

Homeowner Guide

Making effortless vacation home management possible



vacasa
guestworks



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Welcome to Vacasa® Guestworks®

Vacasa was founded on the belief that a great vacation has the power to be life-changing. And now, we're bringing those high standards to Guestworks.

With Guestworks, you can look forward to effortless vacation home management with our dynamic pricing and extensive listing distribution, combined with 24/7 support and comprehensive marketing.

We're thrilled to welcome you to Guestworks as we partner to achieve your vacation home goals and discover all that your home has to offer. Now with all that time back, you can start planning your financial future and, of course, your next vacation.

You can contact your Homeowner Support Team with questions at 855-783-0040 or guestworks@vacasa.com.



The Guestworks® difference

Choosing the right solution to caring for your vacation home can be a big decision. With Guestworks, we make that decision easy.

Guestworks runs on the same technology platform as Vacasa, a platform that has hosted more than 3 million guests across tens of thousands of vacation homes. With our proven marketing engine designed specifically for promoting and booking vacation homes, each listing is distributed across our partner channels to ensure your vacation home is seen. By partnering with Guestworks, you're committing to the success and ease of owning a vacation home.



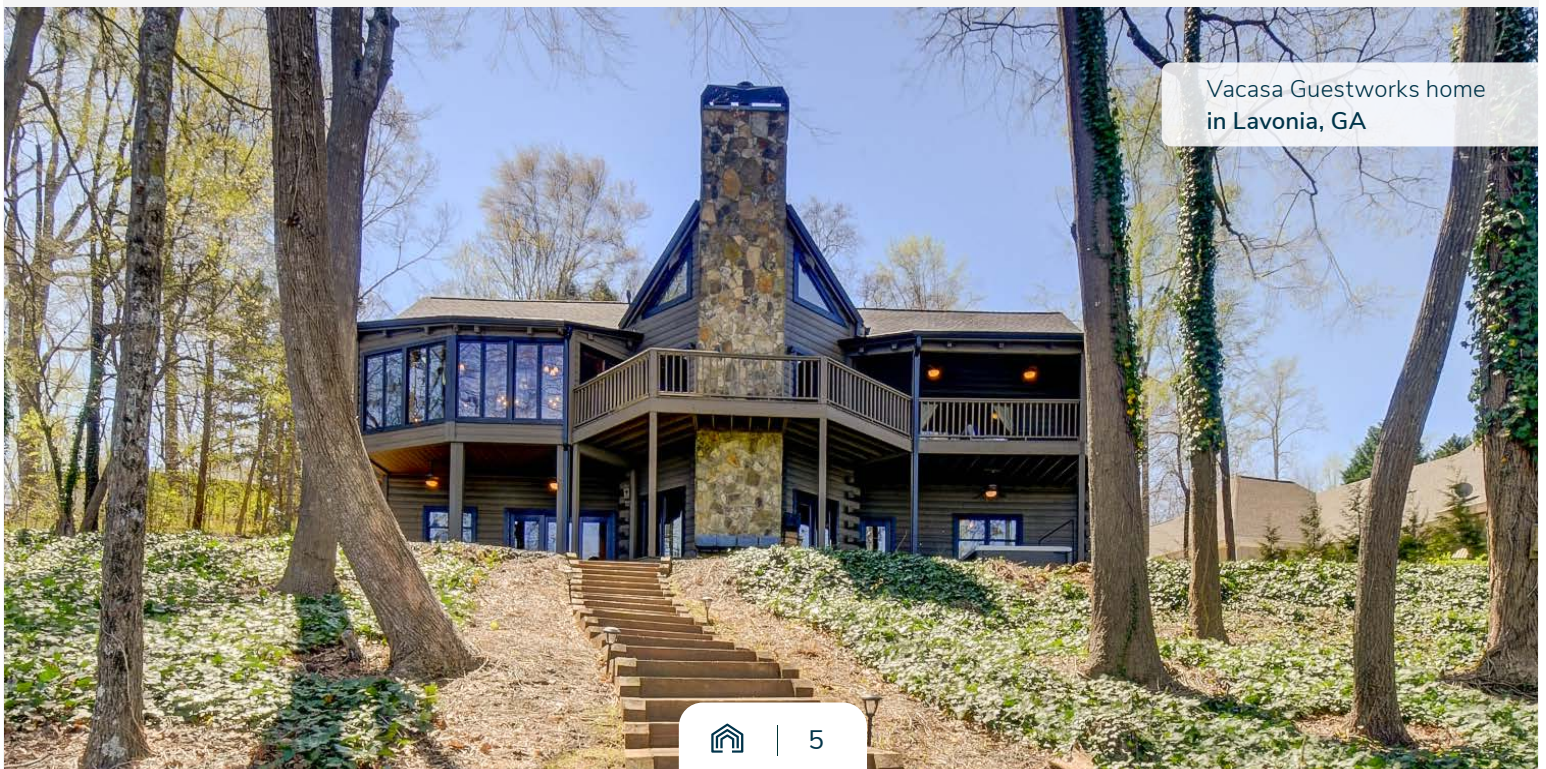
More revenue potential

You can count on Guestworks to provide comprehensive marketing, professional listing optimization, and a dedicated reservations team to help earn you more revenue. Our marketing team is composed of experts from the travel and hospitality industries who leverage broad email, advertising and retargeting initiatives, as well as professional copywriters, to create compelling listings across the top marketing sites. Your home will be competitively priced by our revenue management team using pricing strategies similar to those utilized by leading airline and hotel brands, with the aim of driving guests to your professionally crafted listing.



Superior booking experience

Your vacation home can deliver a consistently elevated booking experience, akin to that of a fine hotel brand. Guests will find accurate pricing and availability, secure credit card processing for instant bookings, and 24/7 live phone support from our expert guest experience team. Our Guestworks booking process maintains an exceptional vacation home experience for your guests.



Vacasa Guestworks home in Lavonia, GA

Getting started

Your experience as a Guestworks homeowner begins with our personalized Launch Program used to collect all necessary information, create your home's listings, and secure reservations across the top booking sites.

Our dialed-in program can take as little as 12 business days after you have completed Stage 1 and we have your listing photos.

Launching your Guestworks home



STAGE 1

Welcome and setup basics

Set up your home and account info, such as Wi-Fi details and preferred banking, conveniently and securely at your own speed using our innovative property set-up tool.



STAGE 2

Meeting your launch specialist

Your dedicated Onboarding Coordinator will guide you through every step to complete a successful launch, which includes personally ensuring listing and pricing accuracy.



STAGE 3

Listing creation and distribution

Our team of professional copywriters and photographers will craft the best-converting vacation home listings customized to effectively work across different sites like Airbnb, Vrbo, and Booking.com.



STAGE 4

Go-live

Your vacation home is now set up on our platform with an optimized listing ready to take reservations across the top booking sites.

Your professional listing

Vacasa's marketing is what makes us consistently rank as one of the top-converting vacation home managers on popular booking sites. This high distinction translates to our Guestworks listings, starting with our professional teams creating accurate and compelling descriptions for your home.

