

Scilly Escapes



OWNERS BROCHURE

WELCOME

Hello

WELCOME TO SCILLY ESCAPES!

FIRSTLY, THANK YOU FOR CONSIDERING US TO LET YOUR HOLIDAY HOME.

OUR PERSONAL SERVICE PROVIDES EVERYTHING FROM CLEANING TO MARKETING. WE ARE HERE TO HELP IN EVERY WAY WE CAN.



IF YOU ALREADY HAVE A HOLIDAY HOME OR YOU ARE PLANNING TO BUY ONE WE ARE HERE TO HELP.

THIS BROCHURE WILL TALK YOU THROUGH ALL OUR SERVICES AND TELL YOU A BIT ABOUT THE BACKGROUND TO SCILLY ESCAPES.

READ ON TO SEE HOW WE ARE THE PERFECT LETTING AGENCY FOR YOUR PROPERTY!

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BEFORE YOU LET



DEEP CLEANING

WE OFFER AN EXTENSIVE DEEP CLEANING SERVICES PRIOR TO THE START OF SEASON. THIS INCLUDES CARPET CLEANING AND PRESSURE WASHING IF REQUIRED.

MAINTENANCE

WE ASSESS EACH PROPERTY PRIOR TO THE START OF SEASON (IDEALLY END OF THE PREVIOUS SEASON) TO NOTE ANY MAINTENANCE THAT IS REQUIRED. WE CAN ORGANISE FOR WORKS TO TAKE PLACE THROUGHOUT THE OFF SEASON TO ENSURE THE PROPERTY IS READY FOR THE FIRST BOOKING.

INTERIOR DESIGN

WE CAN HELP WITH ALL DESIGN ASPECTS OF THE PROPERTY. FROM PAINT TO SOFT FURNISHINGS, WE CAN HELP DESIGN, SOURCE AND SET UP EACH PROPERTY TO ENSURE A BEAUTIFUL HOLIDAY HOME.

PHOTOGRAPHY

WE WORK CLOSELY WITH A LOCAL PHOTOGRAPHER TO ENSURE WE HAVE THE HIGHEST QUALITY PHOTOGRAPHS FOR ADVERTISEMENT.

CLEANING



ALL OUR CHANGEOVERS ARE COMPLETED BY OUR SMALL TRUSTED TEAM OF CLEANERS THEN CHECKED BY OURSELVES.

WE LIMIT THE AMOUNT OF PROPERTIES WE TAKE ON TO ENSURE EACH ONE IS CLEANED TO AN INCREDIBLE STANDARD.

EACH PROPERTY HAS THEIR OWN CHECKLIST WHICH WILL BE PASSED ON TO YOU TO CHECK BEFORE THE START OF SEASON.

SHOULD YOU HAVE YOUR OWN CLEANER WE ARE HAPPY TO WORK CLOSELY WITH THEM WHEN LETTING YOUR PROPERTY TO ENSURE WE STILL MEET OUR HIGH STANDARDS.

LAUNDRY



WE OFFER A LAUNDRY SERVICE THAT ALLOWS YOU TO CHOOSE YOUR OWN DESIGN AND QUALITY OF LINEN AND TOWELS.

OUR OWNERS SOURCE THEIR OWN LINEN AND TOWELS THEN WE LAUNDER AND STEAM PRESS THEM TO ENSURE THEY ARE CRISP AND SMELLING INCREDIBLE.

WE CHANGE ALL MATTRESS AND PILLOW PROTECTORS BIWEEKLY HOWEVER THIS CAN BE AMENDED AS EACH OWNER SEES FIT.

SHOULD YOU PREFER TO GET THE STANDARDISED LINEN FROM ANOTHER COMPANY WE ARE HAPPY TO WORK CLOSELY WITH THEM ESPECIALLY WITH PICK UP/DROP OFF.

CHANGEOVERS



WE OFFER WEEKLY CHANGEOVERS ON YOUR PREFERRED DAY.
UNFORTUNATELY ONCE A DAY HAS BEEN SET WE CANNOT OFFER
CHANGEOVERS ON AN ALTERNATIVE DAY.

WE SET CHECK OUT AT 9:30AM AND CHECK IN AT 3PM HOWEVER YOU'LL
HAVE A SET WINDOW WITHIN THIS TIME FOR YOUR CHANGEOVER. WE'LL
LET YOU KNOW YOUR TIME SLOT IN ADVANCE SO YOU CAN POTENTIALLY
OFFER YOUR GUESTS A LATER CHECKOUT/EARLIER CHECK IN EACH WEEK.

