Tanel Website Studio

# Example Company Onboarding Guide

A reference for what written processes and procedures look like in a small business.

This is the onboarding guide for Starlight Horizon, the 14-cabin resort I operate near Canyon Lake, Texas. Every new team member gets it on day one. It covers who does what, how we answer guests, what to do when something breaks, how events and refunds work, and who to call.

It was built with AI from our own procedures, policies and records, and AI keeps it current as things change. Writing a guide like this by hand takes weeks; keeping it accurate by hand rarely happens.

Private details are typed over with # so the guide can be shared: door codes, the Wi-Fi password, staff phone numbers and last names, a partner's contact details and terms, and discount codes.

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# STARLIGHT HORIZON

*Company Master Information Guide*

For New Team Members

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## Welcome to the team! 🌟

This guide is your go-to reference for everything Starlight Horizon: who we are, how we work, what to know, and where to find what you need. Keep it handy.

# 01 Company Overview & Values

## Who We Are

Starlight Horizon is a boutique cabin resort tucked in the heart of the Texas Hill Country near Canyon Lake, TX. We've built something pretty special here: 14 modern designer cabins arranged around shared outdoor spaces on about 5 acres of gorgeous Hill Country land.

The vibe? Think summer camp nostalgia meets modern design. We're not a traditional hotel and we're not a boring vacation rental. We're a social campus-style property where groups get the best of both worlds: private cabins PLUS epic communal spaces to gather, celebrate, and actually spend time together.

## Our Address

| | |
|---|---|
| **Location** | 22095 FM 306, Canyon Lake, TX 78133 |

| | |
|---|---|
| **Nearby** | Canyon Lake (7 min) · Canyon Lake Marina with boat & jet ski rentals (7 min) · Brookshire Brothers grocery, gas & firewood (8 min) · Guadalupe River tubing (~20 min) · New Braunfels (~25 min) · San Marcos (~25 min) · Gruene (~25 min) |

## Who We Serve

We're the go-to for groups. Our guests typically come for:

- Group retreats & corporate off-sites
- Bachelor & bachelorette trips
- Family reunions
- Weddings & private events
- Family / friend getaways
- Small to mid-size celebrations (up to 100 overnight guests, and 300 daytime event guests)

## What Makes Us Different

A few things set us apart that you'll want to internalize. These are key when talking to guests:

| Our Edge | Why It Matters |
|---|---|
| Entire property buyouts | Groups can rent all 14 cabins for full privacy & control, sleeping up to 100 overnight. |

| | |
|---|---|
| Social campus layout | Encourages connection, not just private silos |
| Group-friendly policies | Most venues won't allow large groups + events + multiple units |
| Affordable vs. hotels for groups | Hotel rooms sleep 4 people in 1 room, while we can sleep 8 in 3 bedrooms with a full kitchen and living room for a similar price. |
| Affordable vs. Airbnb houses | Airbnb houses often have higher nightly rates to get all of the amenities that we offer. |
| Pet friendly | Pets stay free, a huge win for many groups |
| No event or wedding fees | Guests only pay lodging. No added event charges. |
| Events allowed | Most competitors don’t allow events and parties, and we are very flexible on what is allowed on site. |

## Property Amenities Overview

When guests ask what's available on property, here's the full picture:

- Resort-style pool (not heated)
- Fire pits
- Outdoor grills (shared BBQ areas plus private grill per cabin)
- Hammocks
- Yard games: volleyball, cornhole, ping pong, darts, and lawn games
- Outdoor dining and seating areas
- Terrace area (reservable for small group gatherings)
- Fast, free Wi-Fi in all cabins
- Free parking on property
- Pet-friendly cabins
- Scenic Texas Hill Country views

## Family Amenities

Starlight Horizon is a family-friendly property. When guests ask about amenities for families with young children:

- Pack-and-play cribs are available in cabins
- Rollaway cots are available upon request
- Yard games are available throughout the property
- The property is a safe, family-friendly environment

## No Front Desk or On-Site Office

Starlight Horizon does not have a staffed front desk or on-site office. All communication flows through you as virtual assistants.

**What to tell guests:** Our staff are on site everyday for repairs, maintenance, and cleaning, and all live within about 15 minutes of the property and can respond quickly during our support hours if any assistance is needed.

## Property Layout & Cabin Details

## Property Quick Reference

| Reference | Details |
|---|---|
| Total cabins | 14 (A, B, C, D, E, F, G, H, J, K, L, M, N, R) (There is no Cabin i) |
| Standard cabins | Cabins A through N (13 cabins, identical layout,) |
| Unique cabin | Cabin R (1 bed/1 bath with private hot tub) |
| Max overnight capacity | ~100 guests total (8 per standard cabin, 3 for Cabin R) |
| Max total guests on property (full property buyout) | 350 guests, overnight and day guests combined |
| Max day guests (bookings under 14 cabins) | 12 additional day guests per booked cabin, off property by 10:00 PM |
| Parking | 4 vehicles per booked cabin maximum, day guest vehicles included |
| Property size | ~5 acres |

### Cabins A through N (Standard Cabins, 13 Cabins)

All 13 standard cabins share an identical layout. Use this when answering guest questions about what to expect.

| Feature | Details |
|---|---|
| Size | 1,400 sq ft |
| Bedrooms | 3 bedrooms |
| Bathrooms | 2 full bathrooms (Primary bathroom has a walk-in shower + garden tub) |

| | |
|---|---|
| Max guests | 8 guests |
| Sleeping arrangement | King bed (2), Queen bed 1 (2), Queen bed 2 (2), Pull-out sofa in living room (2) |
| Kitchen | Full kitchen with pots, pans, utensils, silverware, plates, cups, dishes, spices, and coffee pot with provided coffee grounds |
| Laundry | Full washer and dryer in unit |
| Outdoor spaces | Front porch, back porch, backyard, and outdoor grill (note: backyards are not fenced) |
| Entertainment | 2 Roku TVs (guests log in to their own streaming accounts). No cable TV. |
| Connectivity | Fast, free Wi-Fi |
| Living area | Full living room with pull-out sofa |
| Entry / accessibility | Cabins L, M and N have accessibility ramps to the front door (step-free entry). |

***Cabin Interior & Exterior Photos***



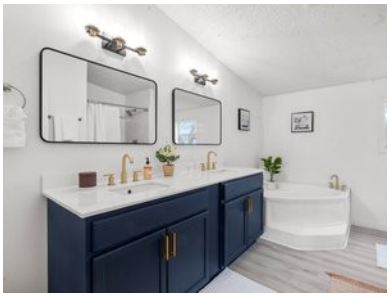


















*Standard Cabin Floor Plan (Cabins A through N)*




### Cabin R (Unique Cabin)

Cabin R is the only cabin that differs from the standard layout. It is smaller and ideal for couples or a small group of 3.

| Feature | Details |
|---|---|
| Bedrooms | 1 bedroom |
| Bathrooms | 1 bathroom |
| Max guests | 3 guests |
| Sleeping arrangement | King bed (2), Pull-out sofa in living room (1) |
| Kitchen | Full kitchen |
| Laundry | Full washer and dryer in unit |
| Living area | Full living room |
| Outdoor space | Private backyard with hot tub, backyard seating, and turf |
| Entry / accessibility | Reached by steps. No ramp. |

**Cabin R is the only cabin with a private hot tub.**

***Cabin R Photos***















## Property Amenities & Grounds

These photos show the shared amenities, outdoor spaces, and overall property grounds that all guests have access to during their stay.

*Property Amenities Photos*


















## Property Map

The map below shows the layout of all 14 cabins, shared amenities, and key landmarks. Use this as a reference when helping guests understand where things are in relation to each other.




Cabin R (with private hot tub) is located in the lower-right area near the entrance off FM 306. The Pool and Games Area is on the left side of the property. The central road runs between the two rows of cabins, with Storage near the middle.

## Brand Personality

This is really important. The way we talk to guests should always feel:

- Friendly, warm, and welcoming
- Relaxed and outdoorsy, never stiff or corporate
- Helpful and knowledgeable
- Like a person, not a policy document

**The vibe we're going for:** ***"Summer camp energy with modern cabins."***

# 02 Org Structure & Key Contacts

## Leadership Overview

| Name | Role |
|---|---|
| Ryan Tanel | General Partner / Owner · Operations |
| Leighton & India ##### | General Partner / Owner · Construction |
| Robert ####### | General Manager |
| Tanyalouise ###### | Maintenance Technician |
| Amanda (Mandy) ##### | Housekeeping Team Member 1 |
| Holly ######## | Housekeeping Team Member 2 |
| Jessy ######### | Housekeeping Team Member 3 |
| Sergio ################## | Guest Communications Wed – Sat |
| Gonzalo ####### | Guest Communications Sun - Tues |

## Ownership & Strategic Leadership

### Ryan Tanel, General Partner / Owner and Operations Lead

Ryan oversees all strategic direction at Starlight Horizon. If it touches the brand, the business model, or the tech, it runs through Ryan.

- Marketing strategy & brand development
- Technology stack, website & booking systems
- Revenue & pricing strategy
- Partnerships, financial oversight & business growth

### Leighton & India #####, General Partners / Owners and Lead Construction Consultants

Leighton & India are general partners in the ownership and helped with construction of the project, but do not play a role in operations moving forward.

## Property Operations

### Robert #######, General Manager

Robert runs day-to-day operations at Starlight Horizon. He oversees inspections for cleaning and maintenance, assists with guest communication on big-picture items, and is the operational escalation point for the VA team.