Professionally edited photography

Our team will create a visual story of your vacation home through high-definition images.

Engaging titles and descriptions

Our strategic listing language incorporates high ranking search engine optimization (SEO) keywords to spark guests' interest, while elevating your home's listing-site rank to reach more guests.

Setting initial rates

Just like an airplane taking off, there are steps we take to ensure your vacation home quickly reaches its optimal "cruising altitude" of performance. This involves carefully adjusting your home's initial pricing to increase guest interest and generate your first bookings.

Our expert team leverages historical rates, market-specific patterns, and years of experience driving bookings for new homes to quickly ramp-up yours to help achieve higher-priced bookings and long-term success.

Permitting and lodging taxes

If there's one thing for certain in the vacation rental industry, it's that regulations can change. While you are responsible for ensuring you have the correct permits in your area to short-term rent your vacation home, Guestworks has dedicated teams and allocated special resources to ensure that you are paying the correct taxes to the appropriate jurisdictions. Where allowed, we can withhold any taxes related to your home and remit them on your behalf.



Vacasa Guestworks home
in Spring, TX

Making your vacation home feel like home

While guests expect an easy check in and check out experience, home cleanliness, guest support, and other essential items, they also want to feel at home during their stay.

We have found that keeping your home free of personal belongings such as clothes, packed drawers, family photos, and other items can lead to a better guest experience and positive reviews.

Essentials for your guests

Delivering on an exceptional guest experience can come down to having the right basic items at your home at just the right time. We've created a homeowner supply checklist and recommend that you designate a locked inventory closet or area to securely store your guest supplies.

Getting your home closeup ready

When creating your listing, guests need to see and feel everything your vacation home has to offer. This is where professional photography comes in. To prepare your home for capturing exceptional images, we use the following staging tips.

Staging tips for exceptional photos:

Living area

- Put away remote controls, newspapers, mail, and display reading materials neatly
- Cords and tissue boxes should be tucked away
- Fluff throw pillows, and arrange sofa cushions nicely

Kitchen and dining area

- Dishes and cleaning supplies should not be visible and put away
- Remove trash cans from sight
- Clear refrigerator of postcards, magnets, and personal effects
- Declutter counters of everything not essential, and tuck cords out of sight
- In formal dining areas, a set table can add to listing appeal

Bedrooms

- Beds crisply made, with linens smooth and pillows neatly arranged
- Bedskirts tidy and evenly hung
- Nightstands clear of remotes, tissues, and non-essentials

Bathrooms

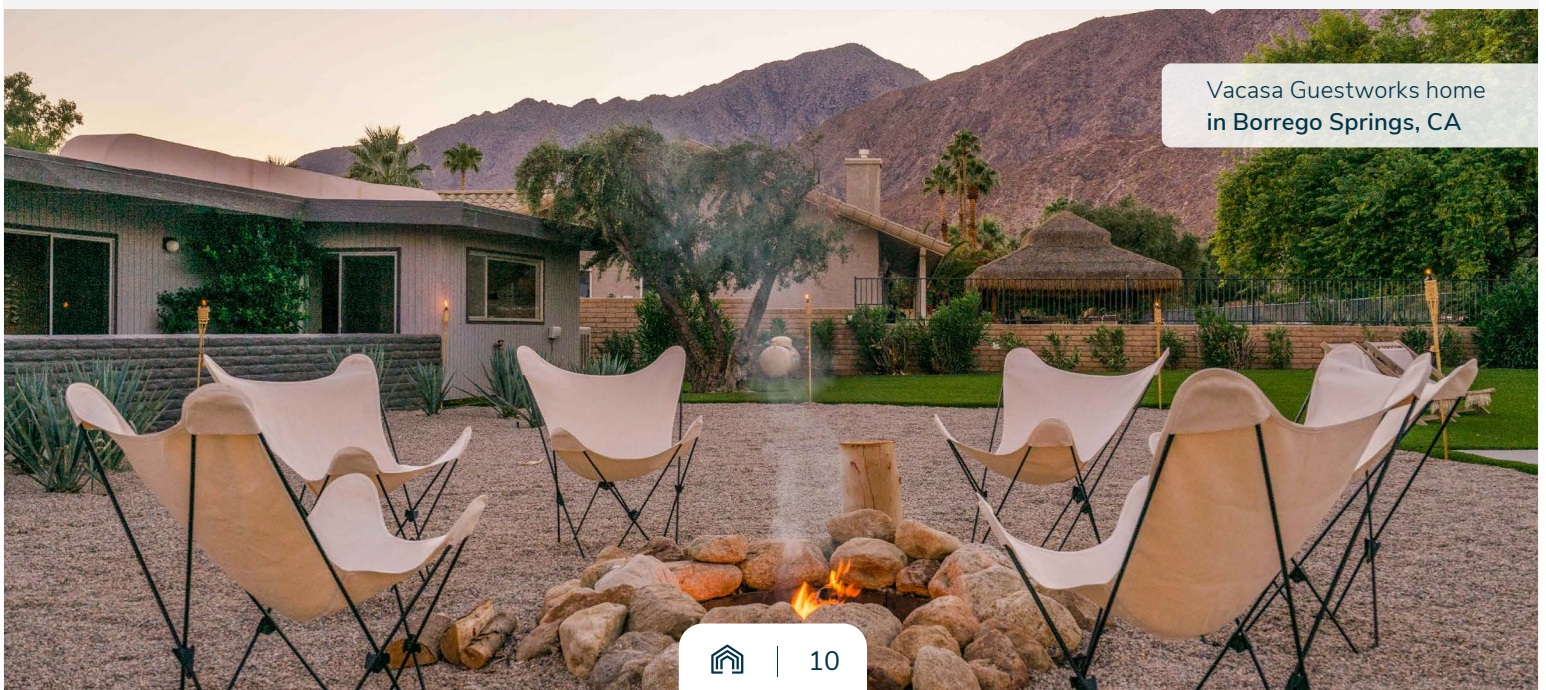
- Clear away all personal items, leaving only the essentials that will be available to guests
- Clean towels folded or hung nicely, in matching colors
- Hide toilet brush and cleaning supplies
- Make sure toilet paper is on the roll
- Mold and mildew stains should be removed

Other interior tips

- Ensure all light fixtures/bulbs are in working order; replace burned out bulbs
- Clear away as much clutter, trinkets, and personal items as possible
- Ensure all reflective surfaces are free of smudges (stainless appliances, mirrors, and windows) and sweep or vacuum the floors

Exterior staging tips

- Lawn freshly mowed, landscaping tidy, leaves raked, patios and decks swept of debris
- Snow shoveled from the driveway, cleared from deck, patio, and entryways
- Open patio umbrellas and add cushions to outdoor furniture
- Remove covers from grill, hot tub, and pool and hide them from view
- If there is a pool, remove the pool vacuum, skimming nets, and any other maintenance accessories from view
- Gardening tools, hoses, and maintenance equipment should be hidden out of view
- Hide garbage cans or pails
- Do not park your car in the driveway or in front of the home



New property accelerator program

Your newly launched Guestworks home holds immense potential, and the first 90 days of your home's performance are the most critical. This is the time to start building a robust history of bookings, revenue, and reviews as the foundation for long-term success.

