

HOST | STAY



YOUR HOLIDAY
letting guide.

WHO are we?

Host & Stay was born from a love for property. Established in Saltburn-by-the-sea in 2018, we're proud to now manage **over 1,500** holiday lets across the UK.

Through expansion, innovation, and an array of insider experience, we continue to **break the mould**, offering homeowners and holidaymakers outstanding service with the best possible rates.

With options of end-to-end property, cleaning and maintenance management, as well as a booking only service, we're here to provide you with a hassle-free experience so you have more time to **relax and enjoy the rewards**.



WHY let with us?

As holiday homeowners ourselves, we understand what's important for both owners and guests.

That's why we offer **market leading** management fees from just **10%**.

From our multi-channel marketing to our fully managed services, we're on hand to deliver the best return for your property.



Real-Time Performance Report

We provide real-time access to performance reporting including revenue, rates and occupancy so you can really understand how your property is performing.



Fully Managed Service

We can take care of everything with our fully managed service. This includes marketing, booking generation, payment processing, housekeeping, linen, laundry and maintenance.



End-to-End Guest Comms

Our professional and friendly team manage all guest communications. Whether it's prior to making a booking, during a reservation or post-stay, we answer messages, emails, reviews and phone calls in a timely manner.



Flexible Contracts

With two membership plans available, we offer varying levels of flexibility to cater to your needs.



Personalised Service

Our property consultants live in and love the regions where they work. For our owners, this means an even higher standard of knowledge and a personal on-the-ground experience when working with us.



360 Account Management

Our team of trained account managers will be on hand to take care of all your property management needs, whenever you need us.





WHY *let with us?*

Need **even more** reasons to let with us?
We also cover all the services below:



Global Visibility for your Property

Our network of over 60 online platforms, and our own ever-growing website, ensures your holiday let is globally distributed. And unlike many holiday let agencies, we offset the commission value of online travel agent bookings so that you receive the same revenue whether it's a direct booking on our site or via one of our partners.



Damage Cover

Guest damage protection including contents cover and buildings cover - all included within our management service as standard.



Professional Photography & Virtual Tour

We provide professional editorial photography and visual tours so your property really stands out in the online marketplace. Our talented photographers capture images which showcase the distinctive features of your property in the best light possible.



Revenue Optimisation

We use a smarter approach to pricing your property on a per night per stay basis to maximise your revenue. Because of our operating model we typically see 30% more revenue than traditional competitors.



Flexible Owner Bookings

We offer flexible owner booking options, meaning you're in control of how often you use your property.

“We've had a great experience transferring our property management to Host & Stay this year and are very happy with booking levels.”

EARN 30% MORE RETAINED INCOME WITH *Host & Stay**.

Host & Stay is here to *disrupt* the traditional holiday let and short-term rental agency landscape. We want to do things differently, to benefit our homeowners and provide the best possible experience for our guests. That's why our business model is centered around providing a *higher retained income* for our owners, through marketing properties on established, global platforms like booking.com and Airbnb.

Unlike our competitors, our guest pricing structure accounts for all in-platform commission, meaning that our homeowners receive the *same net income* from a booking, regardless of where it was booked.

And we've done the math to prove it. You can see in the table below that Host & Stay properties – of all sizes – earn on average *30% more* than the top three major UK holiday cottage agencies.

PROPERTY SIZE BY BEDROOM	HOST & STAY OWNER RETAINED INCOME <i>After all commissions & cleaning costs</i>	'BIG 3' OWNER RETAINED INCOME AFTER CLEANING	HOST & STAY VS 'BIG 3'
1 Bedroom	£11,677	£9,493	123%
2 Bedrooms	£14,038	£11,540	122%
3 Bedrooms	£15,766	£13,428	117%
4 Bedrooms	£23,112	£18,266	127%
5+ Bedrooms	£50,293	£35,571	141%
AVG:	£22,977	£17,660	130%

* Comparison made with top 3 holiday let agencies in the UK market using publicly published data, and compared to Host & Stay average gross annual revenue data for 2023 full year bookings. Host & Stay commission rate of 12% + VAT including payment fees, and cleaning costs assumed at current UK market rates.



END-TO-END *management.*

We understand that running a short-term rental or holiday let can be time consuming. On average holiday homeowners spend between 50 and 90 hours per month managing their property, which is where we come in.

We can take care of everything with our **fully managed service** so you can sit back and relax. Our end-to-end management includes:



Health, Safety & Compliance

Our plans are designed to cover the very best practice in relation to holiday home and short term let health and safety standards, as well as pre-empting the expected criteria for licensing applications if they come into force. Our Signature Membership includes our annual compliance service plan.



