

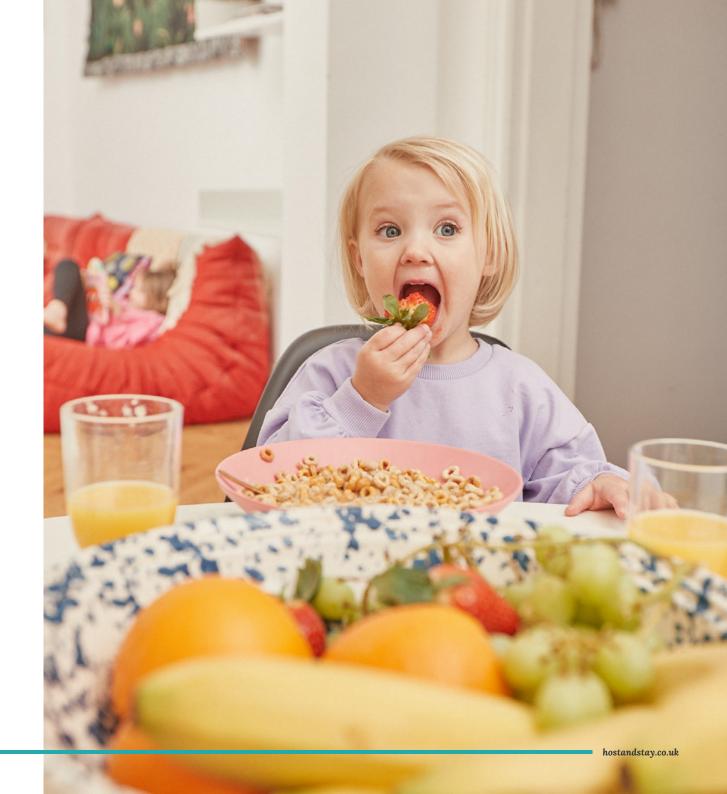


WHO are we?

Host & Stay was born from a love for property. Established in Saltburn-by-the-sea in 2017, we're proud to now manage *over* 1,000 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*.



our commitment to you.

Empowering Homeowners

We believe in empowering homeowners with the tools and knowledge to make the most of their properties. Through transparent communication, fair partnerships, and innovative solutions, we strive to maximise the potential of every home under our care.

Community-Centric Approach

We recognise the importance of building a thriving community to ensure our towns, cities and rural retreats continue to be enjoyed by holidaymakers and locals alike. We proactively strive to not only give back to our communities but lead the way in how we foster local relationships to grow together.

Innovation in Every Stay

We embrace a dynamic approach, constantly exploring and integrating cutting-edge technology to enhance the holiday letting experience for both homeowners and holidaymakers. From smart home solutions to seamless booking experiences, we strive to set new standards in the industry.

Dependability Redefined

Our commitment to dependability is unwavering. We prioritise reliability in every aspect of our service, ensuring homeowners and holidaymakers alike can trust us to deliver exceptional experiences consistently.



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.



Flexible Contracts

Don't want to be tied into a long contract? With two membership plans available, we offer varying levels of flexibility to cater to your needs.



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.



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.



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.



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.

WHY let with us?

Continued.

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.



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.



Guest Damage Cover

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



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.

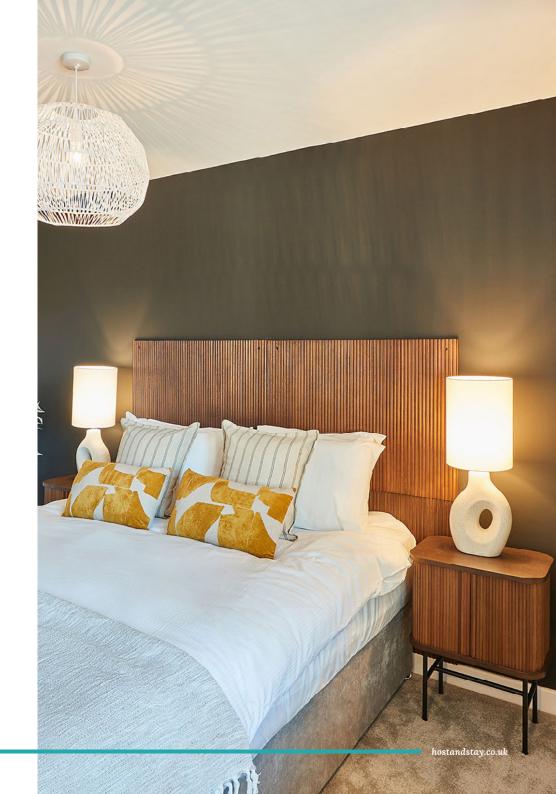
Unlike our competitors, our guest pricing structure accounts for all inplatform commission, meaning that our homeowners receive the **same net income** from a booking, regardless of where it was booked.

