

# Vacation Rental Management & Guest Experience

(705) 481-0854 | [www.propertyvalet.ca](http://www.propertyvalet.ca) | [info@propertyvalet.ca](mailto:info@propertyvalet.ca)



Property Valet is a multi-service company serving vacation rental property owners and their guests in The Blue Mountains, Collingwood, Grand Bend, Horseshoe Valley, Muskoka & Mont-Tremblant.

We have grown to manage 140+ short-term properties in Ontario and Quebec, with over 50 employees.

We are a local team that embraces quality work, innovative technology and extensive market knowledge to deliver the best experience to guests & property owners.



# 25% MANAGEMENT FEE



YOUR PROPERTY ON 16+ BOOKING CHANNELS



PROFESSIONAL MARKETING



LISTING PRICE OPTIMIZATION



NOISE CONTROL



LISTING CREATION & BOOKING MANAGEMENT



GUEST SCREENING, VERIFICATION & EXPERIENCE



HOTEL QUALITY LINENS

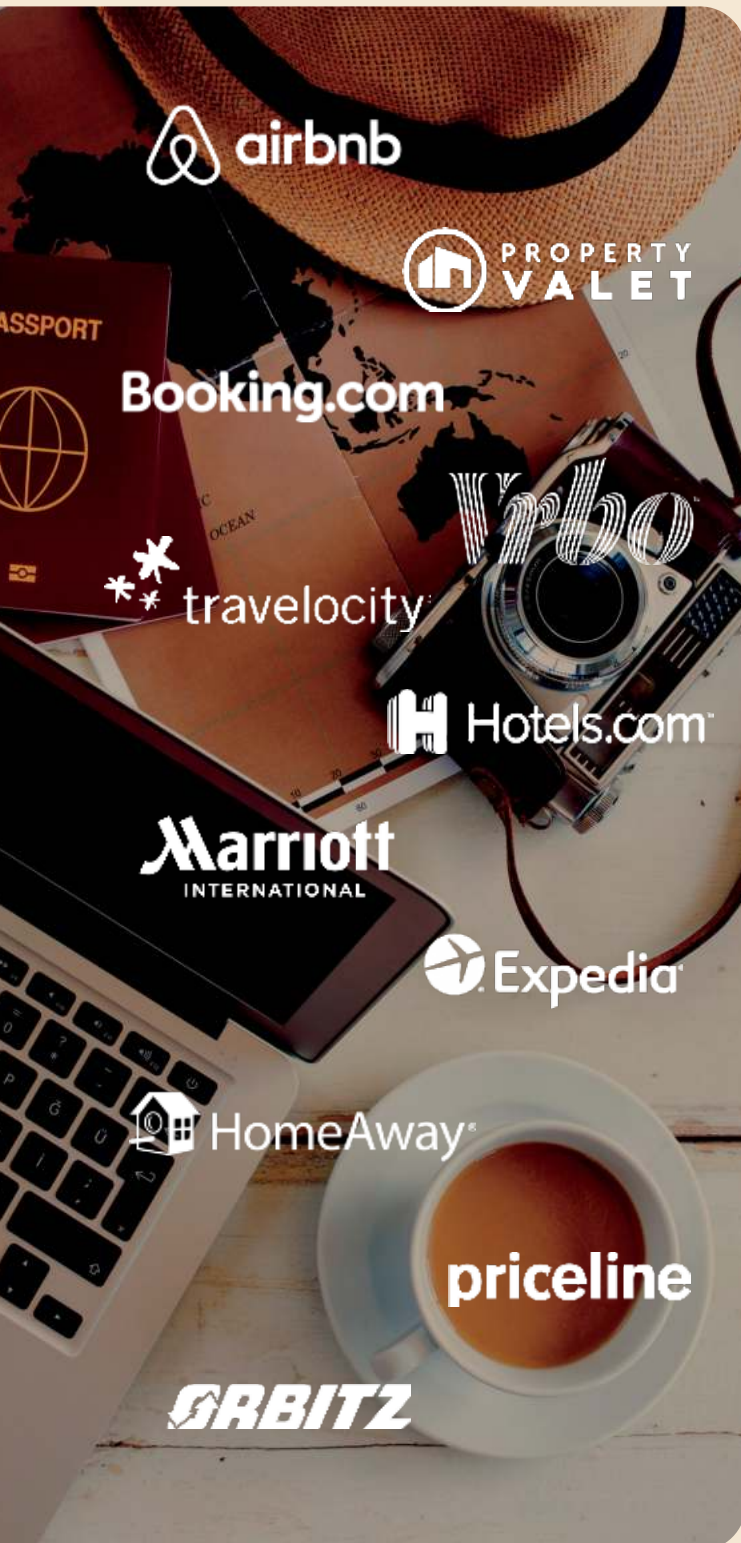


PROFESSIONAL CLEANING





# YOUR PROPERTY ON MAJOR BOOKING PLATFORMS



## List Your Rental on the Top Booking Channels

Marketing your vacation rental effectively is essential to thriving in this market, which is why we optimize your listing across the top booking sites and on **propertyvalet.ca** for maximum exposure.



