

BRANSON

Memories & Lodging

Make memories that will last a lifetime!

www.bransonlodgingmemories.com

Owner- Michelle Jones 417-830-3210
bookings.bransonlodgingmemories.com

DESCRIPTION OF TASKS-	BASIC PLAN-	INTERMEDIATE PLAN-	ADVANCED PLAN-
Listing on bookings.bransonlodgingmemories.com website that allows direct bookings.	✓	✓	✓
Build your new listing to be listed on our website & all channel managers.	✓	✓	✓
Listing will be listed on all major listing sites. VRBO, Aribnb, booking.com, ect...	✓	✓	✓
Website availability calendars in real time! This virtually eliminates double bookings.	✓	✓	✓
Enticing property listing descriptions.	✓	✓	✓
Change minor things on listing often to keep your listing seen. As in switching photo placement, description wording, ect... Little things bump listings to the top.	✓	✓	✓
Rate Management to ensure the best, competitive pricing. We use PriceLabs, a dynamic pricing system/algorithm. \$14.99/month/listing. Paid by us.	✓	✓	✓
Providing professional, easy to use software for all bookings, reports, & scheduling. \$40 per listing, paid by us.	✓	✓	✓
Financial revenue reports, booking calendars, & availability management	✓	✓	✓
Guest Identity verification.	✓	✓	✓
Payment Processing. We use Stripe processing, there is a fee. Fee paid by us.	✓	✓	✓
No limit on personal use. We want owners to stay at their properties, owners are the best critics.	✓	✓	✓

Photographs by professional photographers. Paid by us.		✓	✓
Guest book with all information for guests placed in binder in condo.		✓	✓
Monthly financial statements for owners. Guaranteed by the 15th of each month.		✓	✓
Quick response time to all property inquiries & pre-stay guest questions.		✓	✓
24/7 guest support throughout the stay.		✓	✓
Proactive of any repair. Get the issue resolved quickly.		✓	✓
Light maintenance- installing/replacing locks, touch up paint, all minor maintenance issues that I can handle myself....		✓	✓
Coordinate maintenance labor including...handyman services, electrical repair, plumbing work, exterminator.		✓	✓
Service calls for emergency maintenance.		✓	✓
Housekeeping Scheduling & monitoring. Scheduling deep clean as needed. Once a year is mandatory.		✓	✓
Guest supplies/ stocking housekeeping closet. Housekeeping charges \$25, we're \$0. Owners are responsible for paying for supplies, you're just not paying me additional to do it.		✓	✓
Personable property contact & property inspections. I'll be in & out often when guests are not present.		✓	✓
Routinely washing comforters, mattress pads, blankets, bathroom rugs, anything that gets used often by guests but is not always washed regularly by housekeeping..		✓	✓
Following up on all guests' reviews. Praising the good, following up on any concern or suggestion.		✓	✓
Replace air filters, light bulbs, batteries.		✓	✓
Seasonal decorating.		✓	✓
Turning in tax revenue. Tax collection, reporting, & licensing through My Lodge Tax. Owner is responsible for *\$299 start-up fee* & \$27/ month service fee			✓

Bill Pay. HOA/COA fees, utilities....			✓
	BASIC PLAN-	INTERMEDIATE PLAN-	ADVANCED PLAN-
Management fee (% of gross revenue) 0-3 bedroom	10% of gross revenue.	25% of gross revenue.	30% of gross revenue.
Management fee (% of gross revenue) 4+ bedrooms	10% of gross revenue.	20% of gross revenue.	25% of gross revenue.
VRBO Annual Listing Fee VRBO service fee is 5%/ booking	+5%/ VRBO booking	+5%/ VRBO booking	+5%/ VRBO booking

BASIC PLAN- Marketing, listing, & Booking service only. Let me run your listings & take care of your bookings. It can be overwhelming keeping up with calendars, afraid of double bookings. I'll be pre-booking inquiry contact, place your booking, send guest pre-stay instructions. Guests book & they are all yours.

INTERMEDIATE PLAN- Marketing, listing, booking services with a host/owner relationship working together. TEAM WORK! Everything included in the BASIC PLAN plus much more. I will be your guest contact from the first booking inquiry until check-out making sure your guests have an amazing stay at your property. We want guests to return to your property for years to come!

ADVANCED PLAN- Full service host & property management. Includes everything in the BASIC & INTERMEDIATE PLAN plus some. This includes all contact & hands on with the property. If you have money to invest but you do not want to do a single thing, but to look after me, this is the plan for you. Everything is turn key. Sit back & watch your account grow. No dealing with Guests, billing, maintenance, housekeeping. If you have any questions or would like a report you would contact me.

Why Branson Memories & Lodging?

- I answer my phone rather it's a phone call, text message, message through a booking site, or email. I am willing to help a guest 24/7. And those late into the night phone calls happen often.
- I'm personable & ready to serve you & your guests with great hospitality. I want everyone to be winners!
- I'm hands-on. I'll get into your property to check things out, to see what's going on.
- I'll be honest with you. This is a business, & we want you to succeed!
- I offer the best of software to make your property a success.
- No major commitment. We get it! If it doesn't work out, it doesn't work out. We want an excellent fit for you. We are on a month to month basis. No irrevocable contracts. *You will be required to honor any previous booked bookings with us, through us.*
- Each property is a case by case basis, we're willing to customize to your needs.
- Guests' complaints are taken seriously, from small to large. I will handle with understanding & resolve the issue.

Policies-

- No limit on personal use. If an owner does block 30+ days for personal use we will place a hold on the listing during those 30+ days. Each listing costs management \$54.99/month. The listing through our software & the dynamic pricing.
- No major commitment with us, month to month only. We would appreciate a 30 day notice but we also understand sometimes things do not work out.
 - If owners do cancel with Branson Memories & Lodging, they are to honor their bookings already booked or pay the percentage that would be owed. Unless the owner sells, in that case I would work with new owners to keep bookings or if property is no longer going to be a STR I will help Guests relocate to another available property.
 - Branson Memories & Lodging pays for a professional photographer. Makes the WORLD of difference! If an owner does decide to cancel they can purchase the photos for what we paid for them. Otherwise photos are not to be used.
- 1 deep clean per year mandatory, highly recommend 2.
- Quarterly exterminator.
- Zip up mattress protectors on all mattresses.
- Smoke alarms, carbon monoxide alarm, & first aid kits are mandatory.