

Our goal is to provide you, the guest, with the best possible vacation experience, exceeding all expectations. Your vacation matters to us as much as our own.

Each home is unique, with different amenities and services to suit all tastes and pockets, but we believe that no inducement of profit can ever justify departure from the golden rule, “ Do unto others as you would have others do unto you”.

With that thought in mind, we donned our holidaymaker’s new sandals and took a step back or two to consider what we could reasonably expect from a vacation rental, regardless of where it may be located in the world and who owns it. The result is a set of best practices that we call: -

Our Recommended Code of Conduct

For Vacation Rental Owners and Property Managers

These guidelines have been designed to highlight critical areas of concern to the traveler and to explain what may be expected from the homeowner and property manager who has agreed to abide by the recommended code. It is for guidance purposes only: responsibility lies with the individual property owner or their manager.

Truth and Disclosure in Renting:

- Provide a comprehensive description of the property with photos of all key living areas so that potential guests have a clear understanding of what is being offered.
- In attempting to secure a booking, do not deliberately mislead potential guests, or conceal pertinent facts about the property, its location, availability, condition and amenities.
- Reply to all enquiries promptly following the “sundowner rule” where possible, which aims to respond fully before the sun goes down.
- Provide guests with a clear statement about what is included in the rental fee, offered as an optional extra or not offered at all, including utilities, cleaning/ maid service, trash removal, linens, towels, equipment for children, household basics.
- Disclose potential extras that guests may be charged in addition to rent, if any, including utilities, taxes, cleaning fees, telephone, Internet access and the like.
- Explain pool cleaning arrangements, if applicable, and details of any other regular maintenance that guests can expect to be undertaken during their stay.
- Explain the cancellation policy prior to booking confirmation and accepting payment.
- Provide a written receipt promptly for every payment received.
- If the policy is to cash security deposit checks/cheques as a matter of routine in advance of the rental, inform guests of the policy prior to booking confirmation.
- Return security deposits promptly, with an itemized account of deductions, if any are made.

- When recommending third party goods and services, disclose any familial relationships, or compensation that may be received as a result of guest purchases, including travel insurance, car hire, airport transfers, babysitting, cleaning.
- Encourage and support an affirmative advertising and marketing program in which there are no barriers to obtaining a vacation rental home because of race, color, religion, gender, handicap, familial status, or national origin.

Confidentiality in Renting:

- Do not knowingly disclose the personal identity of guests to third parties without permission.
- Do not publish guest reviews online without permission.
- Do not knowingly reveal confidential information about guests to third parties without permission.
- Do not return personal items left in the home after departure unless the guest reports them as missing.

Care inside the rental home:

- Provide guests with the direct contact details of a local manager or representative who can deal with repair issues or complaints in a timely manner if the owner is not available personally.
- Provide guests with emergency service contact numbers for local police, fire, ambulance, and medical facilities.
- Where relevant, provide information about the location of water stopcocks, circuit breakers and instructions for using appliances etc.
- Provide guests with tourist information about local area attractions, dining, entertainment, sports facilities etc., including the owner's personal "Top 10" recommendations.

Everyone who has indicated their willingness to abide by the Recommended Code of Conduct is expected to provide a copy of it to their guests.

Where The Recommended Code of Conduct and local laws conflict, the obligations of law take precedence.