Inspections for cleaning and maintenance

- Oversight of guest communication on escalated or sensitive items
- Refund approvals above 50%, refund requests after checkout, damage charges, and manual charges or changes on bookings of $3,000 or more
- Full property buyout site tours and construction or major property questions
- Direct support to the Lead Maintenance Tech on day-to-day items
- Operational escalations from VAs, including emergencies
- Onboarding, training, and mentoring of the VA team on guest communication, refund handling, and day-to-day workflows

## Guest Communication Team

### Virtual Assistants, Guest Communications Specialists: Sergio ################## & Gonzalo #######

VAs are the front line of the guest experience. Almost everything a guest sees or hears will come through you. Own that.

Guest communication responsibilities:

- Respond to guest inquiries across all channels (Airbnb, email, phone)
- Answer questions about the property
- Assist guests with booking decisions
- Create, modify, and cancel reservations according to policy
- Provide pre-arrival information
- Help guests during their stay
- Handle post-stay follow-up

You also handle:

- De-escalating guest issues
- Service recovery within your refund authority
- Noticing items from guest communications that require action (repairs, requests, complaints) and creating a Cloudbeds ticket

### Working Schedule

Each Virtual Assistant works a set weekly schedule in Central Standard Time (CST):

**Sergio ##################:**

- Wednesday 10:00am to 6:00pm
- Thursday 10:00am to 6:00pm
- Friday 9:00am to 9:00pm
- Saturday 9:00am to 9:00pm

**Gonzalo #######:**

- Sunday 9:00am to 6:00pm

- Monday 10:00am to 6:00pm
- Tuesday 10:00am to 6:00pm.

### Adjusting The Schedule:

- Days can be traded between the two virtual assistants as needed. Outside of these hours, the General Manager attends to guests' more urgent needs.
- All requests for PTO must be made at least 3 weeks in advance.
- There are no holidays provided, so if days off are needed to celebrate a holiday, please request it ahead of time.

### Reservation Management Authority

VAs have full authority to manage reservations inside Cloudbeds. This includes:

- Creating new reservations
- Modifying existing reservations
- Canceling reservations according to policy
- Assisting guests with any booking adjustments
- Refunding guests up to 50% of their stay for problems that arise because of an error caused by Starlight Horizon, confirmed to the guest in writing the same day

### Refund Authority

| Refund Amount | Authority |
|---|---|
| Up to 50% of the reservation total | VA may issue without approval |
| Greater than 50% of the reservation total | Requires General Manager approval |

Refunds up to 50% are appropriate for situations like minor service recovery, guest inconvenience, or resolving dissatisfaction. Use good judgment and lean toward hospitality. We do not offer refunds or discounts to booking just because a guest asks for it, only if it was an error caused by Starlight Horizon.

**Process refunds the same day. Then message the guest the amount and reason, and note it on the reservation.** That message is our record that the refund was sent and why in case the guest disputes this with the credit card company.

### Complaints After Checkout

If a guest contacts us after checkout and wants money back, say you need manager approval, but promise nothing. Post in the Front Desk channel and create a Cloudbeds ticket assigned to the General Manager. The General Manager decides within 24 hours; the outcome goes to the guest in writing. Feedback with no refund request is thanked and logged as usual.

### Charging Guests for Damages or Policy Violations

**VAs must never charge a guest for damage or smoking fees without manager approval.**

If a guest damages property or violates a policy that results in additional charges, follow this process:

- **Step 1: Report the situation to the General Manager for review and approval.**
- **Step 2: Once GM approves, the VA may process the charge to the guest's card on file through Cloudbeds.**

### VA Process: Guest Requests & Complaints

When a guest reports an issue or makes a request that requires operational follow-through, use this two-step process every time:

- **Step 1: Post in the appropriate chat channel.** Use the Maintenance chat for anything physical or property-related. Use the Front Desk chat for guest-facing or booking-related items.
- **Step 2: Create a ticket in Cloudbeds. Assign it to the General Manager for operational or staffing issues, or to the Lead Maintenance Tech for maintenance and repair issues. This ensures nothing falls through the cracks.**

Posting in chat alone is not enough. The ticket is what creates accountability and follow-through.

### Escalations go to: General Manager

## Maintenance & Grounds

### Tanyalouise ######, Lead Maintenance Technician

Tanyalouise keeps the physical property in excellent shape. She handles everything from pool upkeep to cabin repairs to grounds maintenance.

- Property maintenance, cabin repairs & equipment repair
- Grounds upkeep & pool maintenance
- Property inspections
- Responding to maintenance issues during active guest stays
- First point of contact for any construction or major property improvement questions

## Cleaning Operations

### Amanda (Mandy) #####, Holly ######## & Jessy #########:

Mandy, Holly and Jessy oversee cabin turnovers, maintain quality standards, and make sure every cabin is guest-ready on time. The cleaning team also handles common areas and call-outs for maintenance issues as needed.

- Managing cabin cleanings after guest checkout before new guest arrival

- Laundry
- Common Area Cleaning
- Reporting Maintenance Requests by creating tickets
- Reporting Guest items to the lost and Found

#### Housekeeping Schedule:

Each morning, the General Manager will assign 4 cabins to be cleaned to each housekeeping team member, and each housekeeping team member is expected to clean at least 3 cabins, unless any were left exceptionally dirty.

After a cabin has been cleaned, the General Manager inspects the cabin to ensure quality.

Housekeeping team members have 3 sets of spare linens and towels to use for quick cleaning.

Laundry is done during cabin cleans, and in available cabins between guest check ins.

### Who Do I Go To For...

| If you need help with... | Go to... |
|---|---|
| Booking questions / reservations | General Manager |
| Guest complaints or urgent issues | General Manager |
| Property or maintenance issues | Maintenance or GM |
| Cleaning or turnover issues | GM first, then the housekeeping team |
| Marketing, pricing, or tech | General Manager |
| Scheduling or staffing | General Manager |

## 03 Policies & Compliance

### Property Rules Overview

As a team member, you need to know these policies inside and out: both to follow them and to communicate them clearly to guests.

#### Check-In & Check-Out

| Policy | Details |
|---|---|
| Standard check-in time | 4:00 PM |
| Standard check-out time | 11:00 AM |

#### Early Check-In Policy

Standard check-in is 4:00 PM. Early check-in is offered at 12:00 PM for a $75 fee per cabin.
**We cannot offer early check-in to any guest until the day before their arrival.**

| Early Check-In Request | Policy |
|---|---|
| Early check-in at 12:00 PM | $75 per cabin, charged to card on file |
| Same-day checkout of that cabin that morning (turnover) | General Manager approval required before offering or promising |

### If a guest wants a guaranteed early check-in (doesn't want to wait until 1 day prior to check-in to guarantee they can arrive early to the property):

Some guest's may want a guaranteed early check-in sooner than the day before their check-in. When a guaranteed early check-in is requested, let the guest know that they are welcome to come early to the property and use the outdoor amenities without any early check-in fee. If they want to guarantee the cabin is ready for an early check-in before 4:00pm, the only way to guarantee the cabin will be ready is to pay to book the night before as well, since its likely another guest may have booked the cabin and will be checking-out that same day, and our cleaning team needs time to make the room ready for their check-in. If they do not want to pay the additional nightly rate, the only option is to wait to make sure no other guest is checking-out the morning of their arrival before charging the $75 for the early check-in fee.

### Late Check-Out Policy

Standard check-out is 11:00 AM. We cannot confirm a late check-out until the day before departure.

| Late Check-Out Request | Policy |
|---|---|
| 12:00 PM, only if no guest checks into that cabin later the same day | Free (guest must ask) |
| After 12:00 PM, until 3:00 PM | $75 per cabin, charged to card on file |
| Beyond 3:00 PM | Not offered; the guest pays for an additional night at that date's nightly rate in Cloudbeds |
| Same-day check-in on that cabin (turnover) | GM approval required for any late check-out |

### Pool & Common Areas Before/After Stay

Guests are always welcome to enjoy the pool and common areas before their check-in time or after their check-out time, free of charge. The only requirement is that all belongings are out of the cabin by the check-out time.

### Unauthorized Early/Late Occupancy

**If a guest has not checked out 2 or more hours after their scheduled check-out time, or has checked into their cabin 2 or more hours before their scheduled check-in time**

**without prior approval, contact the General Manager via chat and create a ticket about charging the guest the early check in or late check out fee. Wait until manager approves this charge before charging guest.**

### Quiet Hours

| Situation | Quiet Hours |
|---|---|
| Standard stays (1–13 cabins) | 10:00 PM – 7:00 AM |
| Full property buyout (all 14 cabins) | No quiet hours apply |

### Visitors, Parties, and Events Policy for Day Guests:

- Each cabin (A-N) allows up to a max of 8 overnight guests
- If a group needs to sleep 9+ people over night, they will need at least 2 cabins
- Children under 3 years old do not count towards the 8 overnight guest maximum
- Each cabin may also have up to 12 additional daytime visitors, but they must leave by 10pm and cannot stay overnight.
- If a guest books a single cabin, the maximum number of people they can have on site is 20 (8 overnight plus 12 day guests). Capacity scales the same way with every cabin added: 2 cabins is 40 people, 3 cabins is 60, 4 cabins is 80. Note that having day guests is not the same as hosting an event.
- An event needs at least 4 cabins booked plus written approval from the General Manager. See Events Without a Full Property Buyout below.
- All visitors must follow property rules. No exceptions
- Parking is capped at 4 vehicles per booked cabin, and day guest vehicles count toward that cap. Anyone beyond it parks off property or catches a ride in with someone.

### Events Without a Full Property Buyout

We allow events. Most places like us do not, so this is one of our best selling points and you should lead with it. What follows is how we say yes without ruining the stay for every other cabin on the property.

There is no event fee at any size. Guests pay for their cabins, full stop. The fees further down are penalties for events nobody approved, not prices. Never quote them to a guest who is asking about hosting something.

**The line between a gathering and an event.** A booking of 1 to 3 cabins with no vendors, no tents, no rented equipment, no staged setup and no reserved space is a gathering. Anything past that is an event.