## Customization

To keep your booking calendar full, we market your vacation rental with professional photography, custom-written descriptions, and utilize our price modelling software to make your property listing stand out from the others.

## Strategic Marketing

Your vacation rental is included in further strategic marketing including a personalized marketing plan involving advertisements via search engine optimization, social media, email blasts, campaigns and more.

# GUEST EXPERIENCE



Guest experience starts with the first time the guest is aware of one of our properties or our brand, and continues through their entire guest journey from booking a property to checking in and out, and even long after their stay when they're considering another visit. This is why we put together a dynamic Guest Experience Team providing the highest standard of quality service, ready to assist any time of day, seven days a week.

Our guests are provided with immersive, personalized travel experiences including arrival gift baskets, event preparation, and recommendations for local activities, restaurants, and shops through our partnership program. We strive to not only obtain positive reviews, but create lasting moments and memories for our guests through their experience with us.

## ➞ Booking Management



- Guests submit a booking request through 1 of our **16+ booking channels**
- Booking Manager vets requests against booking criteria
- Social Media campaigns & email campaigns
- Direct marketing
- Joint marketing initiatives with local partners
- (ex. Stay & Play packages)

## ➞ Pre-Arrival & Arrival



### Communication & Greeting

Prior to guests' scheduled arrival and at time of arrival, our **Guest Experience Managers**:

- Preview the unit to ensure it adheres to cleaning policy & standards
- Send unit directions & unit code to guest
- Guest engagement to discuss vacation planning opportunities
- Welcome package inside unit (If requested)
- Meet & Greet guests at the unit
- Brief guests on renters code/house rules, parking & unit info, and local attractions
- Communication with Guest Experience Manager is always available

## ➞ During Their Stay



### Guest Support

- Access to our Guest Privileges with our local Partnerships
- 24/7 Chat support
- 24/7 Maintenance, emergency response & security patrols

## ➞ Departure & Damage Inspection



### Send off & Restore

Check-out message & communication with our Guest Experience Manager

- Post check-out review
- Checks unit for any damages & reports any problems
- Schedules and coordinates in-house professional cleaners and laundry facility



# PARTNERSHIP PROGRAM

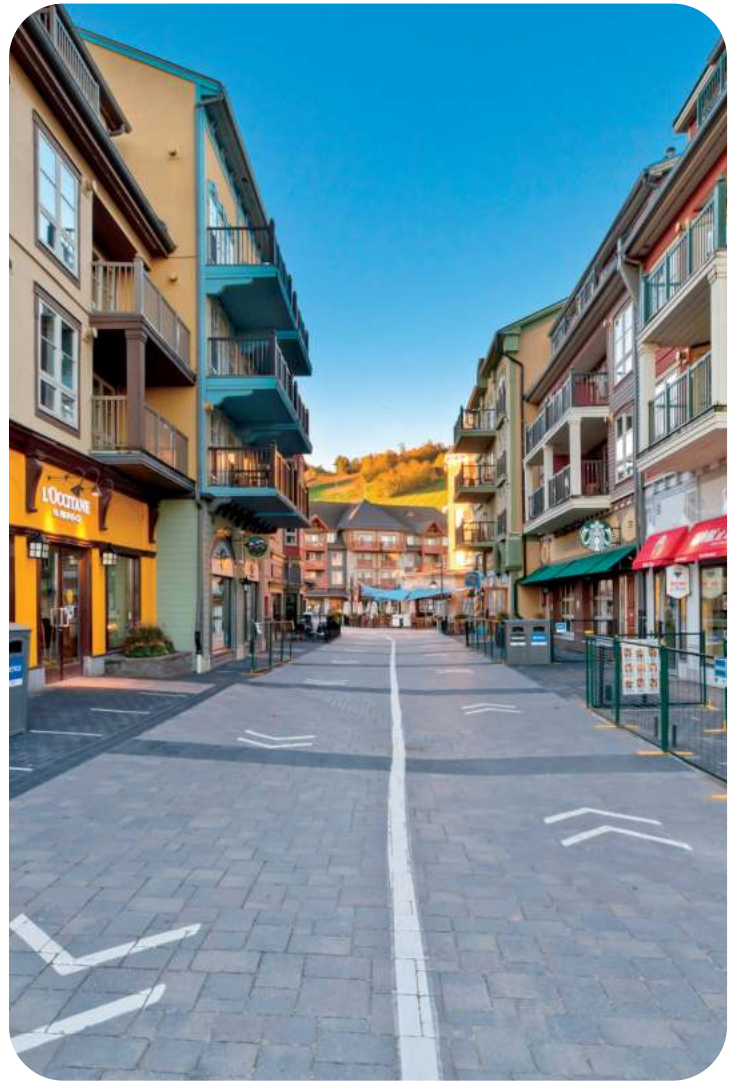
Community is one of our core values. We support and collaborate with local businesses whenever possible. We strive to do the little things that make our guests getaways extra special. To ensure guests have an unforgettable experience, we partner with local businesses to offer our guests discounts, benefits, and perks at local restaurants, shops and experiences.

