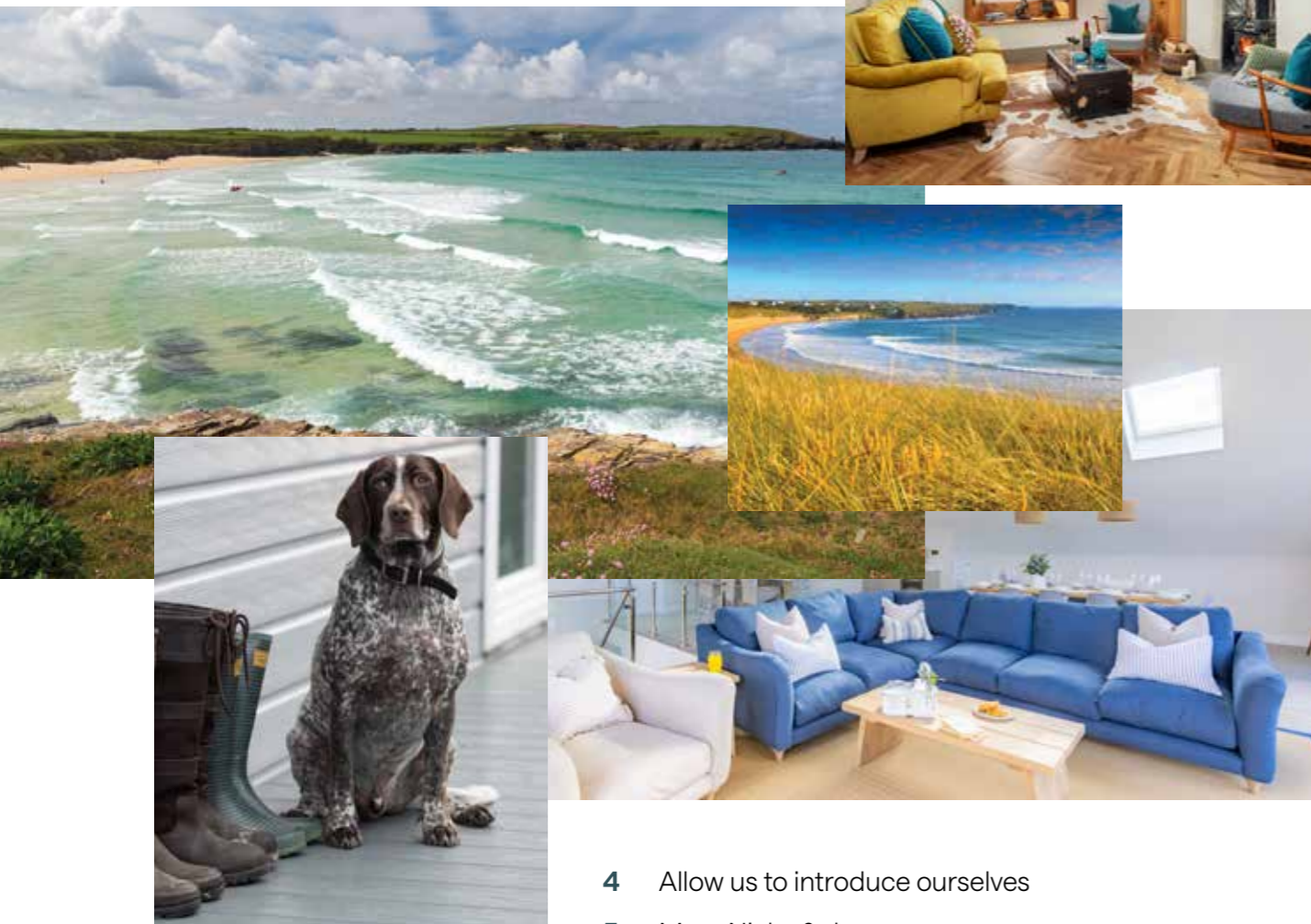


Harbour Holidays

— Est. 1995 —

Owners

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Welcome to Harbour Holidays: the Padstow self-catering specialists

A successful business for over 20 years, we're proud to be a family-run, independent and knowledgeable holiday agency situated in the very heart of the quaint, historic harbour town of Padstow.

Our portfolio flaunts a collection of premium, hand-picked self-catering properties in and around the Padstow area; from romantic boltholes for two to spacious grand gathering abodes for ten, quirky fisherman's cottages to modern masterpieces, glittering sea views to rolling countryside vistas. We are the leading Padstow holiday rental choice. It's not just that each of our homes have been carefully hand-selected by us that sets us apart, it's our personal touch. Our carefully honed, life-long expertise allows us to invite guests to connect with Cornish culture and completely immerse themselves in the Padstow experience; we create holidays that ensure lasting memories, long after the stay has ended.