Two primary objectives of our accelerator program

Revenue history

Build booking history to show listing sites that your home is desirable and deserving of a higher rank on search results.

Trust signals

Gather the credibility that guests expect to feel confident when booking your home, including recent positive reviews, booking history, and inquiry responsiveness.

Short-term tactics to increase guest interest and bookings

New property pricing

We initially adjust your home's pricing to give it an edge over more established listings.

Last-minute rates

Our proprietary models and data help us determine the right moment to adjust your home's pricing with "last-minute rates" to maximize occupancy and revenue.

Review acquisition program

We use highly effective campaigns across channels to secure more positive reviews for your home.

New property analysts

Guestworks has a team of analysts with a goal to get your home earning top booking value as fast as possible.

Pricing your vacation home

Millions of vacation home searches happen every day as guests compare listings and pricing across hundreds of booking sites. It's important to keep your home priced to book on a daily basis.

Our experienced team uses powerful pricing intelligence, historical data, and proprietary algorithms to build your home a custom pricing plan. We optimize your nightly rates within 48-hours based on the following aspects of your home:

Our approach to pricing

Desirability

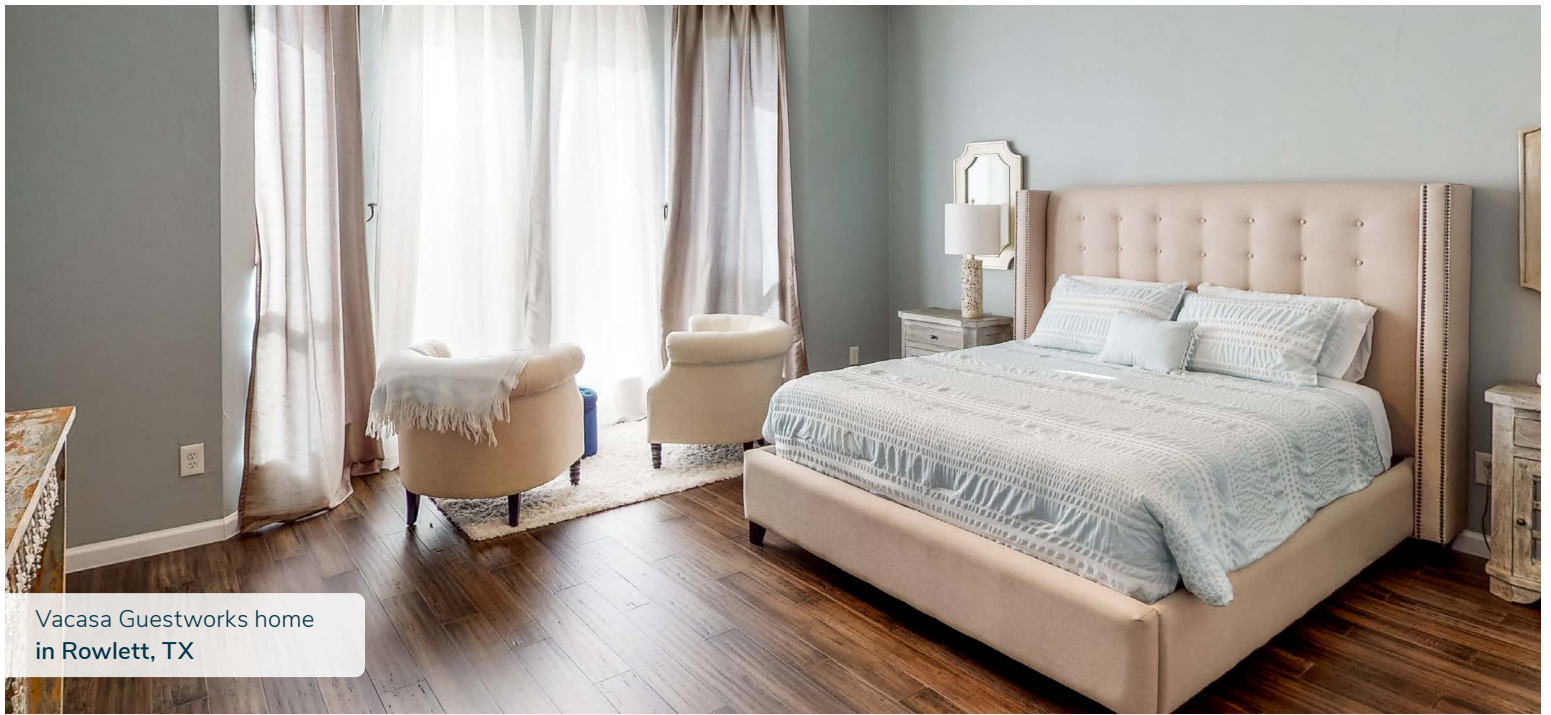
An appealing home can attract guests and command higher nightly rates. Location, amenities, and features all play a key role in captivating the attention of discerning.

Availability

We encourage you to keep your booking calendar as open as possible, especially during holidays, weekends, or special events happening in your location.

Bookability

Your home will appeal to potential guests throughout the year with our team of experts to keep your home's pricing competitive. This approach assures that your property remains visible on major listing platforms and generates a steady stream of revenue for you.



Vacasa Guestworks home
in Rowlett, TX

Dynamic pricing and programs

Your home and revenue goals are unique, so there's never a "one size fits all" approach when it comes to pricing.

Our Revenue Analysts keep a constant pulse on booking behavior. We proactively adjust pricing based on booking windows, market patterns, comparative home performance, and seasonality.

Tracking your revenue performance

Your Revenue Team uses a custom-built dashboard to actively track your vacation home's pricing, booking rate, and performance. This automatically alerts our team when there are any revenue-earning opportunities specific to your home.

Marketing your vacation home

Marketing is foundational to the success of any vacation home. Great marketing leads to better rankings on listing sites, stronger guest interest, more bookings, and thus, more revenue. New technologies now share millions of listings and can reach millions of potential guests.

STEP 1

Build a top tier listing

Our professional photo editors and copywriters have created thousands of property listings that increase views, capture guest interest, and convert more bookings. All listings include compelling photos (taken by professional photographers), engaging descriptions, and a virtual tour with digital floor plans so guests truly believe that what they see is what they'll get when booking your home.

STEP 2

Distribute across major platforms

Our listings are broadcast across the top local, national, and international travel sites, including Airbnb, Vrbo, Expedia, and Booking.com. Your listing will also appear on Vacasa.com.

STEP 3

Promote to reach more guests

Powered by the same robust marketing engine as Vacasa, Guestworks leverages comprehensive paid and organic search strategies to drive guest interest, and target prospective visitors with relevant ads.

