

Host with Grace

Management Packages & Pricing 2027

OUR PROMISE TO YOU



Greetings, fellow host! I'm excited to explore ways we can work together to make your hosting journey a success.

Hosting has been a part of my life since 2017, when I first opened my spare room to guests on Airbnb. What started as a simple way to share my home soon became a passion. Over time, I found myself helping friends and family navigate their own hosting journeys—offering advice, setting up their spaces, and crafting the perfect listings. By 2021, I knew this was more than just a hobby; it was a calling. That's when Host with Grace was born.

At Host with Grace, we understand that creating an unforgettable experience for our guests begins with a foundation of trust, quality, and consistency. As we look forward to welcoming guests to your rental property, we want to share our promise to you—a commitment to the excellence that keeps partnerships strong and our guests returning

Comprehensive Property Maintenance

We have developed and refined our organizational systems to oversee every detail of property maintenance with precision. From carrying out routine maintenance audits to co-ordinating unexpected repairs, our team ensures that each property is well-cared for.

Always Here for You and Your Guests

We are dedicated to making each guest's experience as convenient and enjoyable as possible. Our team is available for all enquiries' and offer an emergency 24/7 line for guests during their stay.

Local Knowledge and Partnerships

Our team has deep-rooted knowledge of Salisbury and the charming surrounding areas. Through our local partnerships, we are pleased to offer guests unique experiences, as well as exclusive discounts at nearby restaurants and activities.

Quality and Accountability with In-House Cleaning

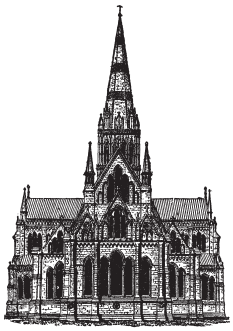
Our in-house cleaning team is dedicated to maintaining the highest standards of cleanliness and accountability. With robust systems in place, we ensure that properties are cleaned and presented to impeccable standards, delivering quality and care at every step.

We look forward to upholding these promises as we welcome your future guests. Thank you for entrusting us with your valued property.

Warm regards,

Grace

Grace Collins
Founder and Director



Salisbury City

MANAGEMENT PACKAGES

TIER 1: ESSENTIAL

Designed for hosts who wish to retain full control over the day-to-day running of their property, while receiving professional guidance and support with marketing, pricing, and revenue management.

TIER 2: SIGNATURE

Designed for hosts who wish to hand over marketing, guest communications, and day-to-day operations, while retaining responsibility for larger-scale maintenance and property upkeep.

TIER 3: PLATINUM

Designed for hosts seeking full management of their property, enhanced financial insight, tailored guest experience and marketing strategies.



TIER 1: ESSENTIAL

Designed for hosts who wish to retain full control over the day-to-day running of their property, while receiving professional guidance and support with marketing, pricing, and revenue management.

Property Marketing

We can manage your property's online presence across the leading platforms, including Airbnb, Booking.com and the Host with Grace website. Each listing is professionally presented to highlight your property's best features and attract the right guests, helping you reach a wider audience and achieve higher occupancy rates.

Revenue Management

Using sophisticated pricing software driven by real-time market data, we continually adjust your nightly rates to maximise both revenue and occupancy. This dynamic approach ensures your property remains competitive throughout the year.

Financial Summary Report & Review Meeting

We will evaluate your property's revenue performance and provide an annual overview of occupancy, earnings, and booking trends. We will share tailored suggestions to maximise both revenue and visibility to enhance its potential.

Hosting Advice and Helpline

Trusted hosting advice via WhatsApp whenever you have a question, with replies during working hours.



The Full 'Essential' Package

Keep the personal side of hosting while we look after your pricing and online listings. Our Remote Hosting Management package includes channel management across agreed booking platforms, regular pricing reviews and adjustments, and updates to your listing descriptions and property information. Your property will also feature in the Host with Grace Partner Collection. With WhatsApp advice for hosting questions and an annual performance review with market benchmarking, you'll have ongoing support to help you make the most of your property, while continuing to manage your guests and day-to-day operations.

From £160+VAT monthly *

Channel Management	Maintaining connections and calendar synchronisation across agreed booking platforms
Active Pricing Management	Reviewing and adjusting rates, minimum stays and booking rules in line with demand and your agreed preferences.
Listing Management	Routine updates to descriptions, amenities and owner-supplied photographs
Partner Collection Membership	A property page on the HWG website and consideration for suitable guest referrals
Hosting Support via Whatsapp	Practical advice on routine questions, guest communication and difficult situations during stated working hours.
Annual Reporting	A review of performance, comparison with available market data and recommendations for the year ahead.