Our heart is Padstow, we are Padstow born, Padstow based, Padstow owned: we are the Padstow specialists.

Nicky and the team



Allow us to introduce ourselves

More than just a self-catering holiday home agency, Harbour Holidays has been under the ownership and attentive direction of Nicky Stanley for over 20 years. We understand it may feel daunting to let out your home, but rest assured, we're local, trusted, and here as a team to support you. For us, it's all about that personal touch.

A true family-run company, our passion lies in a genuine care for each of our homes and homeowners, providing exceptional service, and our personal bond with the Padstow area. Our portfolio comprises over 180 premium properties across Padstow and the seven bays, and we pride ourselves on the high standards of every one. What's more, you can rest assured our close-knit, attentive, friendly Harbour Holidays team

are on hand to assist and guide you at every turn: the relationships we build with our owners reach far beyond a contract, we establish personal connections with the individuals behind the homes we represent. We live by our ethos every day, and that has always been to provide quality accommodation where our guests can come together to enjoy an unforgettable experience.



Meet Nicky & the team

Our team is the beating heart of all that we do, the foundation of the company and all that we offer at Harbour Holidays.

Nicky Stanley - Director

Nicky has been the owner and director of Harbour Holidays since the mid-90s and works alongside her mother, Jackie Stanley who owns and runs Jackie Stanley estate agents. In her element in the company of her horses, Nicky is an animal lover at her core and, when not riding, adores spending her free time with her beloved dogs. With a strong background in art, design and marketing, Nicky has used her own experiences and personal values to develop business growth. Believing in a high level of service as well as moral values and respect, Nicky loves what she does in the area she grew up in. Working in the tourism industry and limiting the amount of properties on the portfolio means that personal, trusting relationships are built with both homeowners and guests. Today, Nicky's carefully selected team is solely made up



of experienced, local, customer driven people, all of whom share the Harbour Holiday's vision. Nicky and Jackie are both proud supporters of the Cornwall Air Ambulance Trust, and their commitment and dedication to this crucial charity is unwavering. If you donate to Cornwall Air Ambulance, we'd like to sincerely thank you for your much-needed support.

Gemma Shonfeld - Manager

With a love for all things Cornish, Gemma moved to Cornwall with her family to be closer to the sea, and to enjoy a slower pace of life. She now makes up one half of a dynamic duo with Nicky, and enjoys helping others to enjoy a little slice of Cornish life, whether that's by renting her own holiday home or getting to know the beautiful Harbour Holidays properties better by staying for a week or two. She is always on hand to expertly guide

owners between the holiday letting process.

Jackie Stanley estate agents

We'll advise you on every aspect of holiday letting and our sister company, Jackie Stanley estate agents, is a key component to assisting our homeowners. If you've stayed with Harbour Holidays previously or are simply looking to invest in property, Jackie Stanley's dedicated team can help you find your ideal holiday home to provide a lucrative second income. With an unrivalled knowledge of the property market in North Cornwall, Jackie Stanley estate agents keeps the property purchase journey as stress free as possible.

www.jackie-stanley.co.uk
01841 532555
sales@jackie-stanley.co.uk

Let's show people how special your home is

1. We outrank our competitors. Harbour Holidays leads the way for Padstow holiday accommodation: we are the number one choice and our portfolio is ever-evolving.

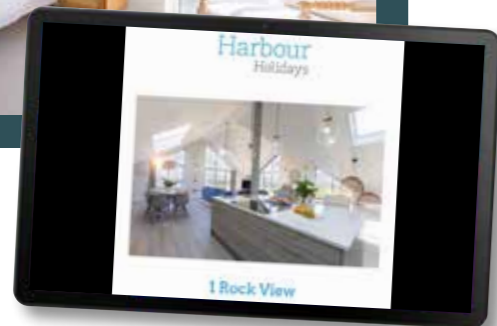
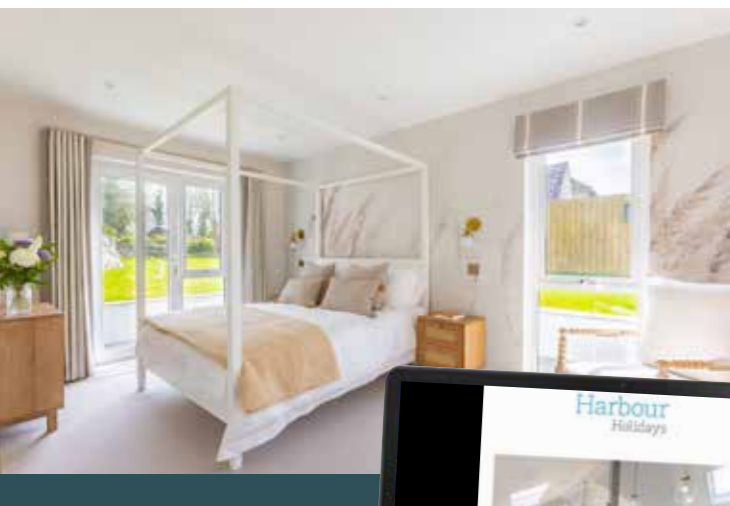
2. Each home we represent is hand-picked and personally visited by us. You're under no obligation to join; we ensure we're the right fit for you, and your property.

