



# COVID-19 UPDATE

May 2020

## **Why I'm Sharing These COVID-19 Templates...**

In response to the current pandemic I created email templates that could be used to communicate critical information to my guests. These templates ranged from cancellations and refunds to curfew updates that were specific to my city.

Here's an important point for you to keep in mind with regard to your guest communications during this unusual time. If there is any situation or or new guideline put in place that might affect your guests' health, safety or vacation plans, it's imperative that you provide them with accurate and up-to-date information. It is vitally important that you keep your guests informed with regard to whatever is currently happening in your city and town. Not only is it necessary because this information can affect your guests' vacation experience, but also because failure to provide it could jeopardize your vacation rental license.

Remember: An informed guest is a happy guest, even if the news isn't easy to hear.