#### Tier 1: Gatherings (1 to 3 cabins)

Not an event. No approval, no insurance, no paperwork.

| Rule | Detail |
|---|---|
| Day guests | Up to 12 per booked cabin, off property by 10:00 PM |
| Parking | 4 vehicles per cabin, day guest vehicles included |

| | |
|---|---|
| Not allowed | Vendors, tents, rented equipment, staged setup, installed decorations, or any reserved space |
| Pool | Day guests do not get pool access (they need to buy a pass on ResortPass). |

If a guest at this size wants vendors or a tent, they need 4 cabins. Say so plainly and offer them the upgrade.

### Tier 2: Small Events (4 to 13 cabins)

Allowed, and every one of these is required. If any single item is missing, the event does not happen.

| Requirement | Detail |
|---|---|
| Written approval | From the General Manager, in writing, before arrival. Not verbal, and never a VA decision |
| Event liability insurance | Private event liability insurance naming Starlight Horizon as additionally insured. Certificate received before arrival. No certificate, no event |
| Day guests | Up to 12 per booked cabin. 4 cabins is 48, 10 cabins is 120, 13 cabins is 156 |
| Departure | All day guests off property by 10:00 PM |
| Amplified sound | Allowed until 10:00 PM, off at 10:00 PM when quiet hours start |
| Terrace | One reserved window (9 AM to 2 PM, or 3 PM to 10 PM), exclusive to the event party. Other guests are not admitted during that window |
| Pool | Not available to day guests. Stays open to overnight guests of every cabin. Cannot be reserved, closed or restricted. Day guests need to buy a pool pass on ResortPass to use the pool. |
| Other shared amenities | Fire pits, grills, lawn, hammocks and games stay shared and first-come, first-served for everyone on property |
| Vendors | Caterers, photographers, tents, decor and rentals allowed with advance notice. The guest owns all contracts, coordination, setup, teardown and same-day removal |
| Parking | 4 vehicles per booked cabin, day guests included. Overflow parks off property or arranges rides |
| Event fee | None |

### Tier 3: Full Property Buyout (all 14 cabins)

Exclusive use of the property and every shared amenity, including the pool.

| Rule | Detail |
|---|---|
| Total capacity | 350 guests maximum, overnight and day guests combined |

| | |
|---|---|
| Quiet hours | May be relaxed with prior written approval |
| Event Insurance | Required if there are any non-overnight guests or vendors brought on site. |
| Pool and shared spaces | Exclusive to the group |
| Parking | 4 vehicles per cabin, day guests included |
| Event fee | None |

### Enforcement: Unauthorized Events

These are penalties for events held without approval, or gatherings that blow past the limits above. They are charged to the card on file.

| Violation | Fee |
|---|---|
| More day guests than the cabins booked allow | $500 |
| Unauthorized gathering in a shared area (pool, terrace, fire pits, grounds) that disrupts or displaces other guests | $750 |
| Unauthorized event with setup, decorations, vendors, rented equipment, or significant disruption across the property | $1,000 |

These apply whether or not anything gets damaged, and they stack on top of cost recovery rather than replacing it. Cost recovery covers refunds paid to other guests who lost amenity access, cleaning beyond a standard turnover, and repair or replacement of any damage.

A gathering that stays inside the Tier 1 limits is not a violation and is never charged these fees.

### Escalation

- Every Tier 2 event goes to the General Manager for written approval. A VA never approves an event.
- Anything over 200 total guests on property without a buyout goes to the General Manager for approval.
- Any violation fee goes to the General Manager before it is charged. VAs never charge a fee directly.

### Booking Requirements from the Published Terms

These live in the Policies, Terms and Conditions that every guest agrees to when they book. You need to know them.

- Minimum age. The primary guest on the reservation must be at least 22 years old and must be present on the property for the whole stay.
- Written approval. Any event, and any relaxing of quiet hours, needs prior written approval. Verbal approval is not approval.
- Event liability insurance. Required for any approved event that includes non-overnight guests or on site vendors, naming Starlight Horizon as additionally insured, received before arrival.

- Permit. Starlight Horizon operates under WORD Permit #L1820 and complies with local and county short-term rental regulations.
- Card on file. Booking authorizes charges for lodging, taxes, fees, damages, excessive cleaning and policy violations.

## Pet Policy

All 14 cabins are pet-friendly. Pets stay free; there is no pet fee. The pet rules below apply to every cabin.

| Pet Rule | Details |
|---|---|
| Cost | Pets stay free |
| Maximum pets per cabin | 3 |
| Leash rule | Pets must be leashed outside at all times |
| Furniture rule | No pets on furniture. Minimum $150 damage fee if violated |
| Waste | Must be cleaned up by guest and thrown away at the dumpster at the center of the property at check out |
| Unattended pets | Must be kenneled if left alone |

## Smoking & Vaping Policy

- Smoking and vaping are prohibited inside the cabins
- Smoking is allowed on the cabin patios and porches, and anywhere outside
- **Smoking fee: minimum $500 if there is evidence of smoking or smoke odor inside a cabin**

## Pool Rules

### The shared pool is not heated.

If a guest asks whether the pool is heated, let them know it is not, but mention that Cabin R has a private hot tub as an alternative.

- No lifeguard on duty. Guests swim at their own risk
- Children must be supervised at all times
- No rough play or diving
- No food inside the pool area (drinks around the pool are fine)
- The pool area is shared between all hotel guests, and cannot be reserved for just one party or event unless the group has purchased a full property buy out

- Day guests do not get pool access. The pool is for guests staying overnight. This holds even during an approved event; see Events Without a Full Property Buyout above.

### TV and Streaming

Cabins do not have traditional cable TV. All TVs use Roku streaming. Guests log into their own Netflix, Hulu, Disney+, or other streaming accounts during their stay. There are two 40 inch TVs per standard cabin. One in the living room, and one in the primary bedroom.

### Payment Schedule

Payment requirements depend on how the guest is booking:

| Booking Type | Payment Schedule |
|---|---|
| 1 to 14 cabins, booked 30+ days before check-in | 50% charged at booking. The remaining 50% charges automatically to the card on file 30 days before check-in |
| 1 to 14 cabins, booked within 30 days of check-in | 100% charged at booking |

Guests book online and enter their own card. Nobody charges a balance by hand.

**Payment links.** Don't send a payment link unless the guest asks to change how they pay (for example, splitting across two cards). If one is sent, the guest pays the link. Never charge the card on file instead; if it isn't paid, message the guest in writing and tell the General Manager.

### Minimum Night Stay Requirements

Minimum stay rules vary depending on the booking type, timing, and time of year.

| Scenario | Minimum Stay |
|---|---|
| 1-13 Cabins Weekend (Friday / Saturday Night)<br>6+ days from check-in | 2 Nights |
| 1-13 Cabins Weekend (Friday / Saturday Night)<br>0-5 days from check-in | 1 Night |
| 1-13 Cabins Weekday (Sunday – Thursday Night) | 1 Night |
| Full Property Buyout 14 Cabins (Any Night) | 2 Nights |
| 1-14 Cabins Including Full Property Buyout<br>80+ Days before check-in<br>**AND On a holiday listed below:**<br>MLK Holiday Friday – Sunday<br>Spring Break – March 11th-27th | 3 Nights |

| | |
|---|---|
| Memorial Day Weekend Friday – Sunday<br>July 1st – 6th<br>Labor Day Weekend Friday - Sunday<br>(Nov 19-30th for Thanksgiving)<br>(Dec 22 – Jan 1 for Christmas) | |

Summary of key rules:

- Holiday 3-night minimums only apply 80+ days out from check-in, and only for a few holidays a year. Once within 80 days of check-in, holiday minimum drops to 2 nights
- Within 5 days of check-in, all single and group bookings drop to 1-night minimum
- Full 14-cabin buyout is always a 2-night minimum, no exceptions
- We do not allow "Day only" events. An event requires at least 4 cabins booked plus written approval from the General Manager; 1 to 3 cabins is a gathering, not an event. Maximum guests allowed on site is based on how many cabins are booked (8 overnight guests per cabin plus 12 day guests = 20 max guests per cabin). Full detail in Events Without a Full Property Buyout, above.

### Unavailable Dates

If a guest believes certain dates should be available but sees them as unavailable on the website, explain the possible reasons:

- Cabins for those dates may already be booked
- A reservation hold or group block may be holding cabins
- There may be a temporary system error

Always encourage guests to call us directly if they believe dates should be available. We may be able to help.

### Dark Skies Policy

Starlight Horizon intentionally keeps outdoor lighting minimal to preserve the stargazing experience. Guests should expect darker pathways at night and should bring or use flashlights when walking around the property after dark. This is a feature, not a bug. Lean into it when talking to guests!

### Cabin Hold Policy

- We do not offer free holds. Groups wanting to block cabins must pay a $150 non-refundable hold fee
- This reserves their cabins until 60 days before arrival
- Any unbooked cabins at the 60-day mark are released back to the public

### Quoting Prices to Guests

Our nightly rates change daily based on demand, so the website always shows the current price. If a guest asks us to message them a price, tell them prices change daily and point them to starlighthorizon.com for the live rate. Any time you give a guest a price, include a disclaimer that it is the price as of that day and is subject to change at any moment.

### Booking Discounts

**We almost never offer discounted stays. A VA must get approval from the General Manager before any discount is extended to a guest. If a guest asks for a discount, or you think one could help close a booking, go to the General Manager first.**

- Discounts are handled case by case and are rare. They are usually only considered for very long stays (one month or more), or for booking multiple cabins on days that are normally hard for us to book.
- The only structured discounts are full property (14-cabin) buyouts and influencer collaborations, both covered below. Everything else requires the General Manager's case-by-case approval.
- General Manager must approve any discount before it is offered to a guest. No exceptions.