FOR BIWEEKLY STAYS WE OFFER THE FOLLOWING;
LINEN & TOWEL DROP OFF
LINEN & TOWEL CHANGE
LINEN & TOWEL CHANGE WITH A HOUSE FRESHEN UP

THE HOUSE FRESHEN UP INCLUDES DUSTING, SURFACE CLEANING AND
HOOVERING

WELCOME PACKS



WE OFFER THREE DIFFERENT STANDARDS OF WELCOME PACKS; BASIC, STANDARD AND PREMIUM.

EACH WELCOME PACK INCLUDES THE BASICS - TOILET PAPER, WASHING UP LIQUID ETC. THE STANDARD AND PREMIUM HAVE EXTRAS THAT INCLUDE THINGS LIKE BOTTLES OF WINE AND CHOCOLATES FOR THAT EXTRA TOUCH.

WE ALSO OFFER AN IN DEPTH WELCOME BOOK. THIS IS PERSONALISED TO THE PROPERTY. IT INCLUDES A BACKGROUND ABOUT THE PROPERTY THEN DETAILS ABOUT THE ISLANDS; BOATING, PLACES TO EAT ETC.

EACH PROPERTY GETS A WELCOME LETTER INTRODUCING GUESTS TO THEIR PROPERTY AND A FEEDBACK FORM TO HELP US CHANGE ANY ISSUES AND USE THE GOOD FEEDBACK FOR ADVERTISEMENT.

PROPERTY MANAGEMENT



WE TAKE PRIDE IN OUR PROPERTY MANAGEMENT BEING PERSONAL.

GUESTS DEAL WITH THE SAME PERSON FROM BOOKING TO CHECK OUT.

GUESTS CAN BOOK VIA OUR WEBSITE OR ENQUIRY VIA EMAIL OR SOCIAL MEDIA.

WE ENSURE THAT WE KNOW ALL DETAILS ABOUT YOUR PROPERTY SO GUESTS
KNOW EXACTLY WHAT TO EXPECT ON ARRIVAL.

WE TAKE CARE OF ANY MAINTENANCE ISSUES SHOULD THEY ARISE.

SHOULD GUESTS NEED ANYTHING DURING THEIR STAY WE MAKE SURE TO POP
UP AND SPEAK TO THEM FACE TO FACE TO ENSURE THEY HAVE THE BEST
SERVICE POSSIBLE.

WE TAKE A 33% DEPOSIT ON BOOKING FROM GUESTS WITH THE FINAL BALANCE
PAID 6 WEEKS PRIOR TO ARRIVAL.

MARKETING



ONCE YOUR PROPERTY IS READY TO LET THE FIRST THING WE DO IS
ARRANGE FOR OUR PHOTOGRAPHER TO GET SNAPPING.

WE'LL PUT YOUR PROPERTY ON OUR WEBSITE WITH AN EXCELLENT
DESCRIPTION.

WE ALSO TAKE LOTS OF VIDEOS AND SNAPSHOTS FOR SOCIAL MEDIA. WE
PROMOTE EACH PROPERTY AT LEAST ONCE EVERY TWO WEEKS.

WE WORK CLOSELY WITH AN SEO AGENCY TO ENSURE OUR ONLINE
ADVERTISEMENT IS AS GOOD AS POSSIBLE.

2026 TARIFF

CHANGEOVERS

- 1 BED 1 BATH - £75
- 2 BED 1 BATH - £90
- 2 BED 2 BATH - £110
- 3 BED 1 BATH - £135
- 3 BED 2 BATH - £155
- 4 BED 2 BATH - £185
- 4 BED 3 BATH - £205

LINEN

LINEN IS CHARGED AT £30 PER SET. A SET IS EITHER A DOUBLE/KING/SUPER KING SHEET & DUVET COVER, 4 PILLOWCASES, 2 LARGE TOWELS AND 2 HAND TOWELS OR TWO SINGLE SHEETS & DUVET COVERS, 4 PILLOWCASES, 2 LARGE TOWELS AND 2 HAND TOWELS. BATH MATS, SHOWER CURTAINS, TEA TOWELS AND OVEN GLOVES ARE FREE OF CHARGE.

PROPERTY MANAGEMENT

WE CHARGE 8% COMMISSION PER BOOKING. THIS INCLUDES ALL GUEST CORRESPONDENCE BEFORE, DURING AND AFTER THE STAY.

CALL OUT FEES

CALL OUTS ARE CHARGED AT £20 PER CALL OUT. MAINTENANCE COSTS ARE CHARGED DIRECTLY TO THE OWNER FROM THE TRADESPERSON USED.

PLEASE NOTE INVOICES ARE SENT OUT MONTHLY



FOR ENQUIRIES PLEASE
EMAIL
INFO@SCILLYESCAPES.CO.UK
OR VISIT OUR WEBSITE
WWW.SCILLYESCAPES.COM

WE HOPE TO HEAR FROM
YOU SOON!

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