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 AT IERALL COMMISSIONS & CLEANING COSTS	'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%

£17,660

£22,977



^{*} 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.

OUR membership packages.

At Host & Stay we understand that each and every letting experience is unique. That's why we have two levels of management fees to cater for varying levels of support.

Our Signature Membership offers a truly end-to-end managed service, providing cost savings of *over* £1,750 over the first 2 years, and an annual saving of *over* £400 per year thereafter.

Plus, we've included other value-adding benefits like our **energy reducing** resiAlR $^{\text{TM}}$ system, a dedicated **property account manager**, a **free deep-clean** of your property once a year, and complete peace of mind with our Annual Compliance Service Plan.

Our Classic Membership is the foundation of our offering and has allowed us to become one of the fastest growing holiday let management companies in the UK. This membership has been thoughtfully curated for a more light touch management offering, to ensure your needs are met at *market leading rates*.



10%+ VAT Pooled 90 Days 2% + VAT £500.00	Dedicated account manager Unlimited Included £500.00
90 Days 2% + VAT £500.00	manager Unlimited Included
2% + VAT £500.00	Included
£500.00	
	£500.00
£450.00	
	Included
£240.00	Included
From £275.00 per annum	Included
Rolling with 30 days notice	24 months with 90 days notice
POA	POA + 1 x deep clea per annum
POA	POA
N/A	One tree planted for each property
From £150.00 per annum	Included
Included	Included
From £750.00 hardware and install & £20.00 per month*	Included
	From £275.00 per annum Rolling with 30 days notice POA POA N/A From £150.00 per annum Included From £750.00 hardware and install &

Listed on 60+ Global Channels inc. Airbnb, Booking.com, VRBO and Expedia

Real-time pricing optimisation based on supply and demand data at national and regional level

Proven to increase the revenue of your property by up to 53% versus the industry

*assumes 2 bedroom install for resicentral, and for annual deep clean

Always Included:

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:



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 maintenance our range of services.



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.



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.



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.

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.

OUR marketing.

With years of experience within the industry, our in-house team of marketing experts ensure that our properties *gain widespread exposure*. With the continued growth of our national Host & Stay brand, our network of *global distribution partners* and our *creative marketing strategies*, our listings are promoted effectively across a wide variety of platforms.



Global Distribution Partners

We have over 60 global distribution partners, including industry giants such as Booking. com and Airbnb, so our listings have the largest possible reach. Commission from online travel agency bookings can take a large chunk of revenue but we offset this cost, so you'll receive the same revenue whether it's a direct booking or one made via a partner site.



Email Marketing

Our email database has over 70k subscribers and is continually growing. We use email marketing to engage with our audience, launch new properties and promote our latest offers. Our expert email marketing team are continually monitoring and tailoring our email sends to ensure they're as effective and profitable as possible.



Editorial Photography

We deliver industry leading professional editorial photography along with visual tours and floor plans to ensure your property outshines the competitors.



Social Media

Our growing social media channels allow us to promote properties, communicate with our audience and share engaging content. Whether it's organic posts or optimised paid ads, we use our social media channels to inspire stays and generate bookings. Our in-house team provide fantastic customer service replying to messages and reviews in a professional and timely manner.



Events, Shows & Radio

Our team regularly attend shows and exhibitions each year to promote brand awareness and support local communities. We are continually looking to improve our business so we also use these events to discover the latest technology and keep up to date with industry news. When applicable we also use radio to broaden our reach and increase brand awareness.



Search Engine Optimisation

Search engine optimisation is a key part of our marketing strategy. As nearly all bookings begin online, our team work tirelessly to improve our ranking and visibility. We are constantly generating new content using key search terms to enhance our organic search ranking and improve the visibility of our brand and properties.



