you don't need to stay in a 5-star hotel to receive 5-star concierge service.
- We help busy people tick off their to-do lists, as well as enable visitors to Sydney the holiday of a lifetime and new residents to settle here smoothly and quickly.
- We can help you with concierge requests such as: airport transfers, restaurant bookings, harbour cruises, tickets, luxury experiences, babysitters, toy hire etc.
- Contact us on +61 414 737 730, layla@sydneyconcierge.com.au or <https://www.facebook.com/sydneyconcierge>
- <https://www.sydneyconcierge.com.au>

Other Useful Websites

- News: <http://www.smh.com.au>
- Weather: <http://www.bom.gov.au/nsw/forecasts/sydney-local-forecasts.shtml> or <http://weather.smh.com.au/local-forecast/nsw/sydney>

Have a safe journey home, and we hope to see you again soon.