Guests can also receive booking discount promo codes through our email newsletter. If a guest is looking for a deal, point them to our website at starlighthorizon.com, where they can sign up for the newsletter and receive links to discount codes they can use on their bookings. The $100 credit (#######, 3 night minimum) is the first email a new subscriber receives. Additional discounts go out through the newsletter over time, so a guest may mention a code that is newer than the last one you saw. Every code that is currently live is listed below.

### Promo Codes

Every code below is live in Cloudbeds.

| Code | What It Is |
|---|---|
| ####### | $100 credit, 3 night minimum. Our current advertised code and the only one we promote. Email-gated: a guest gets it by signing up on starlighthorizon.com and opening the email from welcome@starlighthorizon.com. It is not displayed on the website itself. Applies once per booking, not per cabin. Does not apply to the full 14-cabin buyout. |
| ###### / ######### / ###### | $25 credit each. Past codes from earlier campaigns. No longer advertised because ####### is worth more, but still fully active in Cloudbeds. If a guest presents one, apply it. These are not retired or invalid, just no longer promoted. |
| ######### | $100 credit, 3 night minimum. Planned for an email marketing campaign going out |

| | |
|---|---|
| | August 2026. Do not give this code to a guest and do not mention it in your messages. It is listed here so you know where it came from if a guest presents it. |
| ###### | $50 off. A return-visit code given to guests after they check out, not a booking-time code. Rarely used. |
| Full property buyout | 1% for 2 nights, 10% for 3 or more nights. A structured discount, not a code. See Full Property Buyout Discounts below. Does not combine with other codes. |

### How the $100 Credit Works (#######):

- Hard 3 night minimum, no exceptions. A 1 or 2 night booking receives nothing; the Cloudbeds rate plan will not apply any credit. Never promise a credit to a guest booking fewer than 3 nights.
- The credit grows with the stay. It is $100.02 at 3 nights, $133.36 at 4 nights, and $233.38 at 7 nights. Mechanically it is a derived rate plan of minus $33.34 per night with no cap above the 3 night floor. Know the mechanic, but always lead with the guest-facing pitch: a $100 credit toward your stay, 3 night minimum.
- Per booking, not per cabin. One booking gets one $100 credit no matter how many cabins are on it. A guest booking 3 cabins in a single reservation still gets one $100 credit total, not $100 per cabin.
- No usage limit, and that is intentional. A guest can book Cabin A with the code, complete that stay, then make a separate booking for Cabin B on the same dates with the same code and get the credit again. Do not treat it as abuse, and do not block or question a guest for doing it.
- Does not apply to the full 14-cabin buyout. The buyout carries its own discount (1% at 2 nights, 10% at 3 or more nights) and the two do not combine.

If a guest says they signed up but never received a code, tell them to check their email inbox, including spam and junk, for a message from welcome@starlighthorizon.com. The code is only delivered by email; it is never shown on the website after signup.

### Booking Discount Vs. Refund (Terminology):

A booking discount is different than a refund.

- **Refunds** apply when something goes wrong because of a problem caused by Starlight Horizon, and VAs can refund a guest up to 50% of their stay in those situations before needing to go to General Manager.
- **Booking discounts** lower the price before the reservation is made and always require General Manager's approval.

### Full Property Buyout Discounts

A buyout discount applies only when a group books and pays for all 14 cabins in a single payment, on the full 14-cabin listing under the strict buyout cancellation policy (10% non-

refundable at booking, then 100% non-refundable 30 days before check-in). The discount is 1% for a 2-night stay and 10% for stays of 3 or more nights. The discount auto-applies only on a direct booking of the full-property listing on our website. It does not apply to phone bookings or to OTA (third-party) bookings. The discount does NOT apply when the group holds dates with the $150 hold fee and has each guest pay for their own cabin individually; that method is full price. 1-night stays are not available for full property buyouts; the minimum is 2 nights. The ####### email credit does not combine with the buyout discount; the buyout already carries its own.

| Stay Length | Discount |
|---|---|
| 2 nights (minimum) | 1% discount (compared to individual cabins) |
| 3+ nights | 10% discount (maximum) |
| Anything less than all 14 cabins | No buyout discount (full price) |

### Social Media Influencer Discounted Stays

We occasionally partner with influencers in exchange for content. Here's the discount structure:

| Follower Count | Discount |
|---|---|
| 10k–50k | 25% off room rate |
| 50k–100k | 50% off room rate |
| 100k+ | 75% off room rate |

Required deliverables from the influencer:

- A collaborative social media post
- Instagram and/or TikTok stories tagging Starlight Horizon
- Must position Starlight Horizon in a positive light, and highlight the features of Starlight Horizon (pool, great interiors, good for families, games area, fire pits, etc.)

Influencer discounts apply only on Sunday through Thursday nights. Friday and Saturday nights are always full price, and we cannot offer influencer discounts on major holidays (for example July 4th, Christmas, and New Year’s Eve).

Any guest requesting a discounted stay as an influencer collaboration must get approval from the General Manager before the discount is applied to their stay.

## Cancellation Policies

### Direct, VRBO, Booking.com & Expedia: 1 to 13 Cabins

| Timing | Policy |
|---|---|
| 7+ days before arrival | Free cancellation |
| Within 7 days | 50% refund |
| Within 7 days Date changes | 15% change fee applies (can be waived with manager approval) |

### Direct, VRBO, Booking.com & Expedia: Full Property Buyout

| Timing | Policy |
|---|---|
| At booking | 10% non-refundable deposit |
| Within 30 days of arrival | 100% non-refundable |
| Date changes | 25% change fee applies (can be waived with manager approval) |

### Airbnb Reservations: 1 to 13 Cabins

| Timing | Policy |
|---|---|
| 24+ hours before arrival | Free cancellation |
| Within 24 hours | 50% refund |
| After check-in | No refund |

### Airbnb Reservations: Full Property Buyout

| Timing | Policy |
|---|---|
| Until 30 days before arrival | 50% non-refundable |
| Within 30 days | 100% non-refundable |

### Cleaning Fees (Automatically added to reservations)

Cleaning fees apply only to reservations booked on or before June 28, 2026. Any reservation booked after June 28, 2026 has no cleaning fee; those guests pay only the nightly rate and taxes, plus any optional fees they request (early check-in, late check-out, or the $150 non-refundable hold fee). The amounts below apply only to bookings made on or before June 28, 2026.

| Cabin | Price |
|---|---|
| Standard A-N | $150 per stay |
| Cabin R | $100 per stay |

# 04 Key Processes

## How Bookings Work

### How Guests Find and Book Us

Guests discover Starlight Horizon through multiple channels, but all reservations flow into Cloudbeds, our property management system. There are two categories of booking sources:

Direct booking sources (guests discover us here, then book through our website):

- Google search and Google Ads
- Instagram, TikTok, and Facebook
- TripAdvisor and Trivago

Online Travel Agencies (OTAs) where guests book directly on the platform:

- Airbnb, Booking.com, VRBO, Expedia, Hotels.com, and other Expedia affiliate sites

OTA reservations automatically appear in Cloudbeds through the channel manager and are managed the same way as direct bookings.

Starlight Horizon also runs paid social media advertising on Meta (Facebook and Instagram) and TikTok. These ads drive traffic to the website, where guests can sign up for our email list to receive our current code, #######, a $100 credit with a 3 night minimum. It is delivered by email from welcome@starlighthorizon.com rather than shown on the site itself. Guests may occasionally still present an older code from a past campaign (######, #########, or ######, each a $25 credit). Those are no longer advertised since ####### is worth more, but they are still fully active in Cloudbeds, so honor them if a guest has one.

### Sending a Personalized Booking Link

Whenever you know a guest's dates and party size, don't just send them the plain website link. Send a personalized, date-specific booking link instead. It's more personal, and it drops the guest right at the checkout step with their dates and guest count already filled in, so they're far

less likely to get lost or re-enter anything on the way to booking. This is your default for email and text inquiries where you already know the trip details.

**How to make one (the reliable way):**

- Open the Cloudbeds booking engine and run the search for the guest's exact dates and number of guests, just like the guest would.
- Copy the link out of your browser's address bar once the search results load.
- Pair the link with a nudge. Tell the guest which cabin or add-on to pick (for example, Cabin R, the "Cabin + Hot Tub") and today's nightly rate, always with the reminder that rates change daily. Something like: "add Cabin R at $314/night (today's rate, prices change daily), then book and you're all set." See the Personalized Booking Link template in the Templates section for the ready-to-send wording.

### Phone Reservations

Guests may call to make a reservation, but we should guide them to book on our website.

1. All bookings are made online by the guest, who enters their own card and accepts our terms. Walk them through starlighthorizon.com and the Book Now button if they need help. (For email and text inquiries where you already know their dates, send a personalized date-specific link instead of the plain website link, see "Sending a Personalized Booking Link" above.)

2. Phone bookings are only for a guest who truly cannot book online:

- Gather all reservation details: dates, number of guests, and cabin preference.
- Enter the reservation into Cloudbeds.
- Collect the guest's credit card information.
- Collect 100% of the booking amount due at the time of the phone call (the 50% payment plan is only available for guests who book online, since automations don't apply to manual bookings).
- Send a written confirmation with the reservation details, the amount charged, and a link to our terms.

**Important:** A reservation cannot be finalized without a credit card on file. If the guest is not ready to provide payment, politely let them know they can call back when ready, or complete the booking themselves through the website.

### Choosing the Booking Source for Phone Reservations

When you enter a phone reservation in Cloudbeds, choose the source that reflects where the guest originally found us. Ask how they first heard about Starlight Horizon and pick the matching source:

3. Phone (Originally Found Us On Google)
4. Phone (Originally Found Us On Instagram or Facebook)
5. Phone (Originally Found Us On TikTok)
6. Phone (Originally Found Us On an OTA)
7. Phone (Returning Guest, Referral, Word of Mouth)

If the guest will not say where they found us, or you cannot infer it, just use the general "Phone" source.

