

Best 10 Airbnb Message Templates

INTRODUCTION

The secret to success as an Airbnb host is nailing communication with guests.

Responding to guests and ensuring they are happy could be the difference between a **4 or 5 star review**. Therefore you must get this right, which is where the saved Airbnb message template comes in!

Using an **Airbnb message template** is a real lifesaver. It will free up your time for more important things and make you a better host overall.



01 THE BOOKING MESSAGE

THIS TEMPLATE IS TO BE SENT IMMEDIATELY AFTER A GUEST MAKES A NEW BOOKING

The important thing to remember here is this will be your **first communication** with your guest. It's important to make a great first impression.

Thank your guest for choosing to book with you. Then inform them that you will send all the **check in information** on the morning of their stay. Finally, let them know if they have any questions to **ask at any time**.

“

Hi {guest_name},

Thank you for choosing to book our apartment. I'm really looking forward to hosting you on your stay in {town_name}.

I will send all the check in information on the morning of your arrival including directions. I'll also send WiFi details and so on.

In the meantime, if you have any questions or need any recommendations, please don't hesitate to ask.

Thanks, {your_name}

”



02

THE REMINDER MESSAGE

THIS TEMPLATE IS DESIGNED TO REMIND YOUR GUESTS OF THEIR UPCOMING STAY WITH YOU

The **reminder message** is optional, but we recommend you employ it. The aim here is to remind your guests about their upcoming stay with you.

It's a chance to reemphasize that you're looking forward to them coming to stay. Also, you can use it as a chance to remind them that you'll be sending the check in details in coming days.

Just keep it short and sweet. It will show your guest that you're a good communicator.



“

Hi {guest_name},

Just checking in with you ahead of your stay in 4 days. I trust you're looking forward to your visit.

This is just a reminder that check in time is any time after {check_in_time}. I will forward all check in instructions the day before.

Again, let me know if you have any questions.

Thanks, {your_name}

”

03

EARLY CHECK IN

IT'S COMMON FOR GUESTS ASKING FOR EARLY CHECK INS, SO A SAVED RESPONSE IS USEFUL

It's very common for a guest to message requesting an early check in. In fact, it's the question we receive more than any other, so having an **early check in template** is an absolute must.

There are three ways of tackling this question. First, you can flat out **reject the request**, especially if you are time poor and need the time to clean the property for the next guest.

Second, you can grant their requests and let them **check in early**. Or third, which is my favorite option, **charge them an extra fee** to check in early. Effectively charging them extra for your time.

EXAMPLE 2

Hi {guest_name},

I would be more than happy to allow you to check in early. Check in is usually at {check_in_time}, but you are more than welcome to check in early at {new_time}.

Let me know if this is ok?

Thanks, {your_name}



EXAMPLE 3

Hi {guest_name},

I do allow early check ins; however, I will have to reschedule my cleaners to accommodate this earlier check in, which will mean a small fee. This fee will be an extra {fee total} per hour.

If this is ok, I will send through a payment request and lock in the early check in for you?

Thanks, {your_name}

04 THE CHECK IN MESSAGE

LET YOUR GUEST KNOW THE CHECK IN
DETAILS, WIFI AND PARKING INFORMATION

Start by providing details on how to **enter your property**. Let them know all the details step by step, as you want to make it as easy as possible for them.

Next, provide **your address** and instructions on **where to park**, as they may have a car with them. Finally, don't forget to write your **WiFi details**. Guests always seem to miss this on your listing!

“

Good morning {guest_name},

Your {city_name} trip is here!

For check in any time after {check_in_time} today, we have a lockbox by the door with a key inside. Just enter code {lockbox_code} and you're all set. Then at checkout just pop the key back in.

The address is {property_address} and we have an undercover area where you can park your car free of charge. There is also plenty of off street parking available.

Free WiFi is also provided during your stay:

- Username: {username}
- Password: {password}

If there is anything else you need, like recommendations or directions or anything for the house, just let me know. I am only too happy to help and want you to have a 5 star experience.