Housekeeping Changeovers

We coordinate changeovers after every booking to ensure your property is always ready and clean for your next guests. Our changeover service includes linen hire and laundry so everything is organised for you, as well as efficient technology that allows us to check and supply detailed reporting with photographs after every clean.



Payment Processing & Invoicing

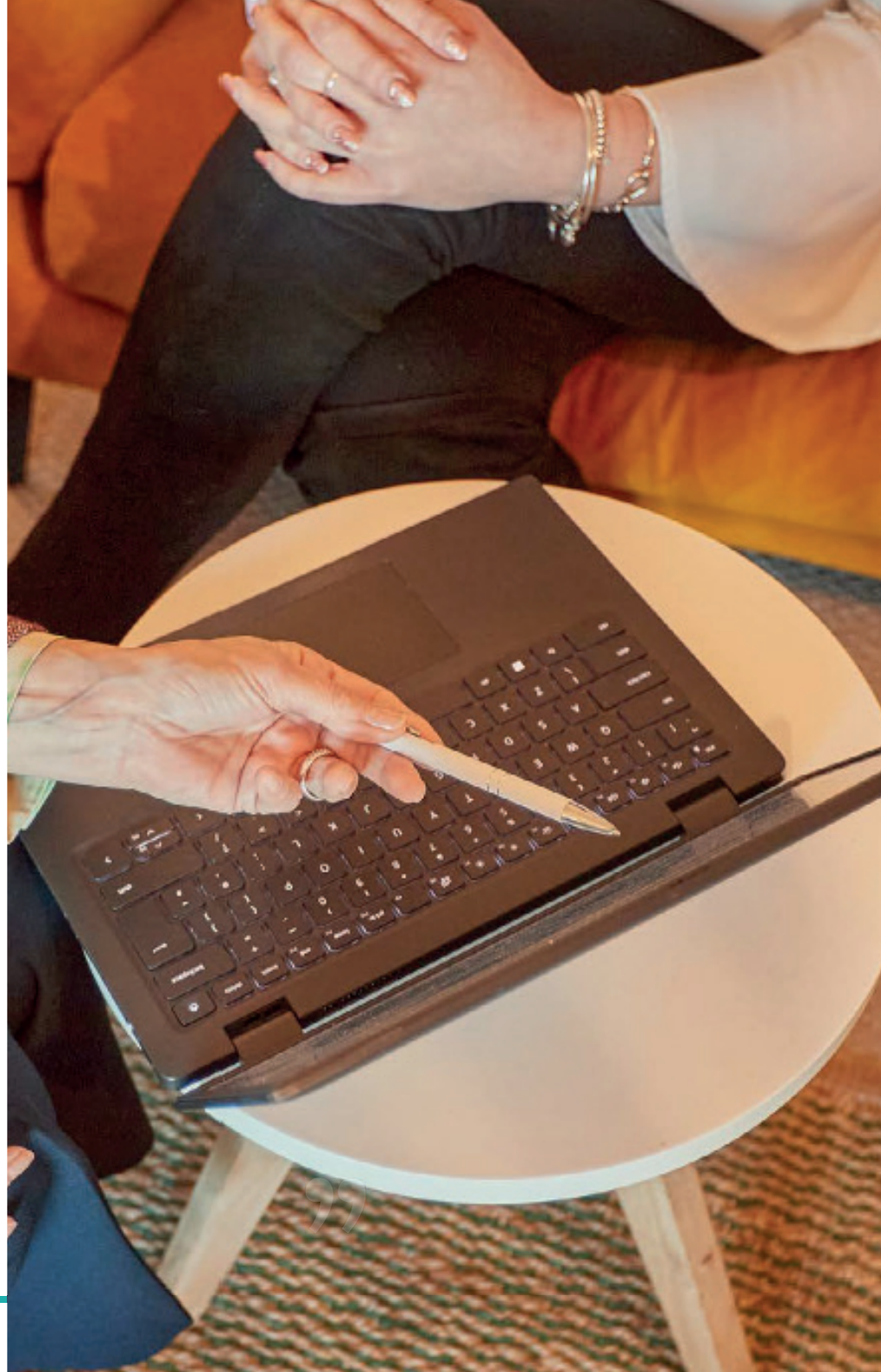
For owners on our Classic package, we charge a 2% + VAT payment fee on any payments that we facilitate through our payment gateway, which is around 50% of bookings. This ensures the fraud risk and possibility of chargebacks stays with us and doesn't impact your payments as an owner. This is included for owners on our Signature membership, so there is no additional payment fee applied.