## Support Local

Partnership is an opportunity for local businesses to acquire new customers and generate brand awareness with our guests.

We guide Guests to local businesses and experiences through vacation planning, marketing materials inside our chalets, and communication prior to their arrival with our guest experience manager.

We are always using new and innovative marketing techniques for our partners to benefit from our partnership. We embrace the opportunity to engage with other local businesses, build relationships and help each other succeed.



# APPROVED CONTRACTOR PROGRAM



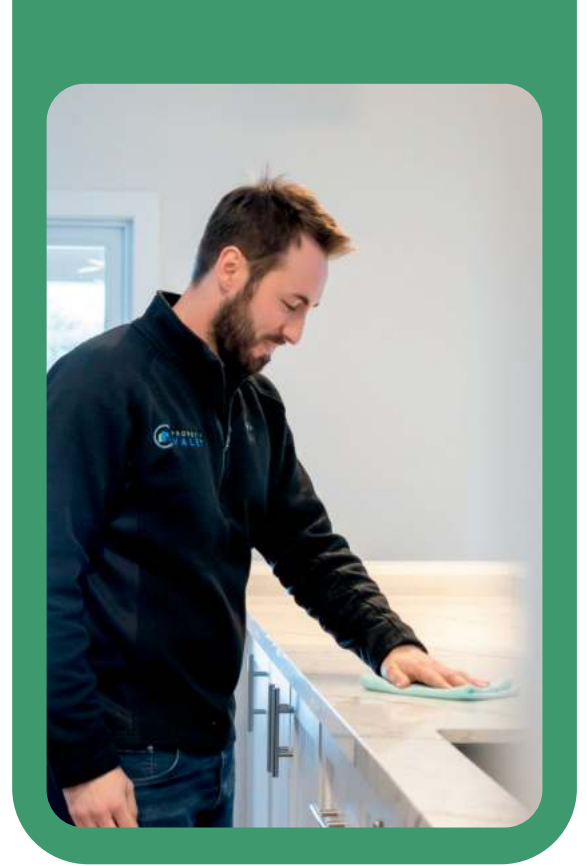
## HOW DO WE VET OUR CONTRACTORS?

We are committed to delivering the highest standard of service to our clients. Our Approved Contractor Program has been developed to establish relationships with the best contractors in the region to work alongside us, delivering best-in-class maintenance and service for our high net-worth client base.

- Preferred rates
- Set emergency call-out rates (Evenings & Weekends)
- Professional invoicing system
- HST #
- WSIB clearance letter
- Commercial insurance with \$2M liability coverage
- Own tools, PPE, and a reliable vehicle
- Reliable work history of high quality craftsmanship
- Professional presentation

# PROFESSIONAL CLEANING SERVICES

We have carefully put together a superior cleaning team for whenever your home or commercial space needs that extra sparkle. Our team has all the equipment, products, procedures, and qualified personnel needed to perform professional cleaning services in your property. This includes our own commercial grade washers and dryers. Services include: General weekly and monthly cleaning, comprehensive deep cleans, linen & laundry service, vacuuming, carpet cleaning and sanitizing.



## PROPERTY VALET APP - SOFTWARE FOR MAINTENANCE & PROJECT TRACKING

Our specifically tailored Project Management app keeps our clients informed about our work at their property. Our clients receive and approve proposals, view daily logs of work completed with photos, approve change orders, directly engage onsite staff, and pay invoices all on their device.

### Advantages :

- Minimal interruptions to Rental Income
- Excellent communication
- No surprises or cost overruns

### Maintenance Logs – Be in the know as things happen:

- Notifications on your phone of maintenance issues
- Projection on expected costs and plan to fix
- Update once complete with photo's confirming the work