### Reservation Changes

Any change to dates, nights, cabins or guest count needs the guest's written OK (a reply to a text or email) before it's made, then an updated confirmation. A call is fine for talking it through; the written OK is still required. Read the reservation notes and handoff notes before changing a reservation or charging a card. Changes to a booking of $3,000 or more need General Manager approval.

### Text and Email Communication

Guests may also reach out via text or email:

| Channel | Contact |
|---|---|
| Phone / Text | 512-859-5810 |
| Email | welcome@starlighthorizon.com |

For text inquiries, respond promptly, answer questions, and guide the guest toward completing a reservation. If it would help, offer to hop on a quick phone call. For email, respond professionally and assist with any booking questions.

### Match the Guest's Communication Style

Default to whatever channel the guest used first. If they texted, text back. If they emailed, reply by email. At the end of any message, you can include a short note offering a call if they'd like more help:

*"If you'd like to hop on a quick call, we're always happy to help walk you through the options."*

Phone calls are generally the most effective way to close a booking, but always respect the guest's preference.

### Booking Individual vs. Multiple Cabins

For single cabin bookings, guests select or are assigned a cabin through the website. VAs can also assign any available cabin manually in Cloudbeds.

For multi-cabin group stays, guests can book multiple cabins themselves through the website, or request VA assistance. When creating multi-cabin reservations manually:

**Only choose individual cabins in Cloudbeds, never pre-grouped virtual rooms.**

The grouped cabin virtual room listings on the website are for marketing and guest self-booking convenience only. Do not use them for manual reservation entry.  Manually add each cabin individually to a guests booking if booking multiple cabins over the phone.

## Guest Experience Philosophy

There is a significant difference between basic customer service and excellent hospitality. At Starlight Horizon, we aim for the latter.

Basic customer service answers the question asked. Excellent hospitality anticipates what comes next.

VAs should not simply answer the immediate question. Instead, aim to:

- Anticipate follow-up questions and answer them proactively
- Provide helpful context the guest may not have thought to ask for
- Offer recommendations when appropriate (nearby activities, dining, what to pack, etc.)
- Ensure the guest feels confident, welcomed, and cared for
- Anytime we cannot provide a service the guest requests, offer the closest alternative instead.

**Example:** If a guest asks if our pool is heated, don't just say that it is not heated. Instead, say "our main pool is unfortunately not heated, but we offer an outdoor backyard hot tub in cabin R that most guests typically love if it is cool outside"

The goal is for every guest to feel that the Starlight Horizon team is attentive and genuinely invested in their experience.

## Tone and Communication Style

Every message sent to a guest should reflect the Starlight Horizon brand: welcoming, relaxed, and guest-focused.

| Always sound... | Never sound... |
|---|---|
| Warm and friendly | Robotic or scripted |
| Helpful and proactive | Dismissive or transactional |
| Professional | Overly formal or stiff |
| Relaxed and human | Rushed or impersonal |

If you wouldn't say it out loud to someone checking in at the front desk, don't write it in a message. Keep it human.

## Handling Policy Questions from Guests

Guests will ask about policies constantly. A few tips:

- Know the key numbers: check-in (4 PM), check-out (11 AM), max per cabin (8 overnight)
- Don't make exceptions to pet, smoking, or cancellation policies without manager approval
- For gray areas, escalate. Don't improvise

## Property Turnovers & Cleaning Operations

Cleaning operations are coordinated by the General Manager and the housekeeping team. VAs do not manage cleaning schedules directly, but understanding how turnovers work helps you communicate accurately with guests.

Typical daily cleaning operations:

- One to two cleaners are on-site each day
- The team typically turns over 3 to 6 cabins per day depending on occupancy
- Cleaning priorities are based on the next scheduled check-ins

### Cabins are cleaned in order of the next arriving guest

The General Manager coordinates cleaning schedules, turnover priorities, and overall cabin readiness for incoming guests.

Any cabin with a Red Asterisk * is currently dirty, and not ready for check-in.

Once a cleaner cleans a cabin, they will complete the cleaning checklist in Whistle Tickets, AND market the cabin clean in the Housekeeping portal, removing the Red Asterisk.

If you notice that a guest is checking in today to a cabin that is currently dirty*, please alert the General Manager. It may be necessary to move a guest to a different cabin if the cabin is not able to be cleaned in time for check-in.

### Maintenance Requests During a Stay

If a guest reports a maintenance issue during their stay, acknowledge it promptly, then follow the standard VA process covered in Section 02: post in the appropriate Cloudbeds channel and create a ticket assigned to the Lead Maintenance Tech or the General Manager. Do not give direct instructions to maintenance staff.

## Multi-Cabin or Full Property Buyout Process

Full property buyouts and multi-cabin group bookings follow the same reservation process as standard bookings, but these are higher-value stays and guests typically expect more personalized communication. Give them extra attention.

- If a guest is ready to book, they book online, same day.
- A full property buyout has a more stringent cancellation policy (section 3), so be sure this is communicated to the guest, and correctly selected in cloudbeds before booking.
- Some guests may want an onsite tour before booking, which we are happy to accommodate on their schedule. Schedule this with the General Manager directly.
- We don't offer installment plans. Payment follows the standard schedule in section 03.
- Hold fee: If a guest wants to lock up the dates for their group, but is not ready to fully book the reservation, we offer a $150 non-refundable to lock in dates for the group. Usually this is because the main guest wants their individual guests in the group to pay for their own cabins, which we can accommodate in Cloudbeds as a Group Reservation.
- At 60 days out: review unbooked cabins on a Group Hold and release any unpaid ones back to the public (this should be done automatically in Group Reservation settings).
- Respond to group inquiries promptly and be proactive about answering logistics questions

### No Event or Wedding Fees

Starlight Horizon does not charge additional event or wedding fees. Guests only pay for their lodging. There are no venue fees, event fees, or setup charges on top of the cabin cost. When guests ask about event pricing, this is an important selling point to highlight.

**Tip:** For events requiring full privacy, recommend booking all 14 cabins for a full property buyout. Otherwise they will share the space with other hotel guests.

There is still no event fee at any booking size. The violation fees listed under Events Without a Full Property Buyout in section 03 are penalties for unauthorized events, not event pricing, and they are never quoted to a guest who is asking about hosting something. That section also carries the approval, insurance and capacity rules for any event under 14 cabins.

### No Large Indoor Meeting Space

Starlight Horizon does not currently have a large indoor meeting space. When groups ask about event spaces, be upfront about what is available:

- Pool area
- Terrace (reservable for small gatherings)
- Outdoor games area

Many groups choose to rent an event tent for covered outdoor gathering space. Typical tent rentals range roughly $2,000 to $3,000 depending on size. See the Vendor Recommendations section for tent rental contacts.

### Handling Special Requests for Group Stays

Guests booking the full property often ask about additional arrangements such as catering, event vendors, photographers, group activities, or special setup requests.

Starlight Horizon generally allows these. We do not restrict guests from bringing vendors onto the property as long as they operate responsibly and the guest manages setup and teardown.

| What we provide | What guests handle themselves |
|---|---|
| Cabins and all property amenities | Catering and food vendors |
| Shared spaces (pool, fire pits, patio, etc.) | Event vendors and photographers |
| Terrace area (see below) | Vendor setup and cleanup |
| | All vendor coordination and contracts |

**Important:** VAs should never promise any services beyond what the property provides. Do not commit to catering, event staffing, or any third-party arrangements on behalf of Starlight Horizon.

### Vendor Recommendations

If a guest asks for recommendations for catering, photographers, or event services, VAs may suggest vendors that previous guests have used successfully.

Always include this clarification when recommending vendors:

- Starlight Horizon is not affiliated with any vendor other than Made by Desygn, our tent and decor partner
- We do not receive commissions or referral fees from any vendor other than Made by Desygn (see below)
- The guest is responsible for all vendor arrangements, contracts, and coordination

### Tent & Decor Partner: Made by Desygn

Made by Desygn is our exclusive tent and decor partner and the only tent or decor vendor we recommend. Guests are free to use any vendor they want; this is our preferred recommendation, not a requirement.

| Topic | Details |
|---|---|
| **What they do** | Austin-based event design and decor: tents, draping, backdrops, balloons, florals, photo booths, and dance floors. Partnership effective June 3, 2026. |
| **How we refer** | Automatically. When a guest answers “Yes” to the tent question on our website form, Airtable creates a row in the MBD & SH Referral Tracker and emails Made by Desygn. You do not send anything |

| | |
|---|---|
| | yourself. Just name them when a guest asks about tents or decor. |
| **How we get paid** | Made by Desygn pays Starlight Horizon #% of booked services, capped at $### per event. Delivery, setup, teardown, and logistics charges are excluded from that base. Self-reported monthly, net 30. |
| **What to watch for** | Never quote a price or promise a service on their behalf. Guests pay Made by Desygn's normal published rate; our commission comes out of their margin, never a markup to the guest. We recommend them exclusively, so do not name a competing tent or decor vendor. If a guest says Made by Desygn sent them, make sure promo code ############ is on the full-property booking and tell the General Manager. |
| **Contact** | Lorreda ########, Creative Desygner \| #####@madebydesygn.com \| (###) ###-#### \| Austin, TX |

### Reserving the Terrace Area

Guests may reserve the terrace for a small group gathering or ceremony. This is complimentary when the space is available.

| Terrace Reservation Guidelines | Details |
|---|---|
| Cost | Complimentary (Free) |
| Typical duration | Morning from 9am until 2pm<br>Or Afternoon, from 3pm until 10pm. |
| How to request | Guest provides their preferred time in advance |
| Availability | First-come, first-served among casual requests. An approved event outranks a casual request |
| Use | Exclusive to the reserving party for the whole window |

If the terrace is already reserved for the requested time, offer the guest the alternative time slot.

