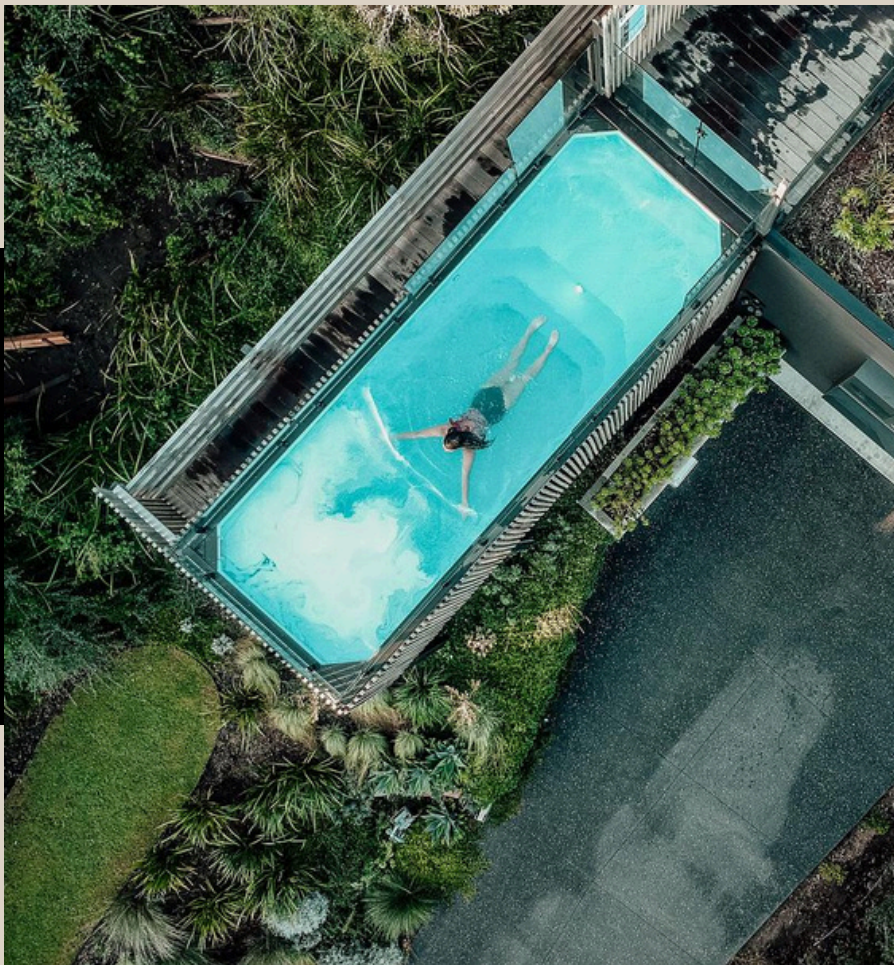


Boutique Holiday Rental Management

# Saltwater Escapes





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# About Us



With over a combined 15 years of experience managing holiday homes on the Mornington Peninsula, Saltwater Escapes is your trusted partner in creating exceptional holiday experiences. We specialise in providing personalised service to a select few homes. We are friendly, approachable, and dedicated to ensuring your property receives the attention it deserves. We take immense pride in providing top-tier service to our clients that will transform your home into an exceptional holiday retreat

# Why Us?

## Unparalleled Commitment

At Saltwater Escapes, we take immense pride in our unique approach to home management. Owned and operated by Melodie and Caitlin, our business embodies a level of personal care and attention that sets us apart. Unlike larger firms, we deliberately maintain a small, curated client base. This intentional decision allows us to dedicate our full focus to every aspect of your property. To us, your home is not just another property, but an extension of our business and a reflection of our commitment to excellence.

## Tailored, Comprehensive Management

From crafting captivating listings to orchestrating seamless guest experiences, Saltwater Escapes takes care of every aspect of your holiday rental. We meticulously handle reservations, guest communications, housekeeping, and maintenance, leaving you with peace of mind and more time to enjoy the fruits of your investment.

## Maximised Earnings

Our proven strategies are designed to elevate your property's performance. Through strategic pricing, targeted marketing, and personalised guest interactions, we consistently achieve higher occupancy rates and increased rental revenue for our clients.



# Why Us?

## Exceptional Guest Experiences

We understand that satisfied guests are the cornerstone of a successful holiday rental. That's why we go the extra mile to provide impeccable service, 24/7 support, and a seamless booking process. From the moment a guest inquires about your property to the final farewell, we ensure they experience the Mornington Peninsula at its best.