* Please note, there may be set-up fees, all of which will be discussed with you in advance based on the stage of your hosting journey. Should you wish to have your own channel management software, please budget for upwards of £22 + VAT per month.

The Hosting Advice Package

An experienced sounding board for owners who manage their own holiday let. Receive a brief monthly performance review with practical recommendations on pricing, your listing and marketing, alongside access to hosting advice via WhatsApp during working hours. Whether you want a second opinion on a guest reply or guidance through a difficult situation, we'll help you consider your options. You remain responsible for making changes, communicating with guests and running the property. This is an advice-only service, with no listing edits, account management or guest contact undertaken by Host with Grace. For more comprehensive support, please check out our Remote Hosting Management Package.

From £95+VAT monthly

Join our 'Partner Collection'

Market your property in front of guests exploring Salisbury and the surrounding area with a place in our "Partner Collection" on the Host with Grace website. For £125 + VAT per year, we'll create a dedicated page using your photographs and property details, linking to your direct-booking website or Airbnb listing. You'll also be on our radar when our managed properties are fully booked and we're helping guests find a suitable alternative. Setup and minor updates are included, with no HWG booking commission. Join our community of local hosts, whilst staying in control of your bookings, your guests and how you host. Terms and Conditions apply

£125+VAT annually

TIER 2: SIGNATURE

16.5%+VAT Of Net Revenue

Designed for hosts who wish to hand over marketing, guest communications, and day-to-day operations, while retaining responsibility for larger-scale maintenance and property upkeep.

Everything in the Essential Package PLUS...

Reservations Management

We manage all guest communication, inquiries, and bookings, screening guests through profiles and reviews. From initial contact to check-out, we ensure a seamless stay, handling requests, rate negotiations, and any issues. We also monitor reviews to enhance future guest experiences.

24/7 Guest Support

We act as the primary point of contact for your guests from the moment of enquiry through to check-out. All routine questions and communications are handled by our team, ensuring prompt, professional responses that enhance the guest experience. You will only be contacted if a maintenance issue arises that requires your guidance.

Personal Touches to Enhance the Guest Experience

At Host with Grace, our mission is to create memorable stays through thoughtful presentation and seasonal touches that make each visit feel special.

We provide festive theming and decorating for key occasions throughout the year, including Valentine's Day, Easter, Halloween and Christmas, ensuring your property always feels warm and inviting. Even the small details are considered, such as swapping the usual mints on towels for festive treats. This approach helps your property stand out and leaves guests with lasting impressions of care, comfort, and attention to detail.

Co-ordination of Housekeeping & Restocking

We ensure that every aspect of your property's cleaning and presentation is expertly managed. We oversee the entire changeover process from start to finish, making certain that each guest arrives to a spotless, welcoming home. This includes scheduling periodic deeper cleans for less frequent tasks.

We also carry out periodic audits of all linen and towels, retiring worn items and arranging replacements as needed to maintain consistently high standards. In addition, we ensure that essential guest supplies (e.g. toilet rolls, tea, coffee, dishwasher tablets etc) are fully restocked, using our membership with wholesalers to keep costs down for you.

Maintenance Support

We offer a collaborative approach to property care, designed to keep your home in excellent condition while ensuring you remain in control of key decisions. Host with Grace takes care of day-to-day maintenance and minor issues on your behalf, providing a reliable and efficient service that saves you time and effort. When a maintenance matter arises, we'll usually notify you through your dedicated WhatsApp management group, giving you the chance to share your preferences on how you'd like it resolved.

For larger projects—such as major maintenance works, structural repairs, refurbishments, or specialist contractor services—the responsibility for identifying and appointing suitable tradespeople remains with the property owner. However, we're happy to assist by supervising visits for quotations and arranging access where required. For anything outside this scope, we'll discuss and agree an additional fee on a case-by-case basis. This collaborative approach allows us to handle the practicalities while you retain oversight of the more significant aspects of property care.