Thanks, {your_name}

”

05

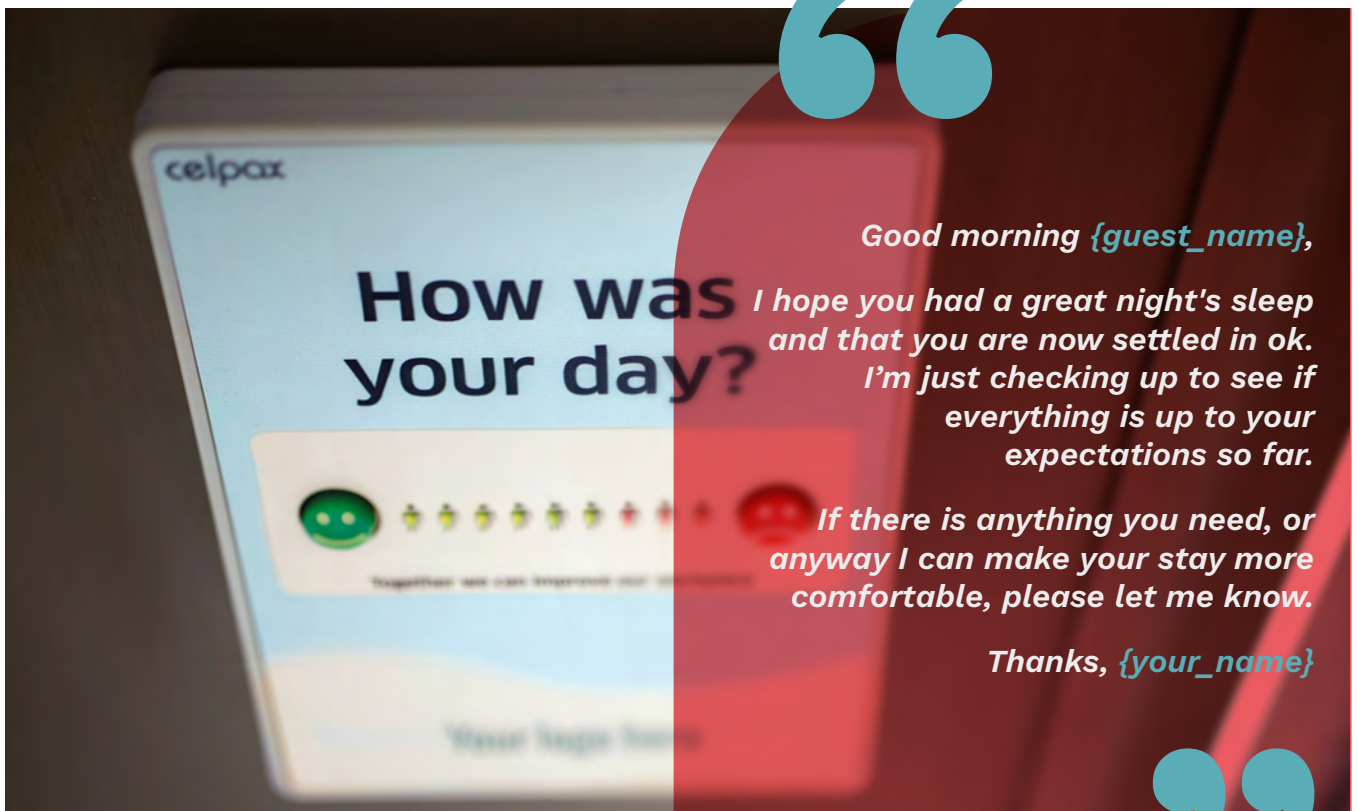
THE CHECK UP MESSAGE

USE THIS TEMPLATE TO CHECK UP ON A GUEST AND TO ASK THEM IF THEY NEED ANYTHING

One of the keys to my success is what we call the **check up message**. This has a huge success rate if employed correctly and we have just the template for you!

It's a good idea not to go into too much detail. This template is just to ask how their first night was and how they are finding everything. Find out if everything is meeting their expectations.

Sign off by asking them if there's anything else they need. This will help earn you those coveted **5 star reviews**.



06 THE CHECK OUT MESSAGE

GET THIS MESSAGE RIGHT AND YOU CAN SCORE YOURSELF 5 STAR REVIEWS EVERY TIME

There are **3 key goals** you want to achieve with your check out message. If you get this right, you can significantly increase the amount of 5 star reviews you get.

First, it is a final chance to **resolve any potential issues** your guest had during their stay. Flagging any issues in the check out message could be the difference between a 5 star review and a 4 (or even lower) star review. It is THAT important!

Secondly, you can ask your guest to **leave you a review**. We like to mention that we hoped they had a 5 star experience. Put the number five in their minds. Finally, it's also a good chance to remind your guest of the **check out time**.



“

Hi {guest_name},

Thank you so much for choosing to stay at our place while in {city_name}. We hope you had a great time here and enjoyed your stay.

We would love it if you could take 2 minutes this afternoon to leave us a quick review. Of course, we will leave you one in return.

A 5 star rating is very important to us and goes a long way to helping our family business. So, if you had any issues during your stay please let us know before leaving your review as we value your feedback. It helps us grow as hosts.

