



Service Package

South Ontario Cottage Management

Our management fee is a percentage of your rental income, calculated based on the check-out amount. Platform fees, local short-term rental fees, cleaning fees, and applicable taxes are excluded from this calculation. We do not charge any additional fees on top of these costs, ensuring a clear and transparent pricing structure with no hidden charges.

Table of Service Details

Service Package	Fee	Key Features
Basic Package	15%	<ul style="list-style-type: none"> - Listing management on Airbnb, VRBO, SOCM website - Basic cottage cleaning between stays - Guest check-in & check-out coordination - House supply monitoring and restocking (owner covers costs)
Standard Package	20%	<ul style="list-style-type: none"> - Everything in Basic Package - Professional marketing content (photos, videos, drone footage) - Listing on additional emerging platforms (e.g., Cottages in Canada) - Detailed receipt tracking for supplies - Optimized availability & pricing management
Hands-Free	25%	<ul style="list-style-type: none"> - Everything in Standard Package - Towel & slipper replacement service (hotel-style amenities) - Handyman services & coordination with third-party specialists - Optimized house supply management with market insights - Automated guest service with in-person support - Enhanced, continually updated marketing content



Service Level 1

Basic Package: 15% of Nightly Rate

Our **basic package**, online operation package, is a basic, cost-effective option designed for homeowners who want professional support while using their existing property resources. We manage the day-to-day online operations of your short-term rental using your current photos, videos, and property information.

What this package includes:

Listing Management

- Create and manage property listings on Airbnb, VRBO, and the SOCM website
- Use homeowner-provided photos, videos, and descriptions to present the property accurately
- Keep listings up to date with pricing, availability, and basic content adjustments

Guest Check-in & Check-out Coordination

- Communicate check-in instructions clearly to guests before arrival
- Coordinate check-out procedures to ensure a smooth departure process
- Act as the main point of contact for guests during arrival and departure

This package is ideal for owners who already have property materials in place and want reliable, professional online management support.



Service Level 2

Standard Package: 20% of Nightly Rate

Our **Standard Package** is designed for homeowners who want a more hands-on, professional approach to managing their short-term rental. It provides comprehensive support to maximize bookings, maintain a clean and welcoming property, and ensure a smooth guest experience—all while keeping the owner informed and in control. This package is ideal for property owners who want reliable day-to-day management with professional marketing and guest services.

This package includes:

Listing Management

- Manage and publish property listings on Airbnb, VRBO, the SOCM website, and additional emerging platforms such as Cottages in Canada to maximize exposure and booking opportunities.
- Create and use professionally produced marketing content, including high-quality photos, videos, and drone footage, prepared by our team to showcase the property effectively.
- Keep availability, pricing, and basic listing information up to date

Basic Cottage Cleaning

- Standard cleaning between guest stays
- Ensure common areas, bedrooms, and bathrooms are tidy
- Maintain a clean and welcoming environment for each guest

Guest Check-in & Check-out



- Communicate clear check-in instructions to guests
- Coordinate smooth check-out procedures
- Support guests during arrival and departure

House Supply Management

- Monitor essential household supplies
- Restock items such as toiletries, towels, and basic kitchen essentials, with all supply costs covered by the property owner, and with detailed receipts provided for full transparency.
- Ensure guests have what they need for a comfortable stay

This package is well suited for homeowners looking for dependable day-to-day management without full hands-on service.



Service Level 3

Hands-Free: 25% of Nightly Rate

The **Hands-Free Package** includes all services from the **Standard Package**, with additional support to enhance your property's marketing, guest experience, and maintenance. It is designed for homeowners who want a fully managed, professional rental experience with minimal involvement.

This package includes:

Towel & Slipper Replacement Service

- Provide guests with fresh, hotel-style bath towels, face towels, and slippers for every stay
- Replace any towels or slippers that become worn, dirty, or damaged
- Maintain a high standard of comfort and cleanliness throughout the cottage

Handyman Services

- Perform basic handyman tasks, including seasonal maintenance such as weed whacking, using equipment provided by the homeowner as needed, depending on the service area and distance.
- Coordinate customized tasks for property-specific features, such as boathouse or outdoor sauna maintenance—these tasks need to be confirmed with the homeowner before starting the service.
- Assist with third-party specialized services (septic, water systems, etc.)—our team coordinates at no extra charge, while all service costs are paid directly by the owner and fully transparent.



Optimized House Supply Management

- Monitor and suggest improvements to household supplies based on your cottage's specific features and popular trends, including items like the latest cottage life products.
- Restock essential items as needed to ensure guests have everything for a comfortable stay.
- Use insights from our market experience and real booking data to optimize supplies, making your listing more competitive and appealing to guests.

Automated Guest Service

- Provide automated messaging systems designed to align with platform algorithms, helping improve listing visibility and ranking.
- Keep our in-person customer support team continuously updated on guest messages to ensure timely responses, usually within 30 mins to 2 hours.
- Offer additional in-person online support when guests need further assistance, ensuring smooth communication and a seamless guest experience.

Enhanced Marketing

- Create professional photos, videos, and property guides to attract more guests and showcase the property effectively.
- Continuously update marketing materials whenever the property is optimized or new supplies, amenities, or entertainment features are added.
- Generate additional marketing-focused content to improve listing competitiveness, guest engagement, and booking potential.