Routine Tasks

- Putting out Bins (free within a 3 mile radius of Salisbury) ✓
- Key Cutting, Collecting, Opening Post, Restocking Replacement items e.g. linen ✓
- Taking monthly meter readings & checking oil tank levels ✓

Please note: cost of goods charged separately

Guest Experience

Maintenance to ensure the guest experience is preserved. Example scenarios include:

- Letting guests back in after they have locked themselves out ✓
- Dropping off storage heaters if heating out ✓
- Talking guests through how to work the fuse box if electrics blown ✓
- Visits to the Post Office to return lost property to guests ✓
- Swiftly alert the Owner if an emergency call out is required e.g. plumber ✓

Host with Grace will conduct a simple hazards risk assessment focussed on guest experience and advise the Property Owner of recommended actions. All liability remains with the Property Owner.

Compliance & Basic Property Upkeep

Booking Tradespeople for, but not limited to:

- Annual Servicing: Boiler, Gas Safety, PAT, Chimney sweep, Aga, Septic Tank ✓
- Emergency Call Outs & Organising Repairs (in consultation with the Property Owner) ✓
- Basic Upkeep: Window Cleaning, Small Garden Maintenance, Trips to the Recycling Centre ✓

Terms and Conditions

Prior to welcoming guests, it is the Property Owner's responsibility to ensure they have appropriate insurance, fire safety measures, EICR, TV license. Tradespeople will invoice the Property Owner directly for works carried out. Host with Grace will have no involvement in maintenance linked to hot tubs and swimming pools. We are not qualified to issue advice on either legislative or taxation issues, we would urge you to seek professional advice

TIER 3: PLATINUM

Tailored Quote

Designed for hosts seeking full management of their property, enhanced financial insight, tailored guest experience and marketing strategies.

Everything in the Essential & Signature Packages PLUS...

Quarterly Financial Reports

You will receive more regular financial reports and performance reviews throughout the year, offering clear visibility of occupancy, revenue, and key trends.

Guest Experience Enhancements

This includes a range of optional add-ons designed to delight guests and encourage repeat visits, such as curated welcome hampers, celebration packages, in-person meet & greets. Each element can be tailored to suit your property's identity and your guests' expectations.

Social Media & Content Management

We can manage a private Instagram and Facebook page dedicated to your property, posting 1-2 times per week to engage followers and showcase your home to potential guests. If you have a direct booking website, we will also write a monthly blog designed to boost SEO, strengthen your online presence and drive traffic to your site.





Rural Wiltshire

MANAGEMENT PACKAGES

Our Rural Wiltshire Packages offer the same high standard of service as our Salisbury city packages but are tailored to meet the specific needs of countryside properties.

We understand that rural homes often have unique considerations—such as larger grounds, private water systems, or more complex maintenance schedules—and our approach reflects that. Each package is carefully adapted to suit the character, size, and demands of your property, ensuring a seamless experience for both host and guest. Management for rural properties is provided on a bespoke quotation basis, allowing us to create a service that fits your exact requirements while maintaining the quality and attention to detail you expect from Host with Grace.

HOUSEKEEPING SERVICES

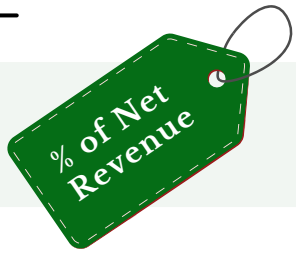
We offer our full Housekeeping Service to properties located within a 10-mile radius of Salisbury, ensuring consistent standards and reliable changeovers managed by our in-house team.

For properties beyond our 10 mile radius, we can provide our Essential Package, which includes ongoing remote support with marketing and pricing, or offer ad-hoc consultancy services to assist with specific aspects of your property management journey.



HOW OUR FEES ARE CALCULATED

MANAGEMENT SERVICE



Our Property Management Service covers every aspect from marketing to guest experience. We handle professional listings across major booking platforms, optimise performance through strategic pricing and presentation, and manage all reservations to ensure seamless operations.

Guests benefit from 24/7 support throughout their stay, while we coordinate housekeeping, maintenance, and any necessary on-the-ground response. The result is a well-managed property that performs to its full potential and delivers consistently high guest satisfaction.

Guest Payment

This represents the total amount the guest paid (gross booking value).