**Exclusive means exclusive.** The terrace is the one shared space that can be reserved exclusively without a full property buyout. That is what it is for. A reserved window means the space is theirs: other guests are not admitted to the terrace while it is booked, so a ceremony does not get interrupted by someone wandering up to take in the view.

**Everything else stays common.** The pool, fire pits, grills, lawn and games area are never reserved. They stay open to every guest on the property no matter what is happening on the terrace, and only a full property buyout changes that. If a group asks to close the pool or the games area for their event, the answer is no unless they are buying all 14 cabins.

**Tell the other cabins.** When the terrace is reserved for an event, guests booking that date should be told at the time of booking, and the cabins already on property that day get a courtesy heads-up. It costs nothing and it heads off the complaint.

# 05 VA Daily Workflow

VAs are the front line of the guest experience. Your primary responsibility is ensuring every guest receives prompt, friendly, and helpful communication across all channels. When in doubt, prioritize speed, clarity, and hospitality.

## Daily Priority Order

At all times, work through tasks in this order:

| Priority | Task |
|---|---|
| 1 | Answering Phone Calls |
| 2 | Answering inbound messages on Cloudbeds |
| 3 | Completing your assigned outstanding tickets in Cloudbeds |
| 4 | Follow up on outstanding tickets for in house guests. |
| 5 | Upcoming reservation preparation |
| 6 | Operational follow-ups |
| 7 | Improving guest experience (downtime tasks) |

Guest communication always comes first.

## Beginning of Day Checklist

Complete the following before anything else when starting your shift.

### 1. Check All Communication Channels

Open and review every channel for messages received in the last 48 hours. Do not limit this review to overnight only. The goal is to make sure every message across all channels has received an appropriate response.

- Cloudbeds inbox: review all messages from the past 48 hours

- Airbnb: log in directly to the Airbnb platform and review messages from the past 48 hours to ensure nothing was missed
- Booking.com: log in directly and review messages from the past 48 hours
- Expedia: log in directly and review messages from the past 48 hours
- VRBO: log in directly and review messages from the past 48 hours
- Email (welcome@starlighthorizon.com): re-read all messages from the past 48 hours to confirm every one was responded to appropriately. Mark all messages in Gmail as read once read. Create a ticket for anything that needs a General Manager's input, such as system errors, ownership level information, or unusual emails.
- Text messages: review the last 48 hours
- Missed calls and voicemails
- Instagram Messages and Comments: review the last 48 hours
- Tiktok Messages and Comments: review the last 48 hours
- Facebook messages and comments: review the last 48 hours

Do not rely solely on Cloudbeds to catch everything. Log into each OTA platform individually to make sure no messages were missed.

### 2. Review Today's Departures

Check Cloudbeds for all guests checking out today. Confirm:

- Reservation details look correct
- Confirm which guests have late check-out, and be sure cleaning team is aware.
- Any outstanding maintenance items or guest requests are resolved before check-out.
- Any outstanding balance has been collected from guest
- Once the cabin has been inspected for potential guest damage, you are clear to check the guest out of the cabin. If there is potential damage that needs to be charged to the guest, post it in the front desk chanel and get approval from the general manager before charging the guest. Once the guest has been charged for damage, you can check the guest out.

### 3. Review Today's Arrivals

Check Cloudbeds for all guests checking in today. Confirm:

- Reservation details look correct
- Cabin assignment is confirmed
- Payment status is complete
- Make sure any early check-ins are noted and the cleaning teams is aware of the priority if a same day clean is necessary.

If anything looks incorrect, resolve it directly if possible. If you need assistance, or if the issue could affect the guest experience, flag it with the General Manager right away. If you notice the same type of issue coming up repeatedly across reservations, let the General Manager know it is a recurring issue so a better process can be put in place to prevent it.

### 4. Review In-House Guests

Check which guests are currently on property. Look for:

- Guest messages from the past 24 hours
- Maintenance tickets and guest requests opened in the past 24 hours
- Complaints or service requests

For any maintenance ticket or guest request from the past 24 hours, confirm it has been completed. If it has not been resolved, reach out to the General Manager or the Lead Maintenance Tech via Cloudbeds to confirm the expected timeframe for resolution. Once you have that information, send the guest a follow-up message to remind them of the timeframe and let them know the issue has not been forgotten.

### 5. Review Any New Bookings Created Since Your Last Shift (It Could Mean Multiple Days)

Look at all of the new reservations created and check for:

- A cabin is assigned (Anything with NA or no cabin assignment needs to be placed in a cabin, which likely means having to move other bookings around to accommodate)
- Nightly rate and taxes look accurate (Airbnb shows all fees in the nightly rate only).
- If it seems like anyone is getting too “cheap” of a deal, alert the General Manager. There may be a system error.
- Merge text messages / email addresses with new bookings if there are duplicates in the chat.

### 6. Review Upcoming Reservations

Look ahead at reservations for the next 60 days. Check for:

- Incomplete bookings
- Missing credit cards
- Large group bookings that may need extra coordination
- Special requests
- Blocked off rooms that need to be released

Flag anything that might need attention before the guest arrives. Catching issues early prevents problems later.

### 7. Follow Up with Inquiries That Did Not Convert

Sometimes guests ask questions but don't book right away. Send a friendly follow-up:

*"Just checking in to see if you had any other questions about Starlight Horizon. We'd love to host your group!"*

Follow-ups can meaningfully increase booking conversions.

## Throughout the Day

### Monitor Communications Continuously

| Channel | Target Response Time |
|---|---|
| Guest messages / Cloudbeds Team Chat | Within 5 to 10 minutes |
| Emails | Within 30 minutes |
| Phone calls | Answer immediately if possible |

Fast response times increase booking conversions and set the tone for a great guest experience.

### Handle Guest Questions

Guests will ask about availability, cabin details, policies, local activities, and amenities. Answer clearly and helpfully, and whenever possible, anticipate the next question.

**Example:** If a guest asks about cabins, also mention the pool, group booking options, and nearby activities. Don't wait for them to ask.

### Handle Guest Issues

If a guest reports a problem:

- Acknowledge the issue politely.
- Apologize if appropriate.
- Offer a solution or next step.

If operational follow-through is needed, follow the full VA process outlined in Section 02. Refund authority limits are also covered in Section 02.

## When Communication Volume Is Low

Use downtime productively. Work through the following in order:

### Learn the Property

Use quiet time to deepen your knowledge of Starlight Horizon policies, cabin layouts, nearby attractions, and common guest questions. The better you know the property, the better you can sell it and support guests.

### Post on Social Media

Once you have a thorough knowledge about the property, with a General Manager’s approval, you can have access to the Starlight Horizon Social Media accounts (Instagram and Tik Tok),

and begin posting, commenting, and interacting with potential guests and influencers through social media outreach.

## End of Day Checklist

### 1. Clear All Guest Messages

Make sure every communication channel is fully caught up before ending your shift. This means:

- No guest message should be left unanswered
- Any message where you responded that you were working on something or needed more information must be finalized before you sign off. Do not leave a guest waiting on an open loop you started

If you cannot resolve something before your shift ends, document it clearly for the next VA so it can be picked up immediately.

### 2. Review Open Tickets

Check all open Cloudbeds tickets. Confirm issues have been assigned and necessary follow-ups are documented.

### 3. Review Any New Bookings Created Since The Start Of Your Shift

Look at all of the new reservations created during your shift, and make sure their data looks complete, rates and prices seem accurate, and is assigned a cabin.

### 4. Check Tomorrow's Arrivals

Review tomorrow's reservations and confirm nothing looks unusual or incomplete.

### 5. Leave Notes for the Next Shift

If anything requires follow-up, document it clearly so the next VA can pick it up without any gaps. Examples include:

- A guest awaiting a response
- A maintenance issue pending resolution
- An active group booking inquiry

## The Hospitality Standard

Every interaction should leave the guest feeling welcomed, supported, and confident about their stay.

**Great VAs don't just answer questions. They make guests feel excited about their trip.**

# 06 Resources & Links

## Key Contact Info & Platforms

| Tool / Resource | Link or Contact |
|---|---|
| Front Desk Phone / Text | 512-859-5810 |
| Front Desk Email | welcome@starlighthorizon.com |
| Company Website | https://starlighthorizon.com/ |
| Direct Booking Link | https://us2.cloudbeds.com/en/reservation/asfOs7?currency=usd |
| Instagram | https://www.instagram.com/starlighthorizon/ |
| TikTok | https://www.tiktok.com/@starlight.horizon |
| Facebook | https://www.facebook.com/StarlightHorizon |
| Shared File Storage | [Google Drive] |
| Guest Door Codes | All Door Codes can be found by going to Settings, Property, Accommodations, and clicking on the cabin needed.<br>A: ####<br>B: ####<br>C: ####<br>D: ####<br>E: ####<br>F: ####<br>G: ####<br>H: ####<br>J: ####<br>K: ####<br>L: ####<br>M: ####<br>N: ####<br>R: #### |

## Whatsapp Number for Phone Calls

If there is a high need for urgency on an issue, or a complex issue that needs to be discussed over a phone call, call the person on their Whatsapp number below.

| Person | Number |
|---|---|
| Ryan Tanel (Owner) | +1 972-835-9931 |

| | |
|---|---|
| Robert ####### (General Manager) | +1 ###-###-#### |
| Tanyalouise ###### (Lead Maintenance Tech) | +1 ###-###-#### |
| Amanda (Mandy) ##### (Housekeeping Team Member 1) | +1 ###-###-#### |
| Holly ######## (Housekeeping Team Member 2) | +1 ###-###-#### |
| Jessy ######### (Housekeeping Team Member 3) | +1 ###-###-#### |
| Sergio ################## (Virtual Assistant #1) | +1 ###-###-#### |
| Gonzalo ####### (Virtual Assistant #2) | +### ###-##### |

## Staff Notification Procedures

Try to keep staff notifications through the Cloudbeds messaging portal as much as possible. Only use the Whatsapp Phone number for emergencies, urgent issues, or complex issues that need discussion over a phone call.