3. As a homeowner, we understand that renting your property can be a daunting process. Our experienced and friendly team are always on hand to help you, every step of the way. We offer friendly advice on everything from soft furnishings and mod-cons to legal requirements and paperwork, and we can even arrange for these documents to be completed on your behalf. Plus, Health & Safety requirements are a breeze, as we'll take care of this for you.



4. Our guests are fundamental to your success. Due to our exceptional customer service, commitment to marketing and loyal customer base, we are proud of the high number of repeat bookings made year-on-year, as well as our ability to consistently attract new guests.

5. We work hard to ensure your property is seen by the right people, in the right places, at the right time. We will market your property via our website, regular email newsletters, print and digital advertising, PR campaigns and across our social media platforms including Instagram, Facebook and Twitter to ensure maximum exposure. To stay one step ahead, we utilise a combination of SEO and paid ad campaigns to further elevate web traffic. We have a wealth of marketing expertise so you can sit back and relax, you're in good hands.



Health & safety must knows for holiday lets

As a holiday let owner, you have a duty of care to your guests. That means you're legally obliged to provide safe accommodation and do everything you can to minimise the risks from potential hazards. Here, we highlight the main points to consider and comply with.



Fire risk assessment

Your property will need to have a fire risk assessment report carried out. This is then sent to you every year to review, and a new report is required every 5 years due to regulations that can change.

PAT testing

All electrical appliances will need to be tested annually by a qualified PAT tester, and a certificate produced. Any brand new appliances do not need testing until the following year.

Fire extinguishers

Properties need to have a fire extinguisher on each floor and a fire blanket in the kitchen. These need to be serviced or replaced annually.

Landlord gas/oil safety check

If your property has a gas or an oil boiler, it will need to be inspected annually by a qualified gas engineer/plumber and a certificate produced.

NIC 5 yearly electrical test –

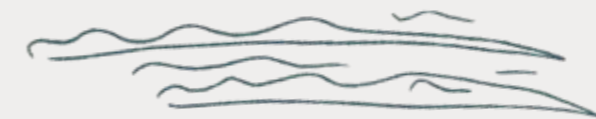
This electrical inspection tests all of the hard-wired electrics within the property. This certificate is required every 5 years and needs to be carried out by a qualified electrician.

Your property will also require:

- The appropriate number of carbon monoxide detectors
- Any other alarms would need to have their relevant checks
- Chimneys will require maintenance

Once you list your home with us, we will go into more detail and make sure you have everything you need to comply with regulations.

If you have any questions just get in touch with the team - we're here to help!



Marketing matters

1.5k followers

7k followers

3.5k followers

How we shine a light on your home

12.5k Newsletter database

230,000 Web visitors per year

Advertising

Airbnb listings bus shelter advertising, brochures, leaflets, popular publications, competitions, Google ads

The marketing on-boarding timeline

It goes a little something like this...

1. If you decide to add your property to the Harbour Holidays portfolio, we'll arrange a professional photoshoot to take place at your property during which your home will be top-dressed and styled to capture its unique character.
2. When your images have returned to us from postproduction, we'll create your unique property page on our website. As soon as this is ready, you'll receive a link to this for your approval. When you confirm you're happy, we'll set your property live on our website.
3. Once your dedicated property page is live, we'll activate multi-channel marketing to our audiences, featuring your home as a 'new arrival' across Instagram, Instagram Stories, Facebook and Twitter.
4. Then, we'll devote an exclusive email newsletter solely to introduce your property, sent to our considerable database.

It's great to have you on board!



You like what you see, so we'd love to meet you!

Now that we're acquainted, if you like the sound of what we stand for and are interested to learn more about joining the Harbour Holidays portfolio, we'd love to talk. You're welcome to call the team, drop us an email, or pop into the office for a chat.