Accommodation

The gross price per night (over 5 nights), including any inflations for online Host Fees

Fees

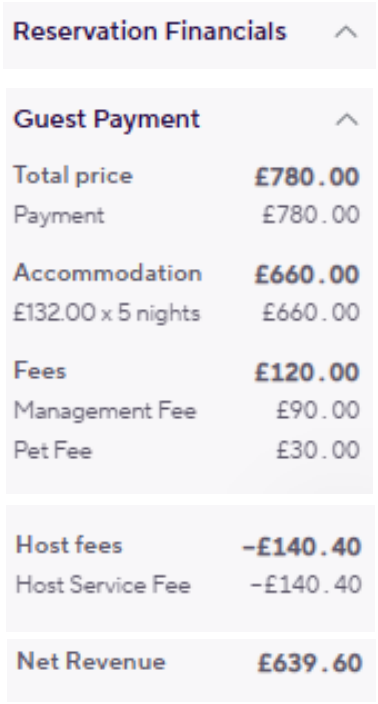
This includes any charges applied to the guest for cleaning or bringing a pet. The 'Management Fee' replaces the old-style 'cleaning fee' charged to guests. This is averaged out over the number of nights they book.

Host Fees

This represents the marketing fees of the website used to secure the reservation. Fees ranges from 7% on the HWG website up to 18.6% on Airbnb. We set our base prices in our property management software, Hospitable, and inflate the price out to each marketing platform to ensure all Host Service Fees are covered by the guest.

Net Revenue

In this example you would receive £639.60, (paid into your bank account from Airbnb, Booking.com, the HWG website), after their marketing fees have been deducted.



Reservation Financials	
Guest Payment	
Total price	£780.00
Payment	£780.00
Accommodation	£660.00
£132.00 x 5 nights	£660.00
Fees	£120.00
Management Fee	£90.00
Pet Fee	£30.00
Host fees	-£140.40
Host Service Fee	-£140.40
Net Revenue	£639.60

Example Booking for a 2-bed house

Host with Grace invoices you monthly for our Management fee (as a % of net revenue) plus Changeover expenses. Invoices are payable within 7 days of invoice date.

HOUSEKEEPING SERVICE

From £57+VAT

Our in-house housekeeping service is designed to uphold the highest standards of cleanliness and presentation, ensuring every guest arrives to a spotless, welcoming home. The flat changeover fee includes the cost of cleaning, laundering bedding and towels and restocking essential guest supplies ready for each new booking.

Trusted and Experienced Housekeepers

All our in-house housekeepers are carefully vetted, trained, and motivated to deliver the high standards that define Host with Grace. They take genuine pride in their work, maintaining the same attention to detail you would expect from a 5-star hotel. Beds are immaculately presented, towels are neatly folded, and every room is left fresh and inviting.

Thoughtful Finishing Touches

We believe small details make a lasting impression. Guests will find mints placed thoughtfully on the towels, a pint of milk waiting in the fridge so they can enjoy a cup of tea upon arrival, and a personalised postcard welcoming them to their home away from home. These finishing touches are part of what makes staying in a Host with Grace property feel truly special.

Maintenance & Compliance Checks

During each changeover, our housekeeper will complete a full kitchen inventory to identify any missing or damaged items. Replacements will be billed directly to the guest. They also carry out a general maintenance inspection and routine fire safety checks to ensure your property remains in excellent condition and compliant with current regulations.

Periodic Deeper Cleans

The flat changeover fee also includes time allocated for periodic deeper cleans. These sessions address areas that fall outside a standard changeover but are vital for maintaining the long-term condition of the property. Tasks may include deep cleaning bathroom tiles and grouting, carpets, oven racks, windows, walls, or upholstery; re-cleaning pots and pans if put away dirty; or cleaning the inside of exterior bins. When additional time is required, work will be agreed in advance and invoiced separately to the client.

Mid Term Stays (14+ nights)

For longer stays, Host with Grace will visit the property every 10-14 nights to carry out a light spruce-up clean, general property check and to replenish guest supplies such as toilet rolls, kitchen roll, tea, coffee, and other basic provisions to maintain consistency and comfort throughout the stay. This service, which is included within our management fee, helps maintain standards and keeps guests accountable. A deeper clean will be required upon check-out, which will be charged to the Property Owner at an elevated rate to reflect the additional time and resources needed due to heavier use.

In essence, our housekeeping service combines reliability, care, and attention to detail, ensuring your property not only meets but consistently exceeds guest expectations — reflected in the fact that 94% of reviews left by our guests on Airbnb are 5 stars.

Host with Grace

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