



Sure Home Says Management Pricing Packages

	Bronze	Silver	Gold
Dedicated Account Manager: Access to a designated account manager who will assist with bookings, inquiries, and concerns.	✓	✓	✓
Guest Communication: SHS handle all guest communications, including inquiries, bookings, and post-stay feedback. Guests will receive personalized communication, including pre-arrival instructions, local recommendations, and post-stay follow-ups.	✓	✓	✓
Enhanced Guest Screening: Comprehensive guest screening procedures, including identity verification, payment checks, review analysis, guest questionnaires, proactive communication, and risk assessment, to ensure the safety, security, and suitability of guests for your properties.	✓	✓	✓
Basic Property Marketing: Your property will be listed on Airbnb and VRBO with essential details, marketing strategy and images.	✓	✓	✓
Cleaning Coordination: SHS to coordinate all cleaning related services after each guest's stay.	✓	✓	✓
24/7 Guest Support: Guests will have access to round-the-clock support for any emergencies during their stay.	✓	✓	✓
Exclusive Property Showcase: Your property will receive additional exposure through targeted marketing campaigns to maximize SEO and booking performance. Your property will be marketed across 10 OTAs SHS partners with including Airbnb, VRBO, Booking.com, Expedia, Marriott Homes & Villas, our own direct website for repeat customers and many more!		✓	✓
Dynamic Price Optimization: Leveraging data analysis and market trends to adjust pricing in real-time, maximizing rental income, optimizing occupancy rates, and ensuring competitive pricing, thereby enhancing profitability and maximizing returns on investment for property owners.		✓	✓
Maintenance & Contractor Coordination: Efficiently source and managing all maintenance tasks, scheduling repairs, improvements, and promptly addressing maintenance issues, ensuring properties remain in optimal condition, enhancing guest satisfaction, and preserving property value, while relieving owners of the hassle of maintenance management.		✓	✓
Payment Processing: Provide the benefit of efficient payment processing on behalf of owners, streamlining financial transactions, reducing administrative burdens, and ensuring timely and secure payments, thereby enhancing overall convenience and satisfaction for property owners.		✓	✓
Guests Disputes, Refund & OTA Review Removal: Ensuring prompt resolution of conflicts, protecting property reputation, and optimizing guest satisfaction, thereby preserving owner reputation and maximizing rental income.		✓	✓
Regulation & Permitting Assistance: Ensuring compliance with local laws and regulations, navigating complex permitting processes, and minimizing the risk of legal issues or penalties, thereby providing peace of mind and facilitating smooth operations for property owners.			✓
Enhanced Property Design: Providing personalized guidance and support to optimize property aesthetics and functionality, ensuring homes are guest-ready, maximizing appeal, and enhancing overall guest satisfaction, ultimately leading to increased bookings and rental income.			✓
Upsells: The ability to leverage upselling opportunities, allowing owners to enhance guest experiences and increase revenue by providing additional services or amenities that guests can opt for during their stay.			✓
Customized & Advanced reporting: You'll receive detailed monthly reports outlining rental performance, occupancy rates, and financial summaries.			✓

* Accommodation revenue is only the charges per night for the room, this excludes charging a fee on: cleaning fees, taxes, and all other charges related to each reservation.

** Contract Commitments: Bronze & Silver required a 3-month notice prior to management contract termination, Gold requires a 6-month notice prior to management termination.

10%
of accommodation
revenue

15%
of accommodation
revenue

20%
of accommodation
revenue