Google Ads

As well as search engine optimisation, we also run Google Ads. These paid ads help display our website to potential customers at the exact moment they're searching using our key search terms. By running pay-per-click ads, we can reach specific groups of people who are more likely to convert to customers and advertise specific offers.



Print

To be as environmentally friendly and forward-thinking as possible, we have chosen not to send mailers in the post. This choice has allowed us to maximise our online marketing avenues and keep our commitment to sustainability. We use print media across a range of local and national publications where appropriate.





























HOUSEKEEPING.

Our experienced teams have been cleaning holiday lets and short-term rental accommodation for *over ten years* and we're passionate about providing the very best service to our holiday homeowners and guests.

From change over cleans, crisp white linen and towels to efficient technology that allows us to check and supply detailed reporting with photographs after every clean, our owners are kept up to date and reassured that their property is taken care of.

We cover locations across the UK and work closely with our local maintenance and repair teams to ensure that we can provide an **end-to-end service** for you and your property.

Our Services:



Bed Set Ups



Changeovers



Deep Cleans (one annual deep clean

(one annual deep clear included within our Signature package)



Property Maintenance



Builders Cleans



Emergency Call Outs



PROACTIVE & REACTIVE maintenance.

At Host & Stay, we understand that sometimes things don't run according to plan. That's why our friendly team are on hand to help when needed.

When you sign up for our maintenance provision, you'll have access to a range of services.



Maintenance Charges - £35/hour (+VAT)

- · Basic plumbing (tightening taps, faulty toilet flush etc)
- · Basic carpentry and electrical work
- · Re-pressurising boiler
- Painting
- Key cutting
- · Home check
- · Furniture dry-cleaning (sofa, armchair covers etc)
- · Changing lockbox codes



Out of Hours Call-Outs - £75 Call Out Fee then £35/hour (+VAT)

- 5pm-8am Monday to FridayAll day Saturday to Sunday

(Call out fee is inclusive of first hour of technicians time. The total time will include travel time to and from the property).



Specialist Call Outs - Quoted

- Pest control
- · Severe plumbing and electrical issues
- · Repairing/changing locks



Fixed Rate Works (+VAT)

- · Supply and fit Police approved key safe £100
- · Supply and fit property name plague £50



COMPLIANCE requirements.

Save up to 20% with our compliance service plans.

At Host & Stay, we take the health and safety of our guests, owners and colleagues very seriously, and that's why we hold ourselves to the highest standards. Our compliance service plans are available free of charge to all owners signing up to our Signature membership.

Legal	Host & Stay
x	
x	
x	
	√ x √ x



Energy Performance Cert (EPC)

Every property must hold a valid Energy Performance Certificate (EPC) with a minimum rating of E. EPCs undergo review every ten years and are updated as required. In cases where the expenses to attain an E rating exceed £6,000.00, an exemption certificate is permissible. This exemption also extends to listed buildings. Get 20% off when you take out a compliance service plan.



Gas Safety Cert (CP12)

A valid Gas Safety Certificate must be obtained annually, ensuring that gas appliances and installations within the property meet safety standards.



Electrical Installation Condition Report (EICR)

An up-to-date EICR must be conducted every 5-years, verifying the safety and compliance of the electrical installations within the property. Get 20% off when you take out a compliance service plan.



First Aid Kit

A fully stocked and accessible first aid kit must be available within the property to address minor injuries and emergencies.



Portable Appliance Testing (PAT)

All portable electrical appliances within the property must undergo PAT testing annually to ensure their safety and compliance with electrical standards.



Legionella Risk Assessment

Annual Legionella risk assessments will be carried out to identify and manage the risk of Legionella bacteria within the property's water systems.



FIRE SAFETY policy.

Our fire safety policy is designed to ensure the highest standards of protection against fire hazards.

This includes the below listed requirements:



Fire Doors

Fire doors must be installed to habitable rooms (excl. cupboards and bathrooms) unless existing doors are painted with fireproof paint and meet suitability and solidity standards.



Thumb Turn Lock

Exit doors, such as the front or back door, should always be easy to unlock and must not need a key to unlock them from the inside. A simple latch or thumb turn is usually good enough.



