



The SAT Holiday Let Owner Toolkit

A practical operating system for a holiday rental in the
Republic of Cyprus

Guide + editable templates + working spreadsheet

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How to use this toolkit

Owners and managers preparing a single holiday let or a small portfolio for consistent guest service.

Read the guide first, then use the Word templates to record decisions and the Excel workbook for calculations and follow up. Workbooks open as blank templates. Use your own figures and retain evidence behind important decisions. The worked examples are illustrative and are not quotations or forecasts.

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These materials support practical planning. Obtain current advice from the appropriate authority or qualified professional for legal, tax, immigration, healthcare and technical safety decisions. Do not store passwords, access codes, payment data or identity document numbers in shared templates.

01 Define the operating promise

Write a one page description of the property, the guests it suits and the service you can reliably provide. State the maximum approved occupancy, sleeping arrangements, parking, accessibility limitations, pool arrangements and how support works. A description must match the actual experience. A sofa bed, steep approach or shared pool should never become an unpleasant surprise after arrival. Take photographs from normal standing positions and include an honest floor plan when available. Record the date each important claim was verified.

Separate the owner's responsibilities from the local manager's. Agree who may authorise a repair, who refunds guests, who holds spare keys and who answers outside normal hours. Identify a backup person for illness or absence. Record realistic response targets for urgent and routine issues, then check whether your suppliers can meet them. Prepare an operating folder that uses property reference codes rather than guest identities. Start with the arrival process and work through an actual overnight stay, including cooking, bathing, heating or cooling, laundry and departure. Every service promise should have a named owner and a workable contingency.

Write the guest promise

List five facts that must be correct in every advertisement. Test arrival, bathing, sleeping, food preparation and departure as a guest. Record each gap, an owner and a target date. Agree a backup contact before accepting a booking.

Decision or observation
