

Five guest message templates

Use these messages as a starting point for your short-stay property in Australia or New Zealand. Replace every bracketed field, check the facts against the booking and adapt the wording to your property before sending.

Set up your messages

1. Make a copy of this document for your property. You can edit the Word file directly or upload it to Google Drive and open it with Google Docs.
2. Complete the guest name, property name, times, dates and sign-off. Add the remaining details within each message.
3. Check access instructions and support arrangements. Send sensitive arrival details through an appropriate private channel.
4. Save the finished messages in your booking platform or messaging tool. Check changed and cancelled bookings before any scheduled message is sent.

Suggested sending schedule

Message	Suggested timing
Booking confirmation	After a confirmed booking
Lockbox check-in	At your chosen arrival-instruction release time
Settling-in message	After expected arrival, or the following morning
Checkout reminder	The evening before departure
Thank-you and review request	After the guest has departed

For same-day bookings, combine the relevant messages and remove repetition. If a guest has raised a concern, respond to it before sending a routine follow-up.

01 Booking confirmation

When to send: After a confirmed booking

Message

Hi [Guest first name],

Thanks for booking [Property name]. We're looking forward to welcoming you from [Arrival date] to [Departure date] for [Guest count] guests.

Check-in is from [Check-in time] and checkout is by [Checkout time]. We'll share your arrival instructions [Instruction timing].

If you have any questions or access needs you'd like to discuss before your stay, please message us here.

[Host or team name]

Before sending

Check dates and guest numbers against the confirmed reservation. Replace every remaining bracketed field before sending. Only promise an instruction delivery time you can meet.

02 Lockbox check in

When to send: At your chosen arrival-instruction release time

Message

Hi [Guest first name],

Here are your arrival details for [Property name]. Check-in is available from [Check-in time] on [Arrival date].

Address: [Full address]

Parking: [Parking instructions]

Lockbox location: [Lockbox location]

Access code: [Current access code]

Open the lockbox, collect the key and close the lockbox securely. Please scramble the code after closing it.

You can find the house information here: [House manual link].

If you have trouble getting in, [Actual support instructions].

[Host or team name]

Before sending

Use this version only for a compatible lockbox. Test the instructions, send codes through an appropriate private channel and follow your property's access-security process. Do not enter real access codes into public previews.

03 Settling in message

When to send: After expected arrival, or the following morning

Message

Hi [Guest first name],

Just checking that you've arrived at [Property name] and found what you need.

If anything isn't as expected, please message us here with a brief description so we can look into it.

We hope you have a comfortable stay.

[Host or team name]

Before sending

Adjust timing for late arrivals. If a guest has already reported a problem, respond to that conversation instead of sending this routine message.

04 Checkout reminder

When to send: The evening before departure

Message

Hi [Guest first name],

We hope you've enjoyed your stay at [Property name]. A quick reminder that checkout is by [Checkout time] tomorrow.

Before you leave, please:

- [Essential departure task 1]
- [Essential departure task 2]
- Return the key to [Key return location] and secure the property as described in your house instructions.

Please check for personal belongings and let us know once you've left. If your plans have changed, message us as soon as you can.

Thanks,
[Host or team name]

Before sending

Keep departure tasks reasonable and consistent with the instructions already given to the guest and the booking platform's current requirements. Use a smart-lock version of the key-return line where needed.

05 Thank you and review request

When to send: After the guest has departed

Message

Hi [Guest first name],

Thank you for staying at [Property name]. We hope you enjoyed your visit.

If you have a moment, we'd appreciate an honest review through [Booking platform]. Your feedback helps future guests understand what to expect.

Thanks again,
[Host or team name]

Before sending

Ask for honest feedback without requesting a particular star rating. Keep refunds, compensation and reviews separate. For direct bookings, replace the platform reference with a suitable feedback option.

Review request source

Airbnb policy: Authentic and trustworthy reviews. Checked 24 September 2026.
<https://www.airbnb.com.au/help/article/2673>

Using this sample

You may adapt these messages for properties you own or manage. The sample is not for resale or redistribution as a template product. Check the current rules of the booking channel you use. Short Stay Method is independent of booking platforms.