

5 Easy Email Templates to Keep Your Guests in the Loop

Take the hassle out of guest communication with these 5 pre-written email templates designed to cover key stages of the guest journey. From booking confirmation to post-stay review requests, these ready-to-use messages ensure you're always delivering the right information at the right time. Personalise them as needed, and you're all set.



Booking Confirmation Email

1

Subject: Your Reservation is Confirmed! 🏠

Dear [Guest Name],

We're excited to confirm your stay at [Property Name] from [Check-In Date] to [Check-Out Date]! Here's a quick summary of your booking details:

- Property: [Property Name]
- Check-in: [Check-In Date & Time]
- Check-out: [Check-Out Date & Time]
- Address: [Property Address]

We'll be in touch soon with everything you need to know before your stay. If you have any questions in the meantime, feel free to reach out at [Email Address].

Looking forward to welcoming you,

[Your Name/Property Manager]

Pre-Arrival Information Email

2

Subject: Get Ready for Your Stay at [Property Name] 

Hi [Guest Name],

Your stay at [Property Name] is just around the corner, and we can't wait to welcome you! To help you prepare, here's some key info:

- Check-in Time: [Check-In Time]
- Directions: [Directions Link/Instructions]
- Key Collection: [Key Details]
- Parking: [Parking Instructions]

For extra comfort, we also offer [Additional Services—firewood, recipe boxes, etc.], which you can request at [details of how these services are purchased/acquired].

If you have any questions, don't hesitate to get in touch.

Safe travels and see you soon!

[Your Name/Property Manager]

Mid-Stay Check-In Email (Optional)

3

Subject: How's Your Stay Going? 

Hi [Guest Name],

We hope you're settling in well at [Property Name]. Just checking in to see if everything is going smoothly. If there's anything we can do to make your stay more comfortable, let us know.

We're here to help, so don't hesitate to reach out.

Happy holidays,

[Your Name/Property Manager]



Post-Stay Thank You Email

4

Subject: Thank You for Staying with Us! We'd Love Your Feedback 🙏

Dear [Guest Name],

Thank you for choosing [Property Name]! We hope you had a wonderful stay and enjoyed your time with us. Your feedback is really important to us, and we'd be grateful if you could take a moment to share your experience.

Please leave a review here: [Review Link].

Your thoughts help us improve and also help future guests know what to expect. We truly appreciate it.

We'd love to welcome you back, so keep us in mind for your next getaway.

Thanks again,

[Your Name/Property Manager]



Mid-Stay Check-In Email (Optional)

5

Subject: Let's Plan Your Next Getaway! ☀️

Hi [Guest Name],

We loved having you at [Property Name] and hope to see you again! As a thank you, we're offering [Discount/Perk] on your next booking with us. Just use the code [Discount Code] when you book directly through our website.

We'd love to host you again, whether for a quick getaway or a longer stay.

Hope to see you soon,

[Your Name/Property Manager]

Want to take the hassle out of guest communication?

With SuperControl, you can set up all these emails to send automatically, so you never miss a beat. Customise them your way, and let us handle the rest—from booking confirmation to rebooking. Focus on what matters, while we manage the guest communication from the first click to the journey home.

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