STEP 4

Convert more bookings

Every day (including holidays), our dedicated Reservation Specialists respond to guest inquiries about your property. This increases your property's rank and conversion rate on top travel sites.

Hospitality standards and home care

Homeowner required services

Make sure to arrange the following services for your vacation home:

Trash collection

Pool, spa, hot tub maintenance

Yard upkeep

Pest control

HVAC maintenance

Snow removal

Linens and towel replacement

Deep cleans

Partner hospitality standard for Guestworks

Homes advertised on the Guestworks platform are expected to be maintained in a first-rate condition in order to remain an eligible property. These standards include property condition, level of customer service, design, cleanliness, regulatory, safety, and security.

We ask that you ensure your property meets the following standards.

No major aesthetic style or physical damage present, whether visible or not

Furniture and home decor are in good condition

Home should be without any personal items (e.g., toiletries, clothes, shoes, non-perishable food, etc.) of the homeowner

Entrances to the home are clean, unobstructed (i.e., easily accessible), and illuminated

Spaces and surfaces are clutter-free

All amenities and appliances (e.g., TV, Wi-Fi router, washing machine, dishwasher, oven) are in working order

Child safety-related items (e.g., safety gates for stairs, highchairs, cribs, etc.) are in good working condition with no defects or functional flaws

The interior of the home must be completely free of all in-home cameras and other recording devices

Cleanliness

All rooms, living spaces, and items within must be clean and in working order. This includes but may not be limited to:

- Wires and cables for electronics are neatly organized or otherwise hidden from view
- Rooms are clean and fresh (i.e., odor is neutral)
- Carpets and their edges are vacuumed and free of spots
- Wood floors are free of dirt and oily residue
- Floorboards are clean
- Walls and ceilings are free of cobwebs, watermarks, and mildew
- Windows and windowsills are dust-free and clean
- Curtains/drapes are in good repair and free of marks and stains
- Furniture (i.e., sofas, chairs, tables, beds, desks, nightstands) inclusive of frames and upholstery are in good condition and free of dust, debris, marks, and stains, including between/under cushions
- Mirrors and picture frames are dust-free and clean
- Lamps (including fixture, shade, finial, and bulb) are dust-free, clean, and in working order
- Lamp shades are straight and seams turned so they are not visible
- Televisions function properly, are in good condition, and clean underneath
- Remote control is clean and in working order
- Telephones (where present) are wiped clean and free of marks, with any cords/wires bound neatly
- Thermostats work and are set properly
- All surfaces are sanitized regularly and, at minimum, prior to each guest stay
- All linens, towels, and dishes are clean and properly stored
- All towels are fresh and clean

Bedrooms

Beds are made correctly with clean linens, and bed covers are clean, straight, in good repair, and hang evenly around the beds

Linens, bed pads, and blankets/comforters/quilts are clean, free of stains, rips, and odor-free

Area beneath the bed(s) is free of clutter and debris

Bureau drawers are clean and free of any personal items of the homeowner

Closet(s) are uncluttered, clean, and dust-free with hanging rods and hangers available for guest use

Bathrooms

Bathroom surfaces (including but not limited to: walls, floors, ceilings, counter tops, toilets, sinks, mirrors, cabinets, tubs, showers, shower curtains, bright work, vents, and light fixtures) and supplies must be in good condition and clean, dry, free from spots, hair, stains, mineral buildup, mildew, burns, rust, scratches, holes, or other damage

Plumbing fixtures (faucets, shower heads, toilet) must not leak

Shower rods, grab bars, and toilet seats, lids, and handles must be properly secured

Tub and sink must drain quickly with a minimum amount of noise

Tub and sink stoppers must work properly and hold water in the basin

Jetted tubs must be thoroughly flushed, cleaned, and disinfected upon guest check out

Where present, ventilation fans must be in good working order, clean, dust-free, and mildew free

Recommended each bathroom must be stocked with quality products. At least one (1) shampoo; one (1) conditioner; one (1) bar of soap; two (2) rolls of toilet paper; full dispenser of liquid soap (if applicable); and linens at the following quantities: 1.5 hand towels, 1.5 bath towels, and 1.5 washcloths per guest, plus one (1) shower mat

Kitchen

Kitchen surfaces (including but not limited to: walls, floors, ceilings, counter tops, sinks, mirrors, cabinets, bright work, vents, light fixtures) and supplies must be in good condition and clean, dry, free from spots, debris, grease, hair, stains, mineral buildup, mildew, burns, rust, scratches, holes, or other damage

Kitchen appliances (including but not limited to: oven, stove, microwave, refrigerator, freezer, dishwasher) must be in good repair and working order; interiors must be odor-free, clean and free of grease and soil build-up; exteriors must be clean and free of streaks and spots

Refrigerators and freezers are empty of all contents, clean, and frost-free

Coffee makers are supplied and clean

Interior and exterior of cupboards and bar areas are dust-free, clean, and empty of homeowner personal food items

Glassware, dishes, cutlery, pots, pans, and all other kitchen-related supplies are in good condition, clean, and free of grease/soil build-up

Balconies, patios, and outdoor spaces

Areas are free of trash, debris, leaves, and cigarette butts

Doors and window ledges are clean

Where applicable, gates, fences, and railings are clean, free of cobwebs, and in good condition

Light fixtures (if applicable) are clean and in good working order

Landscaping is well maintained with no overgrown areas of lawn, plantings, or bushes/shrubs

Hot tubs are professionally cleaned after each guest or every two weeks, whichever is more frequent

Pools are professionally cleaned every week

Regulatory

The home must comply with all governing laws, code, and regulations, even if not regularly enforced. These include but may not be limited to the following:

- Home meets minimum/maximum length of stay regulation imposed by local ordinances and HOA rules

- Home complies with local tax regulations

- Home has a valid permit for short-term renting, maintained by the homeowner, if required by the local jurisdiction

Safety and security

- No evidence of frayed or damaged wires to any appliances

- Detailed information for local area hospitals and emergency numbers are visibly posted or readily accessible in the home

Must meet minimum fire and gas safety requirements. These include not be limited to:

