

FREE TEMPLATE

Welcome book template

A ready-made structure for your house manual. Fill in your details and share it with your guests.

How to use this template

1. Replace every highlighted [placeholder] with your own details.
2. Delete the sections that do not apply to your home. A short guide that is correct beats a long one that is half filled in.
3. Keep codes, times and addresses on their own line, so guests can find them at a glance.
4. Save it as a PDF and send it with the booking confirmation, and leave a printed copy in the home.
5. Delete this page before you share the guide.

Want a guide you can update without resending it? GuestPorta turns the same sections into one mobile link for your guests. See guestporta.com



Template by GuestPorta

Welcome to [property name]

[Address] · Your host: [name] · [phone number]

01 Welcome

Hi [guest name], welcome to [property name]! We are [your names] and we are glad you chose to stay with us. This guide has everything you need for your stay, from getting in to our favourite places nearby.

If anything is unclear, send us a message on [phone number]. Enjoy your stay!

02 Check-in

Check-in	from [time] to [time]
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Address	[street and number, postcode, city]
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Parking	[where to park, and whether it is free]
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How to get in

1. [Describe the entrance: the colour of the door, a sign or a landmark.]
2. [Where the lockbox or keypad is.]
3. The code is [code].
4. [How to open the lock: turn, push or lift the handle.]
5. [Which floor and which door.]

Arriving late? [What to do if you arrive after a certain time, and how to reach us.]

03 Wi-Fi

Network	[network name]
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Password	[password]
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Not connecting? Switch Wi-Fi off and on again on your device. If that does not help, the router is [where the router is]; unplug it for ten seconds.

04 House rules

- The home sleeps [number] guests. Please do not bring extra overnight guests without asking us first.
- Quiet hours are from [time] to [time], out of respect for our neighbours.
- Smoking: [not allowed inside; you are welcome to smoke on the terrace].
- Pets: [allowed / not allowed].
- Parties and events are not allowed.
- [Any rule that is specific to your home.]

05 How things work

Heating and air conditioning	[how to switch it on and off]
Hot water	[anything guests need to know, such as a boiler that needs time]
Kitchen	[hob, oven, dishwasher and coffee machine]
Washing machine	[how to use it and where the detergent is]
TV	[remote, channels or streaming]
Rubbish and recycling	[which bin, which day, where to take it]

06 Local tips

A few places we would send a friend to:

Restaurant	[name]: [why you recommend it], [distance]
Café	[name]: [why you recommend it], [distance]
Beach or park	[name]: [why you recommend it], [distance]
Supermarket	[name and opening hours], [distance]
Getting around	[taxi number, nearest bus or train, car rental]

07 Emergencies

Emergency number	[local emergency number, for example 112 in the EU]
Nearest pharmacy	[name and address]
Nearest hospital	[name and address]
Your host	[name and phone number]
Backup contact	[name and phone number]
If something breaks	[what to do and whom to call]

08 Check-out

Check-out	before [time]
Keys	[where to leave them]

Before you leave

- ☐ Load and start the dishwasher
- ☐ Take out the rubbish
- ☐ Leave used towels in the bathroom
- ☐ Close the windows and switch off the air conditioning
- ☐ Lock the door and return the key

Thank you for staying with us. We hope to welcome you again! [Your names]