



# ASSURED & TAILORED

TRANSFERS | TOURS | ACCOMMODATION

## **Tier 3: Comprehensive Guest Relations Package Details**

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## PACKAGE DETAILS

The Comprehensive Guest Relations Package is our most extensive offering, building on the foundations established in Tiers 1 and 2. This package is tailored for property owners who seek to deliver exceptional guest experiences while streamlining the management of bookings and communications. By combining all the services from the previous tiers with enhanced guest communication and reservation management, this package ensures your property is well-managed and your guests are satisfied from booking to check-out.

### WHAT IS INCLUDED

#### Inclusions from Tier 1:

- **Professional Property Photography:** Access to professional photographers who will capture high-quality images of your property to ensure it stands out on OTA platforms.
- **Listing Creation on OTA Platforms:** Creation and optimization of your property listings on up to six (6) OTA platforms, including Booking.com, Airbnb, Travelground/LekkerSlaap, Safarinow, SA-Venues, and AfriStay.

#### Inclusions from Tier 2:

- **Basic Listing Maintenance and Updates:** Twice-yearly updates to your listing content and images, keeping your property listings fresh and competitive.
- **Backoffice Management:** Administration of OTA listings, including uploading necessary documents, ensuring compliance with platform terms, and keeping your accounts active and optimized.
- **Basic Reservation Communication:** Handling initial guest inquiries, quotes, and booking queries on OTA platforms.



### Additional Inclusions in Tier 3:

- **Guest Communications:** Comprehensive management of guest communications on OTA platforms and via WhatsApp, ensuring prompt and detailed responses to all guest inquiries. This service enhances guest satisfaction by providing a seamless communication experience from pre-arrival to post-departure.
- **Reservation Administration:** Efficient handling of all aspects of reservations, including the management of security deposits, booking forms, and indemnity forms. This service ensures that all reservations are processed smoothly and that guest expectations are met.

### **WHAT IS EXCLUDED**

- **Social Media Management:** The package does not include managing social media profiles or creating social media content.
- **Marketing Services:** Broader marketing strategies, including digital marketing and paid advertising, are not part of this package.
- **Commission on Activities Sold:** The package excludes commissions on activities or excursions sold through the platform.



## **COST**

- OTA Listing Creation Package Purchase: R4299 for six listings on OTA platforms
- Once-off Photography Package Purchase: R3000
- Reservations Commission Fee Structure: 12.5% commission on reservations

## **IS THIS PACKAGE RIGHT FOR YOU?**

The Comprehensive Guest Relations Package is perfect for property owners who want to provide superior guest experiences while effectively managing bookings and communications. By integrating all services from Tiers 1 and 2 with enhanced guest relations, this package ensures that every aspect of the guest experience is handled with professionalism and care. Whether you're looking to increase guest satisfaction or streamline the reservation process, this package offers the tools and support needed to manage your short-term rental property effectively.

# Contact Us



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