- Smoke alarms must be located in each sleeping room

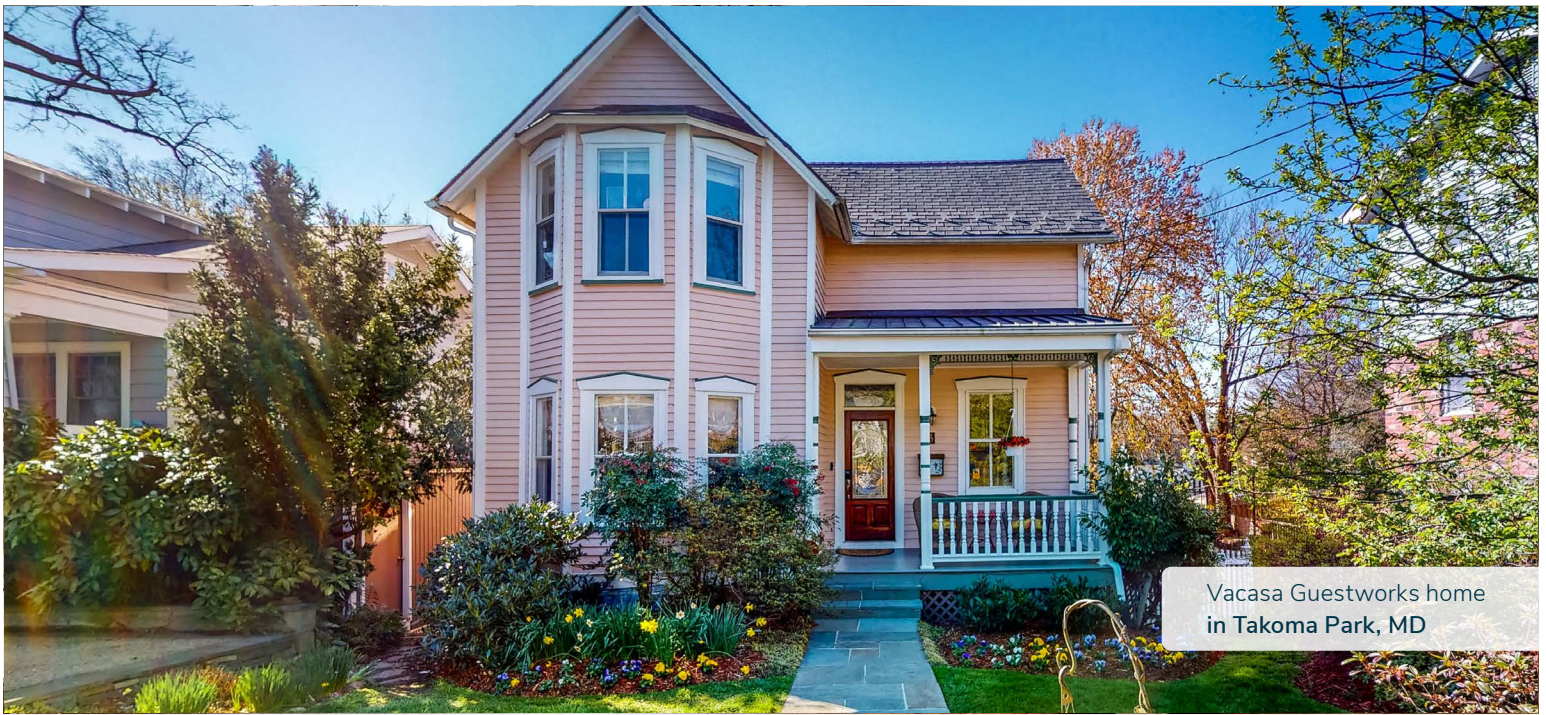
- Smoke alarms must be located outside of each separate sleeping area in the immediate vicinity of the sleeping rooms

- Smoke alarms must be located on each level of the dwelling unit including basements

- Smoke alarms must be working and installed consistent with local regulations

- One (1) fire extinguisher shall be readily accessible within each kitchen, and there will be a minimum of one (1) fire extinguisher per floor, and all extinguishers must be inspected annually

- At minimum, one (1) fire blanket must be available in the home



Customer service standards

Homeowners provide personnel on-call 24/7 to respond to guest questions, issues, and feedback. All customers are greeted in a courteous and professional manner.

In addition, homeowners and representatives of the homeowner including, but not limited to, the housekeeper, and/or vendors must:

- Respond to guest concerns within one (1) hour for non-emergency concerns and immediately for emergencies
- Respond to website questions/requests within 24 hours if not sooner
- Take care to ensure guest is comfortable in the accommodation
- Listen effectively to guests' requests and promptly take the necessary actions to assist them
- Keep guests informed of service progress and unexpected delays in service
- Inform guests of normal process time, when they can expect completion, and any delays that may arise in the process
- Conclude any guest interactions in a courteous and professional manner

Carbon Monoxide (“CO2”) alarms must be located on each level of the dwelling, and if any fuel-burning appliances such as gas stoves, fireplaces, water heaters, dryers, etc. are present or home has an attached garage.

In addition:

- CO2 alarms must be working and installed consistent with local regulations
- All smoke and CO2 alarms must be tested at least bi-annually
- Smoke and CO2 alarms must be replaced every five (5) years
- At minimum, one (1) First Aid Kit must be available in the home

Home access security requirements include but may not be limited to the following:

- Primary door uses a deadbolt (or comparable substitute)
- All keys/locks are present, in good condition, and functioning
- Windows must have functioning locks
- Access through all locked entrances is smooth

The home must meet the following additional requirements:

- All utilities must be fully functioning
- All appliances are working and well-maintained
- Water heater, boiler, showers, toilets, and water taps are in good working condition and free of problems (e.g., toilet flushes, sink drains)
- Air conditioning and/or heating works well (if expected for that market)
- Hot and cold water are available

Protecting your vacation home

Preventing parties and bad guests

Some of the measures we take to protect your home before your guests arrive include guest screenings and proactively canceling high-risk reservations that our team and systems detect.

Guests that book the reservation are always warned about our strict usage policies and occupancy standards.

Fraud prevention

We understand the serious threat of fraudulent reservations. That's why we use industry-leading technologies and processes to help detect the fraudulent use of credit cards. Identity Verification, or IDV, is a self-verification identification system we use to protect our homeowners and guests from fraud in high-risk areas. IDV is pulled from the billing information and is mandatory for last-minute reservations and reservations booked inside 3 days.

No-hassle property damage protection

Rather than submitting a substantial security deposit, our guests pay a small fee to cover possible damage during their stay.

Every reservation booked through the Guestworks checkout process includes property damage protection up to \$25,000 per stay through our partnership with Rental Guardian, which is paid by a Limited Damage Waiver (LDW) charge to the guest.

While this protection does not guarantee that nothing will ever break or wear out, it helps to ensure that well-maintained items such as furniture, appliances, rugs, electronics, or even things like wood floors or walls, are properly protected.