Harbour Holidays, 1 North Quay, Padstow, Cornwall, PL28 8AF
Tel: 01841 533402

Next steps

Once we've had an initial discussion, we'll arrange a mutually convenient time for a personal property visit to be carried out by Nicky Stanley and/or Gemma Shonfeld. Following the visit, there will be a follow up to discuss those all important details including tariffs, projected calendar fulfilment, legal requirements, any suggested improvements to maximise the property appeal, owner booked dates and of course, the contract.

What our owners say

"After researching a number of letting agents we chose Harbour Holidays because they are a locally run family firm, which is important to us. They are easily accessible and flexible with owner bookings, quick to resolve any issues and have a very friendly, approachable team. We have been so pleased with our relationship that when we bought our second property, Harbour Holidays were our automatic choice to use."

- Keith

"We have been with Harbour Holidays for over 20 years and have always been delighted with the excellent service provided. We are very appreciative that the team is always so "on the ball" dealing with our guests, immediately overcoming any issues that may arise and generally ensuring our guests have an enjoyable stay in our homes. Many of our guests return year after year to enjoy our two properties, proving their appreciation of the service they receive from Harbour Holidays."

- Alan & Sally



Visit the Homeowners section on the Harbour Holidays website: harbourholidays.co.uk



Top FAQs

How much commission will you take for marketing my home?

We pride ourselves at remaining competitive in the holiday rental industry, we keep our commission reasonable to allow you a maximum return on letting your home. We charge 17% plus VAT and unlike other companies, we do not charge service fees for arranging cleaning, health and safety checks, general maintenance or likewise. We also don't charge you a penny for our initial home visit assessment to determine suitability for the portfolio.

How long does property on-boarding take?

Not long at all! We endeavour to be as efficient as possible during the on-boarding process. Once you have signed a contract with Harbour Holidays it's in our best interests, and yours, to launch your property on our website and begin marketing as soon as possible.

Do I have to accept children and pets?

We strongly recommend welcoming both children and pets at your property. Homes without age and pet restrictions typically benefit from higher booking numbers and perform strongly on the portfolio. However, we understand that health and safety risks, and pet-hair allergies, can be a concern for some homeowners, therefore this decision remains at your discretion.

Can I reserve dates at my own house?

Yes, absolutely. While the majority of dates throughout the year will be available for guest bookings, we value the importance of spending quality time at your own home. For this reason, you're welcome to create and manage owner bookings via your Harbour Holidays owner login.

What happens if a guest makes a complaint?

While we'd like to assure you complaints are not a common occurrence at Harbour Holidays, unfortunately they do happen. If we receive one, our aim is to resolve it with a satisfactory outcome as quickly as possible. On receiving a complaint, we consider the comments made and depending on the nature of the complaint, we will take steps to check the validity. From there, we will discuss this with your cleaning team and yourself with our recommended resolution before responding to the guest with the outcome. We provide a

24-hour on call emergency service as standard to ensure we are on hand at all times, so that we can react swiftly to any complaints or issues that may arise.

Is there an easy way for me to manage everything property related?

Yes! We have an online owner's portal where you can easily and efficiently check bookings, your documents, accounts, and also make your own property bookings if you'd like to reserve dates at your home. You'll receive a bespoke login to access this, it's a handy online tool and available 24 hours a day, 7 days a week. We also help to manage your housekeepers by sending weekly clean reports detailing all the relevant information they'll need to prepare for the week ahead, automated emails are sent to both your housekeeper and yourself as the owner when we receive a booking, and if there are any cleaning issues to discuss, we'll contact the housekeeper directly.

What happens if my property becomes damaged by guests?

We're pleased to say that most guests take great care of the properties they're staying in, however accidents do happen on occasion. If damage occurs during a guest stay, we ask that the housekeeper reports it to us ASAP, along with photographic evidence. The sooner we are aware of any damage, the sooner we can begin rectifying the situation. Our process is to then enter into discussion with the owner and guests with the aim of reaching an amicable agreement. If breakages, problems or damages are not reported to us on the guest's departure day, it becomes very difficult for us to resolve, so we do ask for swift communication in these instances.

How does Visit England accreditation work?

Your property must have a yearly inspection to achieve a Visit England rating. We organise this on your behalf, and once the inspection has taken place, a star rating will be issued.

A comprehensive list of all our FAQs can be found on the Harbour Holidays website: harbourholidays.co.uk

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1 North Quay, Padstow PL28 8AF

Call: 01841 533402

Email: contact@harbourholidays.co.uk