

## Owner Preparation Guide – Property Standards

---

### Property Standards for The Open Experiences

This guide sets out the standard expected when preparing your property for guests. Adhering to these standards helps ensure a high-quality experience and maximise booking potential and rental value.

---

#### Overall Standard

Your property must be:

- Clean to a high professional standard, well-presented, and clutter-free
  - Maintained to a good standard throughout
  - Ready for immediate occupation on arrival
- 

### Bedding

#### Core Requirements

- Beds must be fully made up prior to arrival
- Bedding must be clean, well-fitted and in good condition
  - No stains, tears, excessive wear, or bobbling
- Provide, as a minimum:
  - 2 fitted or flat sheets per bed
  - 1 duvet with 2 duvet covers per bed
  - At least 2 pillows per guest
  - 2 pillowcases per pillow

#### Recommended Standard

- Fabric: cotton or cotton-rich (breathable and durable)
- Thread count: typically 200–300+
- Duvets:
  - Standard: 10.5 tog (mid-weight)
  - Ideally offer lighter/heavier options if available

### Hygiene

- Use a waterproof mattress protector on each bed
  - Ensure all items are freshly laundered for each stay
- 

### Towels

#### Core Requirements

- Provide a minimum of two sets of towels per guest, including:
  - 2 bath towels
  - 2 hand towels
  - 2 face cloths

#### Recommended Standard

- Towels should be:
    - Clean, soft, and absorbent
    - Free from stains, fraying, or wear
  - Suggested quality:
    - 500–700 GSM cotton towels (hotel-quality standard)
- 

### WiFi & Entertainment

- Reliable WiFi must be provided throughout the property
  - Include network name and password in the Welcome Pack
  - Access to Sky Sports is required during the Licensee's stay
- 

### Welcome Pack

A Welcome Pack should be available in the property and include:

- Instructions for appliances and heating
  - WiFi details
  - House Rules
  - Waste and recycling information
  - Safety information and emergency contacts
  - Inventory and record of any pre-existing damage
- 

### Property Presentation

- Remove personal and valuable items
  - Ensure:
    - Adequate storage space for guests
    - Clear surfaces and cupboards
  - The property should feel neutral, tidy and ready for guest use
- 

### Final Checks Before Arrival

- Property is clean and prepared throughout
  - Bedding and towels are in place
  - All appliances are working
  - Access arrangements and keys are ready
  - Welcome Pack is available
- 

### Key Principle

Providing a well-prepared, clean and comfortable property not only meets compliance expectations but significantly improves booking success and guest satisfaction.