### Escalation Quick Reference by Issue Type

| Issue Type | Who to Contact (in order) |
|---|---|
| Property emergency | Post in Everyone Channel team chat, then call the General Manager first, then Ryan Tanel. If none available: direct guest to call 911 |
| Maintenance or repair issue | Post in Maintenance Channel for the Lead Maintenance Tech |
| Guest lockout | Post in Everyone Channel for the Lead Maintenance Tech or a Housekeeping Team Member |
| Pool or amenity issue | Post in Everyone Channel for the Lead Maintenance Tech or a Housekeeping Team Member |

**Reminder:** All staff notifications go through the Cloudbeds messaging portal, not personal text or email.

# 07 Frequently Asked Questions

These are real questions guests ask regularly, along with the correct answers. Use these as a reference and a guide for tone. You don't need to copy them word-for-word, but your answers should reflect the same spirit.

## Before Arrival Questions

### What is your cancellation policy?

***VA Note:*** *Policy varies by booking channel. Consult Section 03 for the full cancellation policy reference. The answer below assumes a direct booking.*

Your booking is fully refundable up until 7 days before check-in. Within 7 days of check-in, it is 50% refundable. However, even if you need to cancel within those 7 days because of weather or any reason at all, we can offer to transfer your booking to a different date for a small transfer fee.

### Can I get a full refund if I cancel?

***VA Note:*** *Policy varies by booking channel. Assumes direct booking.*

Yes, as long as you cancel at least 7 days prior to your check-in time, we will process a full refund.

### Refund Confirmation

We've refunded $[amount] to your card for [reason]. It should post within 5 to 10 business days.

### Change Confirmation

Confirming the change: [details]. Reply yes and I'll update your reservation.

### Can I pay with two different credit cards?

***VA Note:*** *Policy varies by booking channel. Assumes direct booking.*

Yes, you can. It is only 50% due up front and the remaining balance is due within 30 days of check-in, so we can switch cards after the first payment if you'd like, or we can split both now. How much do you want to put on each card? I can send you individual links for the balance owed for each.

### Do you offer military, first responder, or other discounts?

We don't have a service discount specifically, though we really do appreciate your service! What I can point you to is our email list. Sign up at starlighthorizon.com and we'll send you a $100 credit toward your stay, good on a 3 night minimum. We also discount full property buyouts of all 14 cabins if you ever need the whole place.

### Is there a security deposit held on my card?

We don't do a traditional "hold," but we do keep your card on file via our secure booking system in case of any incidentals. We trust our guests to treat the cabins like their own!

### Can I move my dates to a different weekend?

***VA Note:*** *Policy varies by booking channel and number of cabins booked. Assumes direct booking for 1 cabin.*

Yes! Our stays are fully refundable within your normal cancellation window (7+ days before check-in, it's free to change dates). Even if you are in the non-refundable window within 7 days of check-in, we can move your dates for a 15% transfer fee.

### Are there "hidden" resort fees added at checkout?

There are no hidden fees. We do our best to disclose everything up front. On new bookings, the only charges are the nightly rate and Hotel Occupancy Taxes, which total 9%. That's it. No cleaning fee, resort fee, event fees, pet fees, or other hidden fees unless the property is damaged during your stay.

### Personalized Booking Link

*Build the link per "Sending a Personalized Booking Link" in Key Processes: run the search for their dates, copy the link, and strip the "&_gl=…" tracking chunk. The rate and cabin below are examples, always fill in today's actual numbers.*

> Here's a booking link set up for your exact dates (2 nights, 2 guests), so you don't have to re-enter anything: [LINK]
>
> Just add Cabin R, the "Cabin + Hot Tub," at $314/night (today's rate, prices change daily), then book and you'll be all set!

### Do I get a discount if I book 9 cabins at once?

If you sign up for our email list at starlighthorizon.com, we'll send you a $100 credit toward your stay, good on a 3 night minimum. We also offer discounts on buying out the full property with all 14 cabins. If your group is able to do 3 nights or longer, I can offer you a 10% discount on the entire property, as long as you book and pay for all 14 cabins in a single payment on our full-property listing. However, if you book anything less than all 14 cabins, we don't offer discounts beyond that email credit. The price is what it is, and we do our best to be affordable up front.

### Do I get a discount if I book all 14 cabins at once?

Yes! For large groups booking all 14 cabins, you get a 1% discount on the normal cabin price for a 2-night stay, or 10% off for 3+ night stays. This applies only when you book and pay for all 14 cabins in a single payment directly on our website's full-property listing, which uses our strict buyout cancellation policy. It does not apply to phone or third-party bookings. If your group instead holds the dates and has each guest pay for their own cabin individually, the booking is full price.

### Do you honor non-profit or tax-exempt status?

Yes, we do honor tax-exempt status. We need to verify that you qualify. Please provide us with your Texas Hotel Occupancy Tax Exemption Certificate, along with your driver's license and a business card or other documentation to verify your identity with the organization. This exempts you from paying the Hotel Occupancy Taxes on your stay, which is 9% of the total cost. The nightly rate is still charged in full.

### How do I get the $100 credit?

Sign up for our email newsletter at starlighthorizon.com and we'll email you a code for a $100 credit, good with a 3 night minimum stay. It isn't shown on the website itself, it comes by email from welcome@starlighthorizon.com after you sign up. If you already signed up but don't see it, check your inbox including spam and junk for that message, that's the only place the code is delivered. The email has a button that takes you straight to booking with the credit already applied, so there's nothing to type. If you'd rather browse first, just enter the code at checkout when you're ready.

### Why is the price on Airbnb, Expedia, or VRBO different than your website?

Airbnb and other OTAs add their own service fees to the total. Booking directly through our website is always the best way to get the lowest price!

### Can we host a bachelorette party / wedding / corporate event here?

Absolutely, we love bachelorette groups! Our cabin layout is perfect for it. What did you have in mind that I can help you with?

### Do you have a space for a wedding ceremony?

Yes and no. We have hosted a number of smaller wedding ceremonies on site, but we do not have any large indoor space. Typically guests reserve the terrace area, which has a beautiful overlook of the Texas Hill Country, and for an approved event that terrace is exclusively yours for your window. If you want something larger or covered, there are tent rental companies nearby that charge between $2,000 and $3,000 to set up a tent on your wedding day. Because we don’t charge any event fee and only charge for nightly cabin stays, you get to host your ceremony here for free as long as you stay overnight. If you book out the entire property, it can host up to 350 guests total, counting both overnight and daytime guests.

### Can we set up a tent or extra chairs on the lawn?

Yes! Once you’re at 4 cabins or more we can approve an event, and there’s no event fee at all, you just pay for the cabins. You’re welcome to bring catering, vendors, chairs, tents, whatever you’d like, and we’ll reserve the terrace for you, exclusively, for your whole window. That’s your space for the ceremony, nobody else wandering through it. The pool and games area do stay open to the other guests. Two things we need beforehand: written approval from our General Manager, and event liability insurance listing Starlight Horizon as additionally insured. Let me know how many cabins you were thinking and I’ll get it started.

### Can we have more people at the pool than are staying overnight?

Daytime guests are welcome, up to 12 per cabin you book, and we just ask that they head out by 10 PM. One thing to flag: the pool is reserved for guests staying overnight, so day guests can enjoy the fire pits, lawn games and the terrace but not the pool. Parking runs 4 cars per cabin including day guests, so anyone past that will want to carpool. How many were you thinking of bringing?

### Do you offer group blocks for weddings?

To reserve your space, we recommend making the booking ahead of time to lock in the dates at the lowest rate. If you are not ready to make the full payment, or want your guests to pay individually, we offer the ability to hold your dates for a $150 non-refundable fee. That hold is good until 60 days before your check-in date, after which unbooked cabins are released back to the public. You get your own booking link for guests to book their own cabin individually. As long as all guests have booked their cabins by the 60-day mark, you are good to go.

### Can we decorate the cabins for a birthday?

We love a celebration! Yes, you can decorate however you'd like in the cabin, just be sure to clean up exactly as it was before check-in. The only restrictions are no glitter and no cold sparks that could start fires.

## Check-In & Check-Out Questions

### Help, I have been locked out!

Sorry to hear that! Your door code is [check Cloudbeds for the guest's cabin code]. If that is not working, I'll send someone over right away to help you get into the property.

### What is the check-in time?

Our standard check-in time is 4:00 PM. What time were you planning on arriving? We can often arrange for an earlier check-in depending on availability. We can't guarantee anything until the day before your check-in date, but once we get closer, I can offer an early check-in as early as 12:00 PM for a $75 fee, as long as no one is checking out of that cabin that morning.

### What is the standard check-out time?

Our standard check-out time is 11:00 AM. Depending on availability the day of your check-out, we can often do a noon check-out for free if available, or keep you until 3:00 PM for a $75 fee if no one is checking into the cabin after you. Once we get the day before your check-out date, I can confirm availability for a late check-out.

### Can I get a guaranteed early check-in?

We only offer early check-ins starting the day before arrival. If you want to guarantee an early check-in, we can add the night before to your reservation.

### How do I get my entry code?

Your door code will be sent to you by 9:00 AM on the day of your arrival by text message, email, and any booking platform you used. If for any reason you don't have it the day of check-in, just message us and we'll send it to you right away.