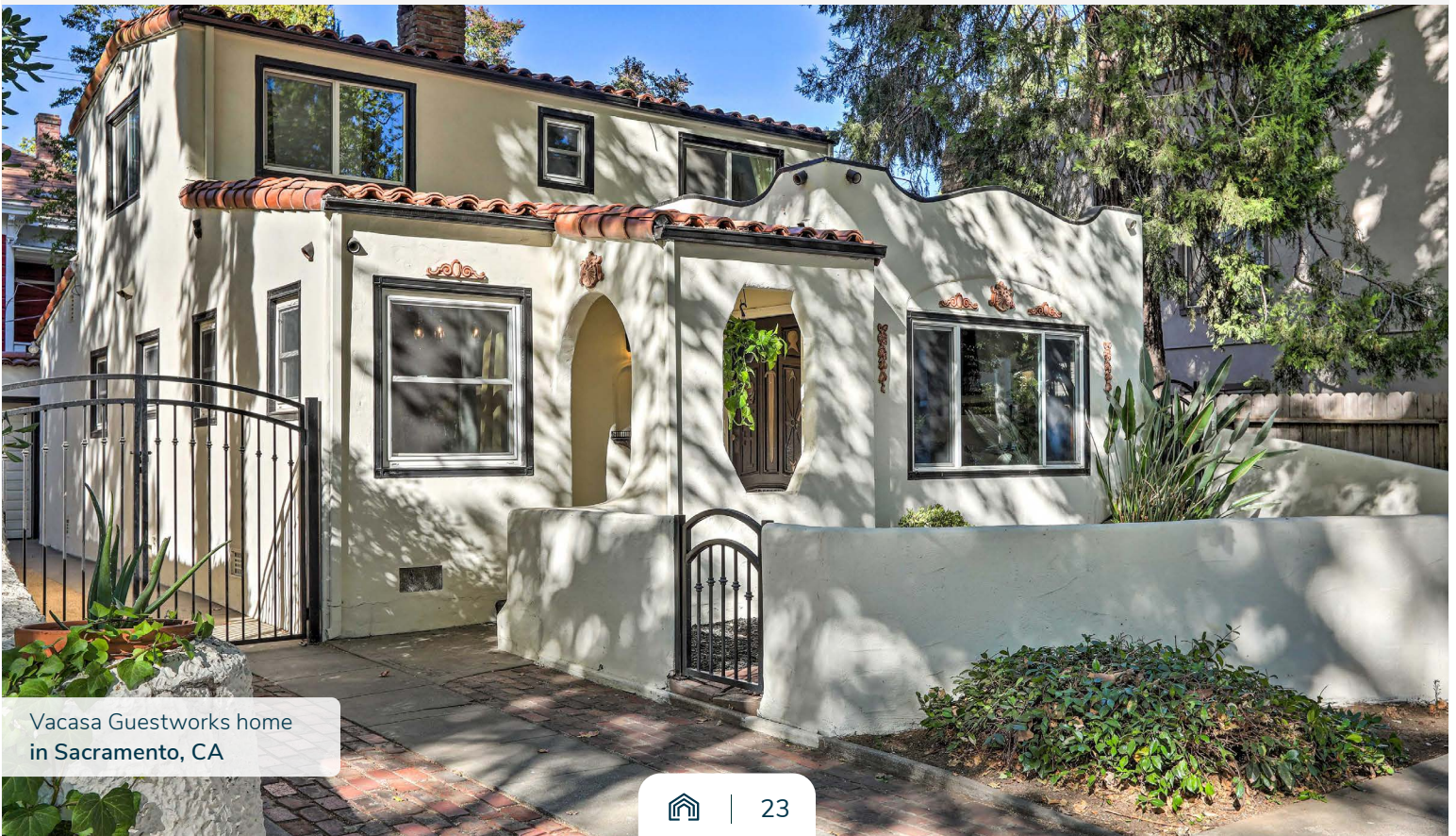
\$1M Guestworks Protection Program

Through Vacasa's partnership with Rental Guardian, we also negotiated the best protection program for the lowest cost in the industry. With the Guestworks Protection Program provided by Rental Guardian, homeowners receive \$1M of real property protection, \$1M of homeowner personal liability protection, the \$25K contents damage protection plan, and an additional \$15K of bed-bug remittance and limited revenue protection. Click [here](#) to learn more.

Home reinvestment (Recommended)

Thanks to our innovative Guestworks Protection Program, you can feel more comfortable reinvesting in home improvements, regular upkeep, or replacing linens, towels, dishware and other items that become depleted or worn.

As a best practice, we recommend reinvesting 3-4% of your revenue annually to address normal wear and tear that a vacation home experiences.



Vacasa Guestworks home
in Sacramento, CA

Superior guest experience

A successful vacation home is built on providing consistent and exceptional guest experiences. Over time, we have developed innovative strategies to ensure your guests feel welcomed, supported, and able to create unforgettable memories. This dedication has led to consistently high reviews, repeat guests, and an increase in new bookings.

Our policy when booking on Vacasa.com*

Reservations made more than 30 days in advance: We charge a deposit of 50% of the total reservation upon booking, with full payment due 30 days prior to check in.

Reservations made 11-30 days in advance of check in: We collect the payment in full at the time of booking. All payments are refundable if the guest cancels their reservation within 72 hours of booking.

Thereafter the booking is final, non-changeable and all payments are non-refundable.

Reservations made 10 days or fewer in advance of check in: All guest payments are nonrefundable.

*Channel partner booking policies may differ.