## Personalised Attention, Every Step of the Way

As a boutique agency, we're able to offer a level of personalised attention that larger companies simply can't match. We understand that every property is unique, and we tailor our approach to suit your specific needs and goals. With Saltwater Escapes, you're not just a client, you're a valued partner.



# Management Services

We take pride in providing a boutique holiday management service that offers property owners the highest level of care. Our experienced professionals handle all aspects of property management, leaving nothing to chance. You can relax knowing that your investment property is in capable hands. Our comprehensive services include:

- Thorough pre- and post-stay inspections for property care.
- Efficient scheduling of cleaning and laundry services.
- Timely coordination of ongoing maintenance and trades, with subsequent invoice management.
- Secure handling of accommodation deposits.
- Swift disbursement of funds to owners and contractors.
- Provision of detailed statements and end-of-year income and expenditure reports.
- 24/7 availability for guest support and assistance.
- Local council registration and contact.

With Saltwater Escapes, your property is not just managed; it's meticulously cared for and optimised for maximum returns.

# Fee Schedule

Establishment Fee \$745 + gst

Includes professional photography, copy writing, listing fee, initial 12 months marketing fee, detailed photographic inventory, property signage.

Marketing Fee \$500 + gst

Annual fee (commencing after initial 12 months). Facilitates direct & social media strategies, ongoing 3rd party listing fees, channel management and marketing partnerships.

Management Fees 18% + gst

Charged on bookings nightly rate

Costs (cleaning costs offset by guests paid cleaning fee)

Cleaning \$55 p/h + gst

Linen as requested

# FAQs

*When can I stay at my property?*

Anytime! We understand your property is not just a rental, it's also your own getaway. Unlike other agencies we don't restrict your personal usage. We're more than happy to block off dates for you provided that our existing guest bookings are honoured. Enjoy the freedom to use your property when you like and we'll take care of the rest!

*What do I need to do when guests leave?*

Nothing at all! We personally inspect to ensure that everything has been left in top condition. We then schedule housekeeping to reset your home so it's perfectly prepared for your next guests. Your property's integrity and guest satisfaction are our top priority.

*How do you select the right guests?*

Firstly, we don't accept instant bookings. Groups must request to stay. We refer to guest's previous reviews and also consider the dynamics of a group including their age range and group composition. We don't leave it to chance. This holistic approach enhances the overall experience for everyone involved.

*What if something goes wrong for guests?*

We are available to your guests 24/7 and, if necessary, can rely on our trusted tradespeople to assist. You can relax knowing that everything is taken care of.

*How do we achieve the best rates?*

We never 'set and forget'. One of the benefits of running a smaller, curated portfolio is the ability to stay in touch with market trends and proactively set rates, and if necessary, special offers to entice guests. You'll never be just a number to us.



# Customer Review

Hear What Our Customers Have to Say

You can check out 100's more reviews on our host profiles

## Sun-kissed - Relaxing Retreat in Rye



**Alexandra**

September 2023

Melodie and Caitlin were lovely hosts. The property was excellent and we had a lovely weekend. Highly recommend if you're looking for a property that's quiet but still very close to the Main Street of Rye. Thanks again ladies!

## Villa Syrene - Gas Heated Pool



**Mark**

April 2023

Caitlin was a fantastic host, responded quickly to all contact and fixed a minor issue with the driveway gate in a matter of minutes. Couldn't fault a thing. House is great - high end, huge, comfortable and clean. Location is brilliant and everything was as described. Faultless experience. Thanks Caitlin!!

## Skyview - with Heated Pool and Views



**Ciara**

June 2023

My stay at Melodie's property was absolutely fantastic! Melodie's hospitality and communication were outstanding from the moment I booked until the end of my stay. Melodie was an incredibly friendly, accommodating, and responsive host. She promptly addressed any questions or concerns I had and went above and beyond to ensure my comfort and enjoyment. The property itself was amazing, with a perfect location. The spaciousness upon entering immediately caught my attention. The comfortable furniture and cozy ambiance made it a delightful place to relax. The highlight of the property was the lovely balcony, offering a picturesque view and sunsets. I highly recommend this property to anyone seeking a comfortable and memorable stay.

# Connect with Us

Setting up a holiday home can initially feel like a daunting task, but at Saltwater Escapes, we're dedicated to making this process seamless and stress-free for you. Our team understands the complexities involved, and we're here to guide you every step of the way. From selecting the perfect furnishings to managing logistics, we bring our expertise to ensure your holiday home is a haven that reflects your vision. We're committed to making this journey as easy and enjoyable as possible, allowing you to focus on reaping the rewards and generating income from your investment.

## Phone

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