### Do you have a front desk?

While we do have staff on site every day, we do not have a typical front desk in order to provide more privacy to you. Once you receive your door code for check-in, you are able to check yourself in once your check-in time arrives. If for any reason you need staff during your stay, just message us and we'll send someone to your cabin as soon as they are available.

### Can I drop my luggage off if the cabin isn't ready yet?

Yes, you are welcome to drop off your luggage at the cabin early if you'd like. The room may still be being cleaned, but you can store your luggage in the cabin and enjoy the pool and property amenities until your check-in time.

### Is the property gated? Do I need a gate code?

Nope, there is no gate code needed to access the property.

### What address should I use for navigation?

22095 FM 306, Canyon Lake, TX 78133

## On-Site Questions

### What kind of coffee maker is in the room?

We have drip coffee makers in every cabin that can pour about 12 cups of coffee. We provide coffee grounds, filters, cream, and sugar as well as mugs in each cabin. If you run low on any of those items during your stay, just message us and our staff will refill it.

### Are there pots, pans, and cooking supplies?

Yes. We provide the essential pots, pans, and cooking utensils, as well as spices, coffee grounds, cream, and sugar. We don't carry oils. There is also a Brookshire Brothers grocery store just an 8-minute drive from the property that will have anything else you'd like for your trip.

### Is there a hair dryer, ironing board, or full-length mirror?

Yes! We have a hair dryer in the primary bathroom, an ironing board in the laundry room, and each bedroom has a full-length mirror for getting ready for events.

### What streaming apps are on the Smart TV?

Our TVs are Roku-enabled, so you get everything that comes with a Roku. We don't provide accounts, so you'll log into your own subscription service to watch shows.

### How many people can sleep in one cabin?

The standard cabin sleeps a maximum of 8 people: 2 on the king bed in the primary bedroom, 2 on each of the two queen beds in the guest bedrooms, and 2 on the pull-out sleeper sofa in the living room. We also have a rollaway cot and pack-and-play crib available for children if needed.

### Is the pool heated in the winter?

Unfortunately our main pool is not heated, but we do have a cabin with a private hot tub that works quite nicely when it's cool outside. That's Cabin R: a 1-bed/1-bath that sleeps up to 3 people, and can be combined with other cabins for larger groups. The hot tub holds up to 6 people at a time.

### What are the pool hours?

The pool is technically open 24 hours a day, but there is no lifeguard on duty and quiet hours run from 10 PM to 7 AM. As long as you are respectful of other guests and acting safely, you can use the pool any time of day or night.

### Do I need to bring my own pool towels?

We provide 8 towels per cabin, which can be used for showering, the pool, or however you need them. If you need more, we'd recommend bringing your own pool towels, but our staff can also bring a few extra to your room on request.

### Can I bring glass bottles into the pool area?

Unfortunately no glass is allowed at the pool. You can eat and drink near the pool area, just use plastic only. No food in the pool itself.

### Is the pool area shared with other guests?

Yes. This property has 14 total cabins and the pool is shared between all guests in a typical resort style. There are Bluetooth speakers at the pool and you are welcome to BYOB -- just please be respectful of other guests. When you're down at the pool, you can't really see any of the cabins from there; it's a beautifully tucked-away space.

### How do the fire pits work? Are they wood or propane?

Each cabin has its own charcoal grill, with charcoal available at Brookshire Brothers grocery store down the road. We also have 6 community wood-burning fire pits spread throughout the

property on a first-come, first-served basis. They are large enough for multiple guests to use at the same time. We provide complimentary firewood for all guests, just please be mindful of how much you use so there is enough for everyone.

### Do you provide charcoal, marshmallow sticks, lighter fluid, or lighters?

We provide a charcoal grill next to each cabin, 6 community wood-burning fire pits throughout the property, and complimentary firewood. We do not provide charcoal, lighter fluid, lighters, skewers or roasting sticks, marshmallows, or food. All of those can be purchased at Brookshire Brothers, just 8 minutes from the property.

### Is there a communal ice machine on property?

We don't have a large industrial ice machine, but each cabin has ice trays. For big coolers, Brookshire Brothers has plenty of bagged ice just down the road.

### Is there a designated smoking area?

Our cabins are strictly non-smoking, but you are welcome to smoke in the outdoor communal areas. We just ask that you be mindful of other guests and use the provided receptacles.

### Are there lawn games available?

Yes! We usually have cornhole set up on the lawn, as well as volleyball, Connect 4, ping pong, darts, and yard pong.

### How many pets am I allowed to bring?

We allow up to 3 pets per cabin with no restrictions on breed or size. Pets stay free with us -- there is no pet fee. Please keep them off the furniture, as any damage or excessive cleaning could result in a fee. Also note that the backyards are not fenced, so pets outside need to stay on a leash.

### Are dogs allowed in the pool area?

Dogs are welcome on the pool deck to hang out with you, but for health reasons, they aren't allowed in the water.

### Where should I walk my dog?

There is a small trail behind each cabin that is great for short walks and doggy bathroom breaks. There are also pet waste stations scattered around the property.

### How far is the nearest grocery store?

Brookshire Brothers is only 8 minutes away! They have a great selection, gas, firewood, and even a deli.

### What is the best boat rental company at Canyon Lake?

Canyon Lake Marina (7 minutes away) is fantastic! They have everything from pontoon boats to jet skis.

### Are there any restaurants within driving distance?

We're in a semi-rural area, so you'll want to take the car. However, there are some great spots just a 5-minute drive away. Italian Garden is a staff favorite!

### How far is the tubing on the Guadalupe River?

You're about 20 minutes from the best tubing spots -- a must-do while you're here! The Guadalupe River, San Marcos River, and Comal River are the closest and most popular.

### Is there a winery or brewery you recommend?

So many great options! Dry Comal Creek Vineyards is a staff favorite and only about 20 minutes away.

### Where is the best place to get BBQ nearby?

The best we'd recommend is Salt Lick in Dripping Springs, about 25 minutes away, delicious and all-you-can-eat. If you want something more local, The ReaL Pit BBQ is about 10 minutes away in Canyon Lake.

### Can I get pizza delivered to my cabin?

Yes! We have Domino's as well as Wicked Good Pizza for gigantic-sized pizzas that will deliver right to the property.

### How far is the drive to Gruene Hall?

You can be at the historic Gruene Hall in about 25 minutes. It's a great spot for live music!

### Do you offer daily housekeeping?

To ensure your privacy, we don't enter the cabin during your stay. If you need fresh towels or more coffee grounds, just message us and we'll have some delivered.

### What should I do if my toilet is clogged?

There is a plunger in the bathroom. If that doesn't do the trick, message us and we'll get maintenance over right away.

### Where is the main trash dumpster located?

The main dumpster is in the center of the property near the storage area. There is a map in your cabin on the wall that shows where the dumpster is located.

### What do I do if I run out of toilet paper?

Just shoot us a message! We can have a refill kit dropped at your door in no time.

### Is there a laundry facility on-site?

Yes, each cabin has its own washer and dryer in the unit for your laundry use.

### Is there a first aid kit on property?

Yes, every cabin has a blue first aid kit in the laundry room on the shelf. There is also a fire extinguisher on the wall in the kitchen.

### Are there security cameras?

Yes, we do have security cameras monitoring common outdoor areas, but we do not film anything inside the cabins.

## Handling Upset Guest Situations

These scenarios require extra care and empathy. Lead with compassion, not policy. Always acknowledge the guest's situation before offering options.

### Guest: I have a family emergency and need to cancel tonight -- can I get a full refund?

***VA Note:*** *Get Manager approval before processing any sensitive transaction like this.*

I am so sorry to hear that is happening to you! I know life can get very crazy. Unfortunately our refund policy is very strict and I can't issue a full refund this close to check-in, but here is what I can do. Instead of a refund, I can transfer your reservation to another date for a 15% transfer fee. You'd have to pay any price difference now, but you wouldn't lose your money and you could still come stay with us when things are better. Would that work? Do you have a date in mind you'd want to switch to?

### Guest: I just arrived and the hot tub is gross / bed is broken / no hot water / cabin is not clean. I want a full refund!

I am so sorry that happened to you! We truly pride ourselves on making the place clean and prepared for your arrival. Let me send our maintenance and cleaning team over to your room right away to see what happened. They may be able to fix the situation immediately, or if not, we can move you to another cabin. If neither of those options works for you, I can get with our manager to discuss a partial refund for your inconvenience. Again, I sincerely apologize, and we'll get to the bottom of what happened and make sure it is fixed right away.

**Guest: I checked into my cabin and it is not clean. Can you move me to a new cabin?**

Yes, of course, and I am so sorry about that! I'll alert the cleaning team that it wasn't ready for you and have them address it right away. I can move you into Cabin [check Cloudbeds for availability] right now -- the code is [look up cabin code in Cloudbeds]. Just move your things in and you'll be all set. Again, I sincerely apologize that the cabin was not ready at check-in.

**Guest: Other guests at the property are being rude or noisy. Can you make them stop?**

I'm so sorry to hear about that! Thank you so much for bringing this to our attention. I'll send our staff over right away to address the situation. Do you have more information on what is going on, or which cabin they are staying in, so we can reference that when we get there?

**Guest: The WiFi is not working!**

Sorry to hear that! I'll send maintenance over right away. In the meantime, all WiFi on the property shares the same password everywhere. The password is: ###########. That should get you connected while we sort out the issue.

**Guest (after checkout): asks for money back, or reports a problem that might warrant a refund.**

***VA Note:*** *Promise nothing. Thank them, get the details, escalate. Post in the Front Desk channel and create a Cloudbeds ticket assigned to the General Manager. Send the guest the decision in writing.*

Thank you for letting us know, I'm so sorry. I'm sharing this with our manager now and will follow up by tomorrow.

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