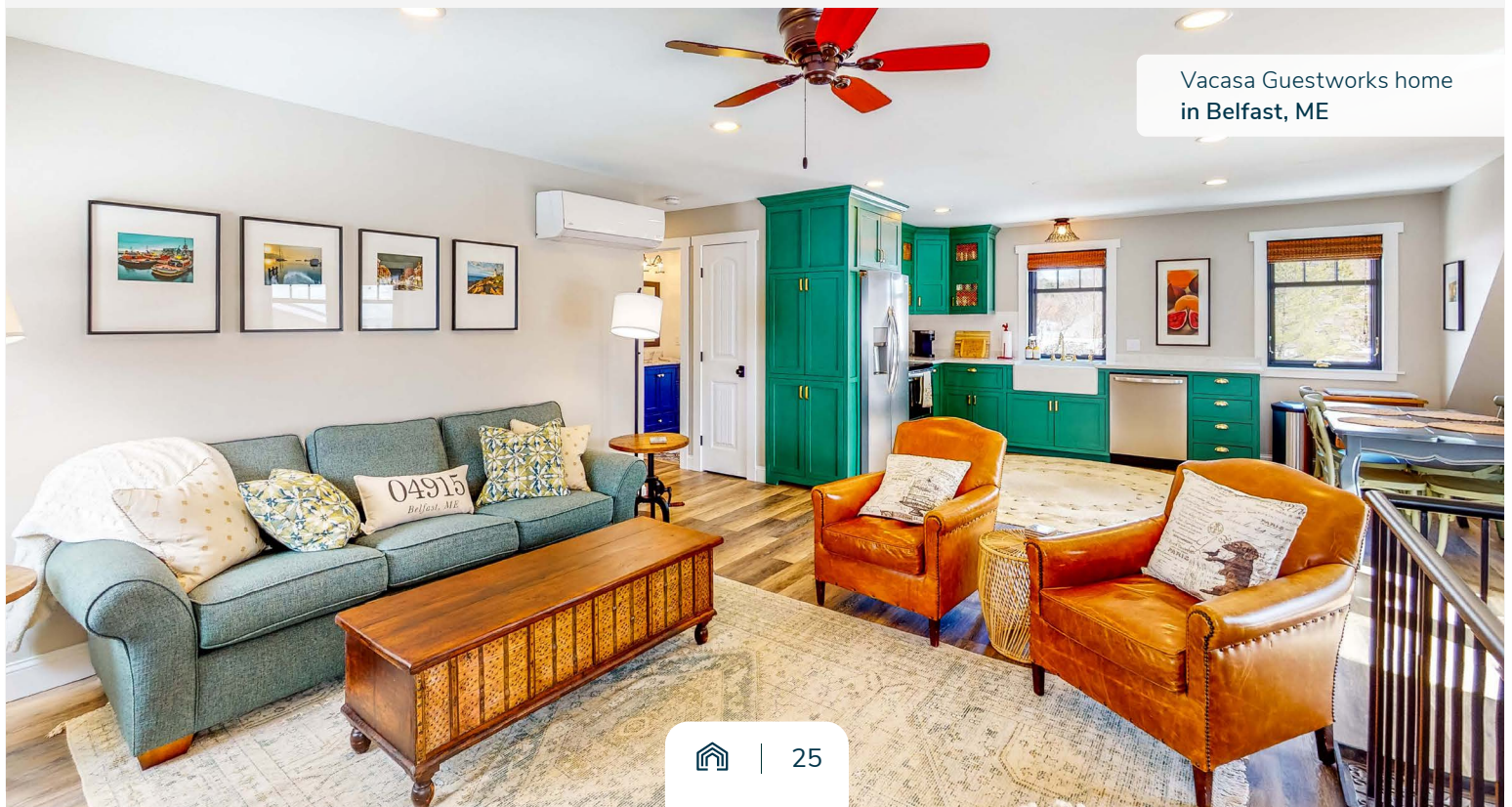
Guest Portal

Our user-friendly Guest Portal is designed to provide guests with all the essential information they need for their upcoming reservation. They can quickly finalize any reservation details, access specifics about their reservation, receive and view their unique door code, get directions to your home, contact us, and even get nearby restaurant recommendations.

24/7 guest support

We want to ensure that you are aware of any upcoming bookings, so we will send a notification to you as soon as we receive each booking. We'll also send an introduction email to your guest 7 days prior to the check in date, which includes the contact information for our 24/7 guest support who remain available should your guests reach out to us.

After the guest checks in, we will refer calls to your Local Host by phone, text, or email depending on the severity of the request.



Keeping up with your vacation home

Guestworks provides you with a technology-backed, centralized place to view important information about your home and contact appropriate teams.

Your Homeowner Account

The Guestworks Homeowner Account is your all-inclusive vacation home command center, and provides the following key features:

Booking calendar

View a single consolidated view of your booking calendar to see all your upcoming reservations up to a year in advance

Revenue information

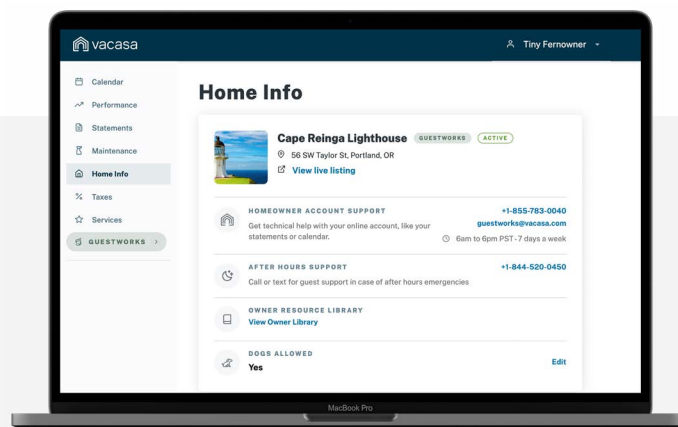
View all of your revenue information and join innovative revenue programs that can help boost your earnings.

Revenue reporting

Download important reports about your revenue and accounting details

Manage your home

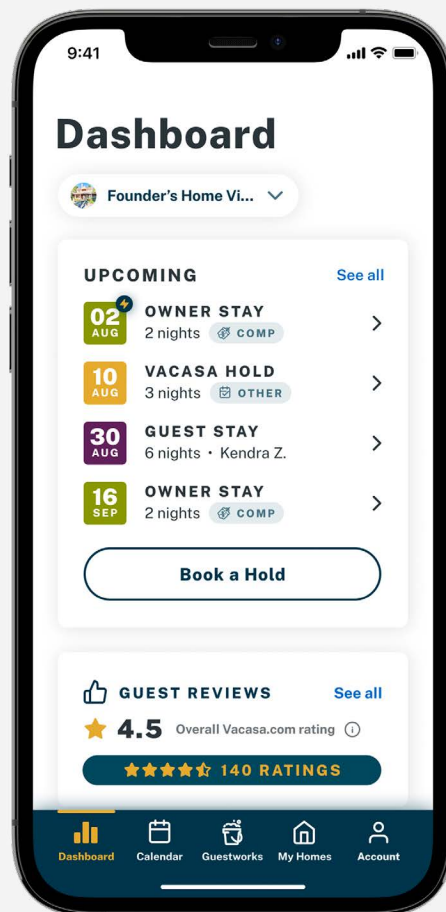
Schedule a housekeeping job, view guest contact information, create unique lock codes for guests and vendors (if you use Guestworks-provided electronic lock), create maintenance tickets for third party vendors, and update your housekeeper information to ensure they are receiving timely communications from our team



Homeowner reservations

Staying at your home or hosting friends is a wonderful benefit of owning a vacation home. We make this process seamless through your Homeowner Account, which allows you to easily add an owner hold (blocked out calendar date for a possible stay) or create a guest of the homeowner reservation (confirmed upcoming stay at your home for friends or family). Of course, we ask you to honor pre-existing reservations.

We're also happy to help you book your home for yourself, friends or family at absolutely no cost to you.



Detailed monthly statements

Your monthly homeowner statements show your home's performance, highlighting earned revenue and charges incurred for services that fall outside of our Guestworks program.

Payment

We're committed to always paying you on time and accurately, every month. Vacasa will deposit your payment directly into your bank account on a regular schedule each month. This is accompanied by a homeowner statement sent to you by the 10th of every month.

Vacasa and guest paid fees

Our entire homeowner and guest fee structure is designed to be as transparent as possible for everyone.

Our commission rate and guest fees include several components such as channel fees charged by platforms like Airbnb and Vrbo, booking fees, housekeeping fees, Limited Damage Waiver, optional travel insurance, and others.

Tax information

We simplify the tax filing process by providing you with a 1099-MISC, along with a detailed year-end statement at the start of the new year.

Homeowner support key contacts

Service is at the heart of our organization, and it is our mission to provide you with peace of mind through clear communications and support.

Your primary team

As our partner, you have a highly trained and dedicated team focused on your success. Your Onboarding Coordinator will assist you in completing the onboarding process for your home so that it can be listed on all the major listing websites. The Homeowner Support team is your primary point of contact providing dedicated service in close coordination with other performance-driven departments.

