

DO'S AND DON'TS

Do

- Place house rules within the property. When you do, write a friendly introduction that explains your house rules and makes guests feel at ease. You don't want them to feel like they're in a negative environment.
- Set rules around restricted access areas in your property if necessary. For example, limiting guest access to a shed or attic.
- Include any cultural reasoning for a particular rule; it will help educate guests and make them more empathetic. For example, 'no shoes in the home, this is traditional in Thailand'.
- Keep your house rules simple and legible. Making them too complex means guests won't bother.
- Set rules that are fair and reasonable.

Don't

- Make your rules read like legal text. Even Airbnb warns against this.
- Assume that guests will follow your access areas automatically. Keep restricted areas locked if possible, to dissuade any attempts to flout your rules and enter.
- Ever contradict Airbnb's own party policy by making your listing appealing to partygoers or groups of 16+ people (No descriptions like: "Try out our hot tub with your friends and see how wild you can get!")
- Expect guests to just 'know' your rules – place a copy of them somewhere visible in the property so they have a constant reminder.
- Be too restrictive. You want guests to have a good time during their stay, so try not to be too harsh in your rules or in your wording.

SUGGESTED HOUSE RULES

- **Dishes:** If you want your guests to do the dishes, make this clear in the house rules. You could also opt for a 'lighter' request and ask them to dispose of all food waste and leave the dishes in a washing up area.
- **Rubbish/litter:** Guests pay a cleaning fee so they generally expect to avoid bin duties, but you can still politely request them to dispose of all litter in bin bags to make it easier for you to clean.
- **Check-in/out times:** While they're not explicitly 'rules' it's always useful to reiterate your check-in and check-out times in your house rules so guests are absolutely certain about when they should arrive or leave.
- **Electricity:** Asking guests to turn off lights or technology when away from the property is standard and makes environmental and economic sense. You could even consider a remote system to make this process easier.
- **Security:** Make any rules around security clear from the beginning. Closing windows, locking doors, dealing with key boxes and other issues should all be outlined and understood as early as possible.
- **Laundry:** Some properties ask guests to strip bedding and leave all linen in the washing machine to speed up cleaning.
- **Emergencies:** Give your guests guidance around what to do in emergencies, including who to contact.