

The Dream Stay Operational Standards: AirCover Evidence & House Rules

Strategic Implementation Note:

To ensure maximum protection for the Property Owner, this language must be mirrored across three layers of your operation. This creates the "Evidence Trail" required for a successful AirCover claim or legal dispute:

1. **The Listing:** Insert the full text under your **House Rules** to establish a public baseline.
 2. **The Rental Agreement:** Include the full text in your formal contract to ensure legal signature and consent.
 3. **The Booking Confirmation:** Include the "**Acknowledgement Statement**" (provided at the bottom of this document) to reset behavioral expectations immediately after booking.
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Section: Mandatory Property Protection & Operational Rules

1. Verification of Condition By completing this booking, Guest acknowledges that a professional, time-stamped inspection (including photo/video evidence) was completed within 4 hours of arrival. Guest agrees to report any pre-existing damage or cleanliness concerns via the Airbnb message suite within 60 minutes of check-in. Reports made via external text or phone call will not be considered part of the official property record.

2. Damage & Remediation Protocol Any damage to the property or furnishings must be reported immediately. To ensure fair resolution, the cost of repair or replacement will be determined by third-party professional estimates or retail replacement value. Guests are responsible for the full cost of restoration, including any professional cleaning required to return the unit to its pre-arrival state.

3. Occupancy & Technical Compliance The maximum occupancy is [Number]. Only registered guests are permitted on the property. Any violation of occupancy or local noise ordinances resulting in fines or emergency maintenance visits will be charged to the Guest's account. All communication regarding the stay must remain on the Airbnb platform to ensure a transparent record for both parties.

The Post-Booking Acknowledgement (For Confirmation Messages)

Insert this into your automated "Thank You for Booking" message to ensure the guest is aware of their prior agreement:

"Thank you for booking! Please note that by confirming this reservation, you have agreed to the **Property Protection & Operational Rules** outlined in the listing and your signed Rental Agreement. We look forward to hosting you!"