

# Mastering Friendly Yet Firm Guest Communications

Game On 2026

**RENT**  
RESPONSIBLY

# TOP 3 PREVENTABLE HEADACHES



## Trash

---

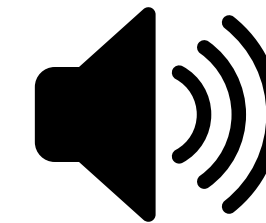
Improperly managed trash makes your property look bad and attracts pests



## Parking

---

74% of international visitors are bringing kids, and those traveling with groups prefer vacation rentals – which can lead to excess cars



## Noise

---

Noise accounts for 75% of complaints from neighbors



# HOST FAQs

How do I answer tough questions **without losing a potential booking?**

And for bookings I accept, how do I communicate house rules without sounding like a nag and **risking a bad review?**

# THE **S.P.R.I.N.K.L.E.** METHOD

8 strategies for  
communicating your  
house rules and  
answering guest FAQs in  
a friendly but firm way

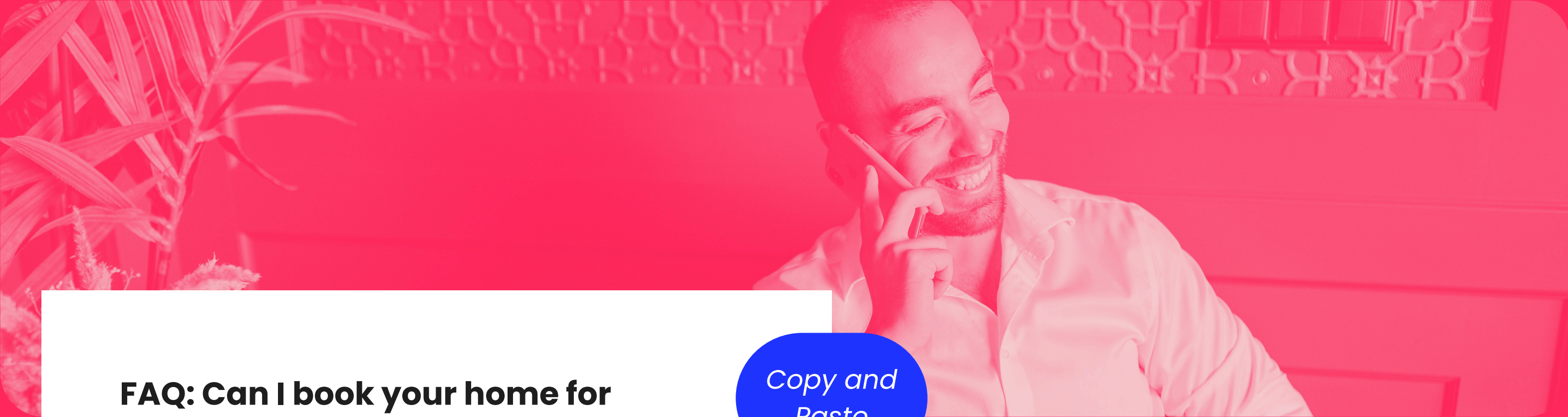


# SUCCINCT.

Keep your messaging  
concise so that important  
details don't get buried.

Copy and  
Paste

**House Rule:** Our driveway can  
accommodate **up to [X] vehicles.**  
If you need more parking spaces,  
public parking is conveniently  
located [parking location].



**FAQ: Can I book your home for my relative/friend?**

Thank you for considering [Property Name]! [OTA] and our insurance policy both prohibit third-party bookings, but we would be happy to host your [relative/friend] if they book themselves.

*Copy and Paste*

**PROFESSIONAL**

**Keep your tone business casual, and make sure your writing is polished.**

# RELATABLE

**Find something to agree  
with or connect with  
your guest about.**

*Copy and  
Paste*

## **House Rule: No Pets**

We love pets! Unfortunately, due to the severe allergies of family members, we are unable to host your furry family members.

# INSTRUCTIVE

**If you need guests to do (or not do) something specific, provide clear directions.**

Copy and  
Paste

## **Spa Procedures:**

Please enjoy the hot tub between the hours of **[X to X] only**. We ask all guests to **rinse off before using the spa** and have provided the outdoor shower for your convenience.

For everyone's safety, **keep all glass away from the hot tub**. The home is stocked with a set of pool-safe drinkware and tableware specifically for the hot tub area.



# NO, BUT

Make your **no** clear and final, **but** offer an alternative.

Copy and  
Paste

## FAQ: Can I host a party at your home?

Hi [Name], That sounds like a fun trip! **We don't host parties or group events** at our property, **but** take a look at [Event Venue] or [Accommodation That Allows Parties]. I think they could be a great fit for your needs.

Copy and  
Paste

# KEEP THINGS EASY

**Don't make it hard for guests to follow house rules or desired procedures.**

Rule: No pets on furniture

Make it easy: We love pets, but our furniture doesn't. Please keep Fido to **the comfy dog beds we've supplied just for him!**

Rule: Recycle

Make it easy: Minimize your travel footprint by placing your recyclables in the marked bin **next to the trash.**

# LEVERAGE THE LAW (AND OTHER LIMITATIONS)

Deflect to rules you didn't create, like local laws, septic limits, or insurance requirements.

**FAQ: Can extra people stay in your vacation rental? They are OK with sleeping on the couch or an airbed.**

While we would love to accommodate more people, **local law** limits this home's occupancy to [##]. The [Town of X] will issue a fine of [\$XXX] for over-occupancy. We recommend [nearby property] for hosting additional guests.

Copy and  
Paste

# EFFECTIVE DELIVERY

*Sprinkle* the information guests need **when** and **where** they need it.



## Pre-Booking

---

Specify booking considerations like parking availability and quiet hours in your listing



## Rental Agreement

---

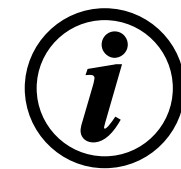
Include policies for noise, parking, and trash in your rental agreement



## Pre-Stay

---

Kindly remind guests about parking and noise in your pre-stay messaging



## On Site

---

Provide helpful information in your on-site signage and in your guest book

# THE S.P.R.I.N.K.L.E. METHOD

Be **S**uccinct

Be **P**rofessional

... but **R**elatable

Be **I**nstructive

The **N***o, But* Rule

**K**eep Things Easy

**L**everage the Law

Use **E**ffective Delivery

Game On 2026

**RENT**  
RESPONSIBLY

*Thank you!*

**Get the complete list of copy-and-paste communication and house rule templates in the RR Network**

 [network.rentresponsibly.org](https://network.rentresponsibly.org)

**RENT**  
**RESPONSIBLY**