Emergency Lighting

Mains powered emergency lights or portable torches must be installed in areas as per regulations.



Fire Blanket

A fire blanket must be provided within the property for use in case of small fires.



Fire Risk Assessment

A comprehensive fire risk assessment will be conducted annually, with a particular focus on the placement of fire doors, emergency lights, and smoke alarms.



Smoke Alarms

Mains interlinked smoke alarms must be installed in every habitable room and hallway to ensure early detection of smoke and fire.



COMPLIANCE service plan options.

We know that navigating all of these requirements alongside changing regulations can be unnecessarily confusing. That's why we offer a range of competitively priced compliance service plans to cover you and your property for all its needs. The plans include everything required to make sure your property is fully compliant and ready for quests.

Better still, when you take out a compliance service plan, we'll be able to list your property immediately, in the knowledge that your property will be fully covered.



COMPLIANCE SERVICE PLAN

Electric Heating System

Everything you need to keep your property compliant with health and safety best practice.

£19.99

£230.99

+VAT

What's Included?

- √ Annual PAT testing for up to 15 items
- ✓ Annual Legionnaires test & certificate
- ✓ Annual fire risk assessment
- ✓ First aid kit supplied & replenished
- √ Fire blanket supplied & fitted
- √ 20% off EICR & EPC certificates

COMPLIANCE SERVICE PLAN

Gas Heating System

Everything you need to keep your property compliant with health and safety best practice.

£29.99

£335.00

per month. 10% savina.

+VAT per year. 15% saving.

What's Included?

- √ Gas Safety Certificate (CP12) & service
- ✓ Annual PAT testing for up to 15 items
- ✓ Annual Legionnaires test & certificate
- ✓ Annual fire risk assessment
- √ First aid kit supplied & replenished
- √ Fire blanket supplied & fitted
- √ 20% off EICR & EPC certificates
- **COMPLIANCE SERVICE PLAN** Oil Heating System

Everything you need to keep your property compliant with health and safety best practice.

£31.99

£355.00

per month.

What's Included?

- √ Oil Safety Certificate (CD11) & service
- ✓ Annual PAT testing for up to 15 items
- ✓ Annual Legionnaires test & certificate
- ✓ Annual fire risk assessment
- √ First aid kit supplied & replenished
- √ Fire blanket supplied & fitted
- √ 20% off EICR & EPC certificates

INTRODUCING **MANAGEGREEN**

With travel trends shifting towards sustainability, we've created ManageGreen, an initative 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 quests.

ManageGreen offers:

sustonica

SUSTAINABILITY BADGES

resiAIR."

ENERGY EFFICIENCY SOLUTIONS



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

Some of our partners:

WONKY COFFEE











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.

don't know where to find sustainable travel options.

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



DON'T JUST TAKE our word for it...

From first contact the whole process went smoothly. Very *friendly helpful staff* made the process hassle free. Plenty of details and *information forwarded often*.

Verified Owner

I really think that you do a great job you are **efficient and supportive** the team are **friendly** and you are **flexible**!

Verified Owner

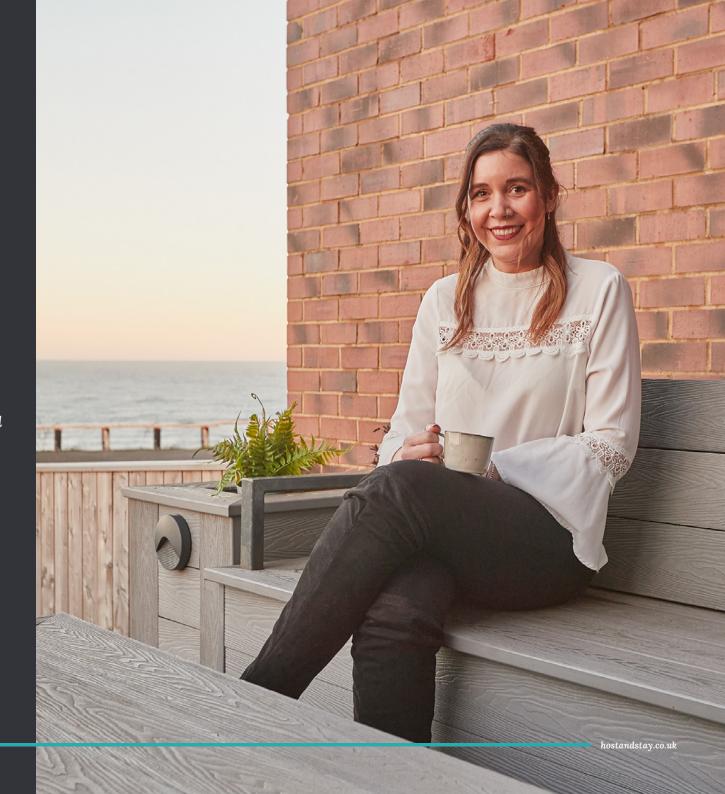
In my dealings to date with Host & Stay I have found you to be *approachable*, *helpful*, *professional* and *courteous* and have always been able to answer any queries I may have had.

