

## Creating a **Welcome Book** for Your Vacation Home

Vacationers spend months anticipating their one week on the OBX. They don't want to waste any of their precious vacation time hunting down a phone number, fumbling with electronics, or figuring out when the trash will be picked up. They just want to have fun!

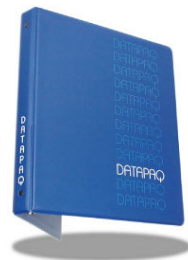
Creating an informative **Welcome Book** is one of the best ways to keep your guests informed and increase **guest satisfaction**. It is similar to the guest directories available in hotels. **A Welcome Book answers questions about your property, provides helpful area info and offers personal recommendations from you.**



You can customize your Welcome Book to best fit the needs of your guests. Feel free to contact your Rental Manager with any questions regarding what you should or should not include. **Please note:** We do not recommend allowing guests to write notes or comments in your Welcome Book. Guests can visit [www.SunRealtyNC.com](http://www.SunRealtyNC.com) to submit a review of your home. After all, there's no better advertising than rave reviews from previous guests!

### Tips:

- **Consider using a 3-ring binder:** Over time, you may want to change the info in your Welcome Book. A 3-ring binder allows you to easily add or remove pages.
- **Leave it to the professionals:** Check out websites like <http://www.speedbinder.com/Roadmap.htm>. You can order a professionally printed binder with a photo of your property on the cover.
- **Use sheet protectors:** Lots of hands will touch the pages over the course of a summer. You want to keep the pages looking good.
- **Include a Table of Contents:** Help your guests quickly find the answers to their questions.
- **Proofread:** Have people with "fresh eyes" review your Welcome Book before placing it in your home. Avoid incorrect info or spelling/grammar errors.
- **Edit annually:** Trash pick-up schedules and other info may change. Be sure to review your Welcome Book at least one time per year. If the book looks worn or used, replace the cover or pages.



## What to Include:

- **Welcome Letter from you** - Briefly explain why you love your beach home, and encourage your guests to relax and enjoy the good life!
  
- **Section I - Property Info**
  - Your property's phone number and street address.
  - Contact info for Sun Realty
  - Info on Community Amenities (pool, tennis courts, fitness center, etc.).
  - Local channel guide.
  - Instructions for operating TV, DVD player, stereo, surround sound and other electronics. (If you don't provide instructions, guests will likely resort to the old "give it a good whack" technique.)
  - Elevator operation/safety instructions.
  - Pool alarm instructions.
  - Trash collection schedule.
  - Recycling locations and info.
  - Location of the Internet modem and reboot instructions (unplug, count to 30 and plug back in). Service provider's technical support phone number.
  - Location of grill and safety/cleaning instructions. (Example: For your safety, NO GRILLING on decks.)
  - Thermostat instructions.
  - Parking regulations.
  - Location of baby equipment (pack-n-play, portacrib, etc.)
  - Location of recreation equipment (bikes, beach cart, volleyball equipment, etc.).
  - Smoke-Free reminder or instructions for disposing of cigarette butts.
  - Pet Friendly reminders (waste disposal, leash laws, etc.).
  - Guidelines for keeping the refrigerator/freezer cold. (Examples: - Don't leave refrigerator/freezer doors open. - Don't fill the refrigerator with room-temperature products all at once. Gradually add grocery items. - Place a bucket of ice in the refrigerator to help chill grocery items more quickly. )
  - Info about Handicap Friendly Features.
  - Other info specific to your property or community.

- **Section 2 - Area Info**

- **Emergencies & Medical Care**

- Medical/Fire/Police Emergencies: 911
    - Dare County Sheriff Non-Emergency Line: (252) 473-3444
    - Currituck County Sheriff Non-Emergency Line: (252) 232-2216
    - Outer Banks Hospital: 4800 S. Croatan Highway, Nags Head, Milepost 14 (252) 449-4500
    - Regional Medical Center: 5200 N. Croatan Highway, Kitty Hawk, Milepost 1.5 (252) 255-6000
    - Medical House Calls: Minor emergency care at your rental property (252) 475-2007
    - Nags Head Health East Urgent Care: 2808-B S. Croatan Highway, Nags Head, Milepost 11 (252) 441-7111
    - Avon Health East Urgent Care: NC 12, Avon (252) 995-3073
    - Hatteras Health East Urgent Care: NC 12, Hatteras Village (252) 986-2756
    - Phone number for a nearby pharmacy.
    - Pop-A-Lock (locksmith): (252) 261-7670
    - ABC Towing: (252) 441-1072

- **Utilities**

- Dominion Power: 888-667-3000
    - Charter Communications: 888-829-3018
    - Century Link: 800-722-3500

- **Section 3: Personalized Info (the fun part!)**

- Here are some ideas...

- List of your favorite restaurants and what you recommend on the menu.
    - Menus from your favorite restaurants.
    - List of attractions or activities that guests shouldn't miss.
    - Shopping recommendations.
    - Your favorite beach spot.
    - Easy seafood recipes.
    - Best local fishing spot.
    - Best family entertainment spot.
    - "Best Kept Secrets" of the OBX.
    - Best place to watch the sunset.

Your guests will truly appreciate your Welcome Book. Remember, happy guests lead to repeat rentals!