

# Property Amenities Standards

## Host Checklist

### Introduction

The Property Amenities Standards form part of our wider Guest Hospitality Standards. Amenities play a critical role in how guests experience a stay.

#### They influence:

- Booking decisions
- Guest comfort
- Review quality
- Occupancy and repeat bookings

Guests booking short-term accommodation expect a set of essential amenities to be available as standard. These ensure they can settle in comfortably and enjoy their stay without unnecessary friction.

Alongside these essentials, additional “nice to have” amenities can significantly enhance the guest experience, helping a property stand out from competitors and turn an average stay into a great one.

All properties should provide the essential amenities as a minimum, and where possible, include experience-enhancing extras.

### How to Use This Checklist

- Tick items already provided
- Identify gaps before listing
- Use as a setup or upgrade guide
- Review periodically to maintain standards

# Essential Amenities (Required)

These items are considered non-negotiable for guest comfort and satisfaction.

## Living & Sleeping Areas

- Comfortable bed(s) with mattress in good condition
- Clean bedding (sheets, duvet, pillows)
- Adequate seating for maximum guest capacity
- Curtains or blinds for privacy
- Heating system in working order

## Bathroom

- Toilet in full working order
- Shower or bath with hot water
- Bath towels and hand towels (per guest)
- Toilet paper (starter supply)
- Hand soap

## Kitchen & Dining

- Fridge (with freezer or ice compartment)
- Oven or hob suitable for cooking
- Kettle
- Toaster
- Microwave (where space allows)
- Pots, pans, and basic cooking utensils
- Cutlery and crockery for maximum occupancy
- Glassware (water and wine)

## General Essentials

- Reliable Wi-Fi
- Smoke alarm(s) installed and tested
- Carbon monoxide detector (where applicable)
- Iron and ironing board
- Vacuum cleaner or suitable cleaning equipment

# Experience-Enhancing Amenities ("Nice to Haves")

These amenities are not essential but **strongly recommended** to improve guest satisfaction and reviews.

- Smart TV or television
- Coffee machine or cafetière
- Welcome essentials (tea, coffee, sugar, milk alternatives)
- Hairdryer
- Extra pillows or blankets
- Bedside lamps with charging points
- Workspace or desk
- Board games, books, or local guides
- Outdoor seating (if applicable)

## Property Collections & Additional Requirements

Some guests search for properties that meet specific needs. If your property is marketed under one of the following **collections**, additional amenities are expected.

### Family-Friendly

- High chair
- Travel cot (where space allows)
- Child-safe plates and cutlery
- Stair gates (if applicable)

### Remote Working-Friendly

- Dedicated workspace or desk
- Comfortable chair
- Reliable, high-speed Wi-Fi
- Plug sockets near workspace

### Baby-Friendly

- Travel cot with mattress
- High chair
- Blackout blinds or curtains
- Nappy bin

### Pet-Friendly

- Food and water bowls
- Clear house rules for pets
- Pet waste bags (starter supply)

#### Important

If there is a charge for hosting a pet, this must be clearly recorded in the "You Should Know" section of the listing. A disclaimer should also be included for potential damage or additional cleaning requirements.