Thanks again and safe travels. {your_name}

”

07 THINGS TO DO TEMPLATE

GET THIS MESSAGE RIGHT AND YOU CAN SCORE YOURSELF 5 STAR REVIEWS EVERY TIME

One thing you can be sure of is a guest asking you for a list of things to do in the area. It's such a common question that we have a pre-made template ready to go.

Below should provide you with some ideas of what to include on your very own **Things To Do Template**

“

Hi {guest_name},

Sure, there are plenty of things to do when visiting {city_name}. I actually have a house manual detailing the best things which you can read on arrival.

But here are some good ideas to consider. The biggest attraction in town is {attraction_name} which is a short 5 minute walk from the apartment.

I also recommend checking out {attraction_name} and {attraction_name} while in town.

If you like the outdoors, there are some lovely hikes around {park_name}.

Also, the main street has plenty of shops and restaurants to keep you entertained for hours.

Many people come to town to watch {local_sports_team} and the stadium is only a 10-minute drive away.

Is there anything in particular that would like to see while in {city_name}? I would be happy to point you in the right direction.

Thanks, {your_name}

”

08

WHERE TO EAT TEMPLATE

A RESTAURANT RECOMMENDATION TEMPLATE IS A MUST. ITS A COMMON QUESTION FROM GUESTS



“

Hi {guest_name},

There are some wonderful restaurants in town to suit all tastes. I have a full list of my favorites in my house manual when you arrive. But here are a few to look up:

- Spanish: {restaurant_name}
- Mexican: {restaurant_name}
- Japanese: {restaurant_name}
- Steakhouse: {restaurant_name}
- Sports Bar: {restaurant_name}
- Pub Meal: {restaurant_name}
- Vegetarian: {restaurant_name}
- Restaurant with kids' playground {restaurant_name}

If you have any favorite cuisines, I would be happy to point you in the right direction.

Thanks, {your_name}

”

09

DO YOU ACCEPT PETS

DO YOU GET ASKED IF YOU ACCEPT PETS OFTEN?
WELL THIS TEMPLATE WILL COME IN HANDY

From time to time you'll get a question asking **if you accept pets**. Even if you state in your listing you don't accept pets, the question will still come in. That's why this template comes in very handy.

Above all, you need to provide a good reason why you don't accept pets. We like to say that some guests are allergic to pet hair, so that is the reason why we don't accept pets. This reasoning makes total sense and every guest will accept it.

“

Hi {guest_name},

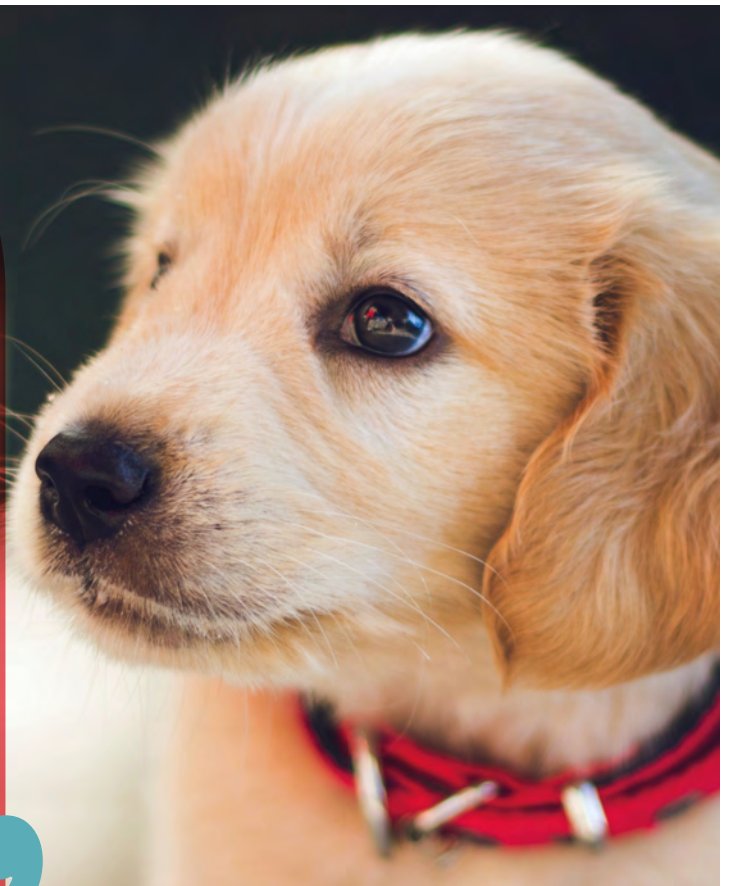
*Unfortunately, we do not accept
pets in our property.*