Supporting teams

You and your home are also supported by an extended team of experts, focused on specific performance areas:

Revenue Management Analysts use proven pricing methods and proprietary algorithms to ensure your home is always “priced to book,” and that you are aware of new revenue-earning opportunities

Listing Creation Specialists, including professional copywriters and photo editors, create best-in-class listings for your home to help engage guests and convert more bookings

Guest Experience Specialists provide an elevated experience for your home and guests, like screening guests, to providing initial responses to questions 24/7

Contacting Us

As a valued Guestworks homeowner, you can receive homeowner support 24/7 through your Homeowner Account or universal contact information routed to the right team member.

Universal email and telephone

For your convenience, we've created a universal email and telephone number that automatically routes communications to your dedicated Support Team.

Simply email us at guestworks@vacasa.com or call 855-783-0040 to connect during normal business hours, or our after-hours team.

855-783-0040 | [guestworks.com](https://www.guestworks.com)

Frequently asked questions

How do you advertise my vacation home?

We'll tailor your listing on our website and other well-known vacation rental sites, including Airbnb, Vrbo, Expedia, Booking.com, and more. And for all of our vacation homes, we implement paid advertising, retargeting and remarketing campaigns, as well as regularly send promotional emails to our database of 400K+ guests.

How can guests book my property?

Guests can book your home directly on Vacasa.com, or through any of the top listing sites on which your home appears. Our friendly Guest Reservation Team can also be reached via email or phone.

What if my home already has listings on travel sites?

While our team cannot use your previous listings, there are times when we can leverage that history on your new listings by transferring your reviews from sites like Vrbo. With the Guestworks platform, the agreement gives exclusive rights to us to advertise your home. Once your listing is ready, we kindly ask that you hide or disable your previous listings.

How do you set pricing for my vacation home?

Your home's pricing will vary by day of the week, time of year, and special events in your area. Our team proactively monitors your home's performance and adjusts pricing based on real-time demand, benchmarking your home's performance against historical numbers and comparable homes.

How much will rates vary throughout the year?

Nightly rates can vary based on when your home is booked and over what days the reservation is taking place. For example, a reservation made far in advance that falls on a holiday weekend or during a popular music festival will have a much higher nightly rate compared to a last-minute, mid-week stay during a non-peak season.

While our team targets high-value reservations, we recommend having the pricing flexibility to also book close-in on non-peak stays. These can have a huge impact toward reaching your annual revenue goals.

Why are rates sometimes different across various listing sites?

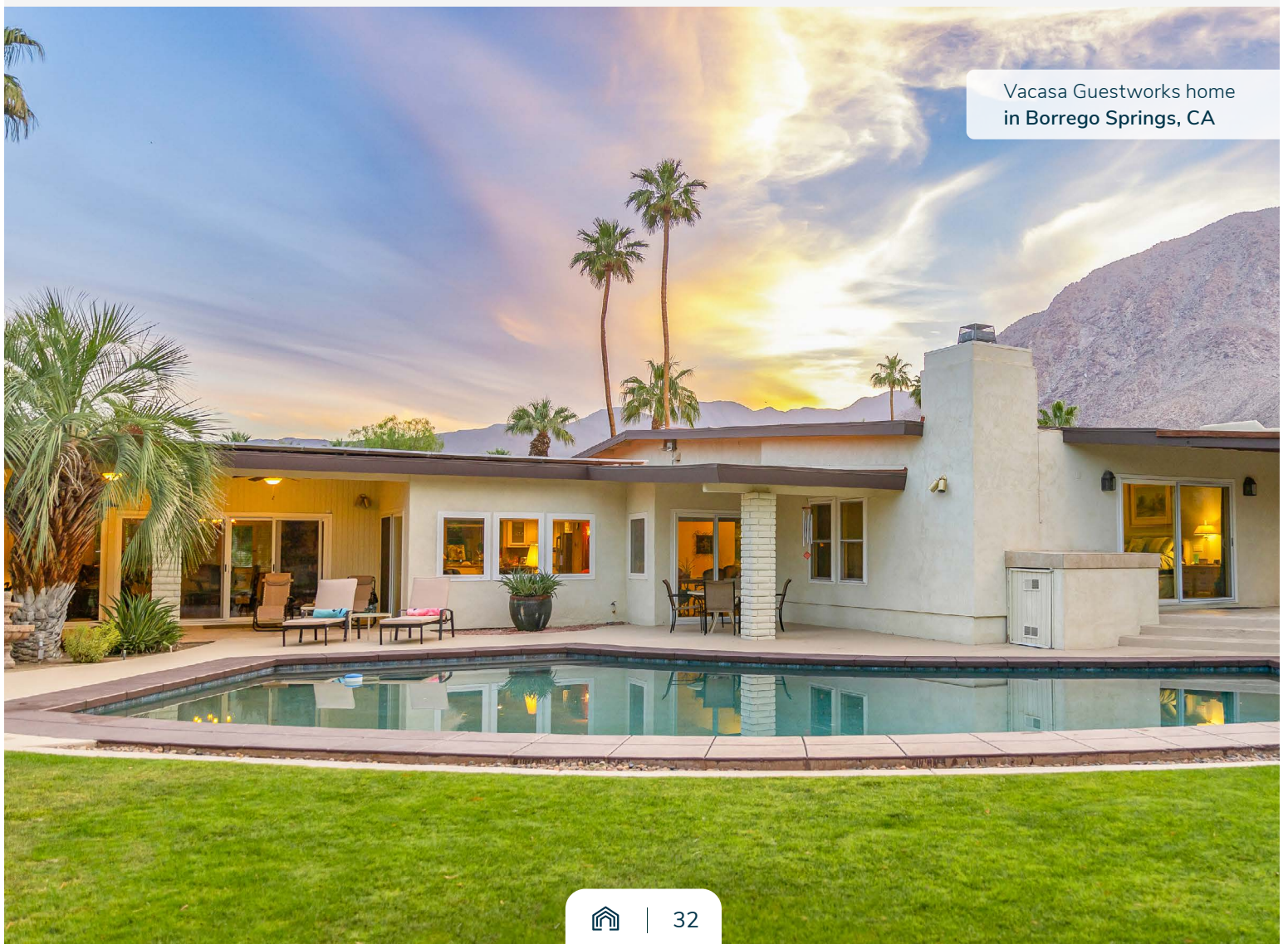
Our powerful distribution puts your listing on the top listing sites. Each site is built on a different platform, which has a different way of calculating your nightly rates (typically based on their unique fee structures).

How do guests pay you?

You never have to worry about accepting payment directly from your guests with our secure credit card processing system, and direct eCheck/ACH payments. Guestworks covers the costs associated with those systems and pays you directly every month with a breakdown reflected on your monthly owner statement.

What happens if a guest has an emergency?

Guests can call, text, or email our team 24/7 with any issues. We will provide the guest with your Local Host's contact information and notify the Local Host of the request by text or email depending on the urgency of the request.



Vacasa Guestworks home
in Borrego Springs, CA



Here's to creating lasting
vacation memories.

guestworks@vacasa.com

[Vacasa.com](https://www.vacasa.com)



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