Verified Owner

Responsive property management. Good pricing strategy. Good property marketing. Always professional which I imagine carries over to guest facing comms too. Good housekeeping team.

Verified Owner

It's easy to see why we're the **fastest growing**, family owned holiday home management business in the UK right now.



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.

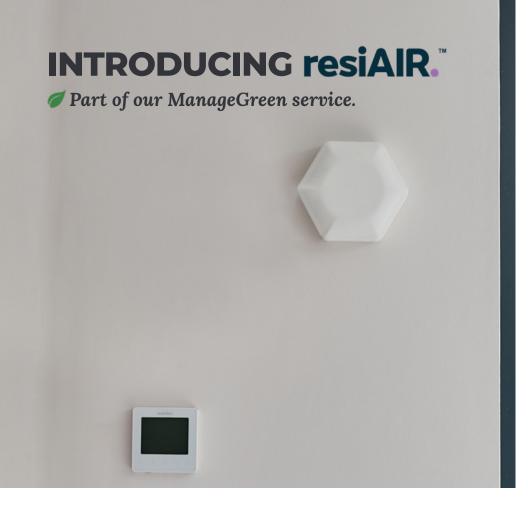
Step 4 - Property Details

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.





How is resiAIR™ used?

resiAIR $^{\text{TM}}$ is a wall or ceiling mounted device with an array of sensors monitoring your property in real time, and taking automated action based on our industry leading rule engines. Once resiAIR $^{\text{TM}}$ is installed in your property, it connects to the resicentral portal for full visibility and control. This data rich portal gives an overview of your property and the environment inside, and allows fully customisable 'if this, then that' rules.

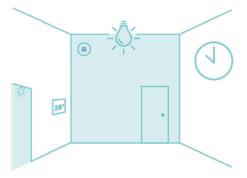
Gone are the days of guests leaving the heating at high temperatures whilst out for dinner, and no longer will the housekeeper leave the lights on by accident. resiAIRTM ensures your energy consumption is managed effectively and efficiently, as well as guarding against excessive guest noise, and identifying proactive maintenance requirements.

resiAIR™ smart property management can save you up to 32% on your property energy costs.

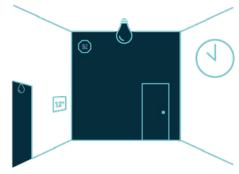
Designed specifically for our Host & Stay property owners, resiAIR™ is an all-in-one sensor for your property that drives down energy costs, and enhances guest experience. It's innovative, WiFi enabled technology can be entirely retrofitted into any property and is the only solution on the market that takes real-time measurements from 12 sensors, and then automatically takes action on those readings.

From temperature to humidity, or noise to occupancy, resiAIR $^{\text{TM}}$ captures it all, allowing you to quickly and easily benefit from efficiencies and cost savings.

So, how is it used? Scenario One - Reducing Energy Consumption & Costs



1. Guests check out at 10am and leave the lights on.

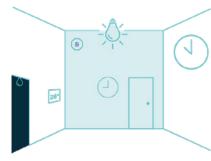


2. Host & Stay know that check out time is 10am, so set resiAlR™ to switch off lights and set heating to ambient temperature.

Scenario Two - Improving Guest Experience



1. Guests check in at 4pm.



2. Host & Stay wants to enhance our guest experience, so increases the temperature just ahead of arrival, and switches the hall light on.

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.