*I am an animal lover myself and
absolutely adore pets, especially
dogs. But sadly, some guests are
allergic to animal hair and it can
have disastrous consequences.*

*So, I have made the decision not
to accept pets in my Airbnb. I
hope you can understand.*

Thanks, {your_name}

”



10 ASKING FOR A REVIEW

IT'S IMPORTANT TO GET AIRBNB REVIEWS, SO I HAVE CREATED A TEMPLATE FOR THIS PURPOSE

It's crucial to obtain **Airbnb reviews** from your guests. For some strange reason, Airbnb leave it up to hosts to chase up reviews. And what's worse is that it is a key ranking factor to becoming a **SuperHost**.

As a result, it is a good idea to create a template for chasing up reviews from guests. Sometimes a guest will genuinely forget to leave a review, so a little nudge will help.

Be polite and keep it short and sweet. A guest who has checked out no longer has ties to you, so you want to avoid aggravation. Be sure to emphasize how important Airbnb reviews are for your business.



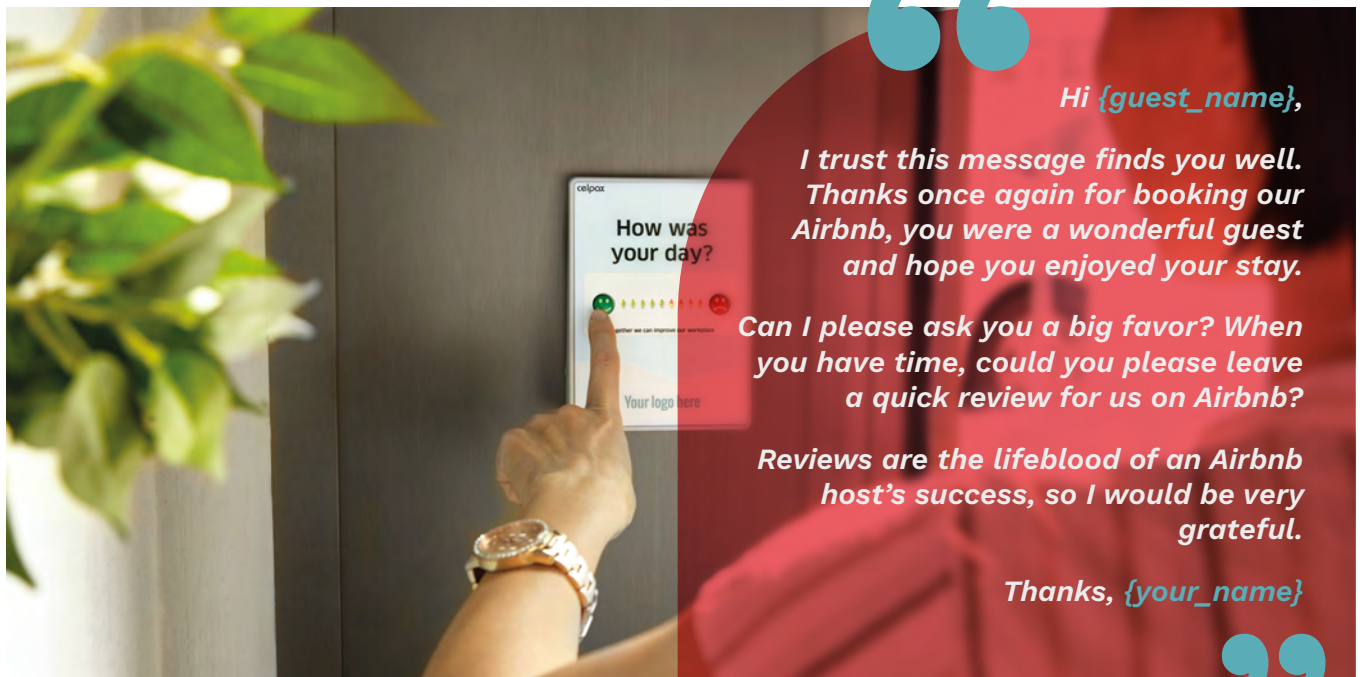
Hi {guest_name},

I trust this message finds you well. Thanks once again for booking our Airbnb, you were a wonderful guest and hope you enjoyed your stay.

Can I please ask you a big favor? When you have time, could you please leave a quick review for us on Airbnb?

Reviews are the lifeblood of an Airbnb host's success, so I would be very grateful.

Thanks, {your_name}



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