Proactive & Reactive Maintenance

We have an experienced and qualified in-house team of maintenance technicians as well as trusted external partners to ensure we provide an excellent service. Whether it's an emergency call-out or a general maintenance task, we'll take care of this for you so it's one less thing for you to worry about! When opting for our Signature membership, you'll have access to our range of maintenance services.

“Staff are always professional, polite and helpful. Guided us through the early stages of setting up our holiday let. Offer a full range of services to support your holiday let business if you need it, including cleaning, maintenance and regulatory checks, giving total peace of mind.”



YOUR JOURNEY *with us.*

Our onboarding process is designed to ensure that each of our owners are provided with a smooth and hassle-free experience. From the initial contact to the final stages, we aim to gain a great understanding of your needs and expectations.

Let us guide you through our simple onboarding process...

Step 1 - Team Response

Our dedicated team member will promptly respond within 72 hours of your inquiry or form submission. During this communication, any immediate questions you may have will be addressed, and we'll work together to schedule a convenient time for you to visit the property.

Step 3 - Performance Forecast

Within 72 hours of our visit, you will receive a performance forecast which will provide you with our expected revenue, occupancy and running costs over the next four years.

Step 5 - Book your Property Photography

We truly believe our property photography is what sets us apart from the masses of other holiday home listings! So, once you're booked in, we can have your photos edited and ready for use within just 72 hours.

Step 7 - It's Time to Go Live!

Now for the exciting part... We push your property listing live on over 60 global platforms including our own Host & Stay website, Booking.com, Airbnb, TripAdvisor, HomeAway, Expedia and many more.

Step 2 - Property Visit

One of our expert team members will come meet you at your property so you can show us around and tell us all about what you're looking to achieve. It's also a chance to see if we're the right fit for one another.

Step 4 - Property Details

We like to be thorough when it comes to property details so we have one or two checklists for you to complete at this point. Although we have no lengthy contracts, we do ask for a signature to make things official.

Step 6 - Create Property Listing

With the property details you supply, the information from our property visit, and the stunning professional images – we create a property listing that will have the reader thinking they are already there.



INTRODUCING MANAGEGREEN

With travel trends shifting towards **sustainability**, we've created ManageGreen, an initiative led with a conscious effort to do better in every area of our operations. This also offers a growing number of added benefits for our owners and guests.

ManageGreen offers:

sust **nica**

SUSTAINABILITY BADGES

The first sustainability badge & recognition specifically for short-term rentals! Making it easier for guests to find eco-friendly rentals. Booking.coms 2023 report showed that 76% of global travellers say that they want to travel more sustainably over the coming 12 months, with 43% willing to pay extra for travel options with a sustainable certification.

resiAIR.™

ENERGY EFFICIENCY SOLUTIONS

Our resiAIR product is an innovative, smart technology which manages your energy usage from afar. It senses when guests are in or out and controls the lights/heating appropriately. Huge savings on costs, emissions & frustrations at guests leaving things on! Exclusive to owners within the Host & Stay Group.



ESG PARTNERSHIPS & CARBON OFFSETTING

To achieve our sustainability goals, we rely on eco-conscious partners who share our forward-thinking vision. This involves replacing consumables with eco-friendly alternatives, eliminating single-use plastics, and transitioning to recycled toilet paper. We're also actively addressing our baseline carbon footprint, collaborating with local and global initiatives dedicated to tree planting and reforestation.



CONSCIOUS TRAVEL GUIDE

We're out with the paper guidebooks and in with our newly enhanced digital guide which includes our Travel Green section. We're giving guests everything they need to make better decisions on their travel to and around our areas. Including train/bus routes, EV chargers, Bicycle hire - you name it! We regularly update with the best local spots to eat and explore.

Some of our partners:

WONKY
COFFEE



EnviroRental

eight
versa

Ecologi



In 2023, Booking.com surveyed 33,000 travellers from 35 countries and territories about sustainable travel, this is what they learnt:

80% said that travelling more sustainable is important to them.

74% want more sustainable travel options.

44% don't know where to find sustainable travel options.

43% are willing to pay more for sustainable travel options.

65% would feel more comfortable staying in accommodation which had a sustainable certification.

53% said recent climate change news had influenced them to make more sustainable choices.

GETTING STARTED *is easy.*

1. Get in touch with our friendly team.

 hostandstay.co.uk  01287 658171

2. If we haven't already, we'll be in touch to arrange a free no obligation visit to provide expert advice on your property.

3. Once you're all set up with us, you're ready to start earning from your holiday home.

REFER *a friend.*

Recommend a holiday homeowner to us and you'll both earn £250 when their property goes live!

Scan the QR code and fill in the form to get started.



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