

APPENDIX

1989-2008 – THE BED & BREAKFAST BOOK – 20 YEARS OLD

The Australian Bed & Breakfast Book began when Jim Thomas, publisher of The New Zealand Bed & Breakfast Book, which had its first edition in 1987, and Elaine Taylor a B&B host in Dee Why, Sydney, began working together to compile a collection of B&B hosts across Australia. This was in the days before desk-top publishing software and emails, so in the first few editions text and photos were literally cut and pasted onto sheets of paper before being printed.

The first edition of The Australian Bed & Breakfast Book hit the shelves in 1989. This year is our Twentieth Anniversary Edition, and as a celebration we include two additional features about B&Bs. To begin, a story by one of our original hosts from the first edition. Miriam Cooper and her husband set up and ran Holm Lodge from 1986 to 2000. Located on the waterfront at Bellerive in Hobart, it is still operating to this day. Miriam now runs Mulberry Cottage in Richmond, Tasmania, where she also presents a unique theatre performance for guests depicting the life and times of the many early inhabitants of Mulberry Cottage.

Miriam's story is fascinating in that she is one of the few B&B hosts who run their B&B to provide her major income. Furthermore she was one of the early pioneers of the B&B industry in Australia. There are many hosts who would love to emulate Miriam's achievements; her thorough research, enterprise and good fortune have enabled her to create a successful B&B.

We are often asked by potential hosts, "What do I need to do to open my B&B?" So in celebration of our 20 years we have reprinted out Hints for Getting Started first published many years ago. It was prepared as a basic guide for new hosts and though somewhat dated in its topics on technology, it still encompasses the same essential elements for a successful B&B: a love of people, well presented accommodation and a willingness to offer generous hospitality.

MULBERRY COTTAGE B&B AND THE PROJECT AT GRANNIE RHODES' COTTAGE

Have you ever stayed in a B&B that offers you a show or slept over the site of where 200 sticks of dynamite lay hidden?

In February 2000, I was in Richmond for lunch when I bumped into an acquaintance. "Miriam! I thought I might see you here; you live here don't you?" I can still remember the spot on the pavement where I stood and thought, "No, I don't . . . but I could." I had always wanted to live in Richmond. Thirty years before, we had almost bought two of the village's gracious old homes. Now my marriage had just split, the opportunity just might be here again.

Richmond is one of Australia's best preserved Georgian villages with the oldest bridge, Roman Catholic Church and gaol together with many lovely buildings.

I went straight to the local real estate agent and asked, "What have you got in Georgian Cottages?" He replied, "I have the very thing for you! Reid's or Grannie Rhodes' Cottage, circa 1830 and derelict!" I believe, in the real estate business, this is what is called an emotional buy! I took one look at it and bought it.

The cottage proved to be too much of a challenge to restore and renovate for habitation. So I planned to use it for a museum and build a new copy cottage adjacent to it. Subsequent to fascinating research about Grannie, I abandoned the museum idea to develop the project from a different angle: the theatre. Turn the Key of Time is an award winning innovative and interpretive performance depicting the history of the occupants of the heritage listed building from 1804 to the present day.



In the early 1800's a small number of women came to Van Diemen's Land to join their husbands who were already serving sentences. This story is of Mary Wilby and her three daughters, who were such a family. One of these girls, Maria, became the legendary villager, Grannie Rhodes of Richmond. The performance gives insight into the life of the times, both back in England with the sentencing of the father, the voyage out and the difficult life in the new land. The stories, researched, written and performed by myself, are told to enwrap the visitor in the changing atmospheres of two hundred years of history, including the finding of the key and discovery of enough buried dynamite to blow up all of Richmond!

Subsequently, I designed and built Mulberry Cottage in 2002 as an old world private residence at the rear of the old cottage. It is constructed with reclaimed materials, including the wall from Hobart's Old Penitentiary and windows from Hobart's old Marine Board building. The building and gardens are designed to create a rustic and English country atmosphere and the visitor is truly tricked into believing that Mulberry Cottage is really 1800's.

I had always loved the B&B. In the summer of 2003 several local accommodation places, being desperate for extra rooms, asked me to take some visitors to help out. I was so delighted to be offering accommodation again that I obtained permission to use the two attic rooms for accommodation. This proved such a success for one summer that I added two en-suite rooms and a guests' sitting room in a matching extension. Mulberry Cottage now operates as a traditional hosted B&B offering a range of accommodation to visitors both local and overseas.

The attraction at Grannie Rhodes' has become an integral part of the business at Mulberry Cottage B&B.



Bed & Breakfast

Hints for getting started



The Australian Bed & Breakfast Book

HINTS FOR GETTING STARTED – REPRINT OF OUR ORIGINAL GUIDE FOR NEW HOSTS

First published by Moonshine Press, now included and revised to celebrate 20 years of publishing The Australian Bed & Breakfast Book.

What is Bed & Breakfast?

Bed & Breakfast has become a very popular form of personalised hospitality. Hospitality is defined in the Oxford Dictionary as “the friendly and generous welcome of friends or strangers”, and it is the emphasis on friendliness and generosity which typifies Bed & Breakfast hospitality - generosity of a host’s time, energy and resources.



B&B began in U.K. and Europe, and was usually a room in someone’s home, where guests were treated courteously and generously. B&B has now travelled the world and has become universally popular. In our B&Bs guests are welcomed into a home as friends. We call this form of hospitality homestay or farmstay (when on farm holidays). B&B offered in the private home offers the essence of Bed & Breakfast and continues the tradition begun in Europe. More and more purpose-built facilities are now becoming available, some offering separate suites for privacy or completely self-contained accommodation, and although the levels of hospitality are reduced, they are included as they offer a style of accommodation similar in many ways to B&Bs.

Some B&Bs have changed with demand and become larger establishments, catering to a larger number of guests. Guest houses, as a choice of B&B, have become famous around the world, and are now popular in Australia. Recently we have seen B&B develop even further. Some people have restored grand old homes and now offer luxurious accommodation, where the emphasis is on indulgence and comfort with delicious, sometimes extravagant, breakfasts being served.

So the term “Bed and Breakfast” has come to mean a variety of styles of accommodation over time, but the one ingredient which remains constant is the personalised hospitality which is offered. B&B does not appeal to all travellers all of the time. There are times when we choose the anonymity of a hotel. But the B&B industry is rapidly growing, as people realise the delight of being welcomed into a home as a friend.

What Makes a Good B&B Host?

The main motivation for providing Bed and Breakfast must be that of offering hospitality to visitors. Anyone thinking that home hosting is a chance of an easy income will have to reconsider. To entertain guests takes time and energy, and the rewards are more likely to be personal than financial. In time you will receive a satisfactory number of guests; however the main benefit will be in new friends made and times shared.

The success of your B&B enterprise will depend on the effort you put into making your guests feel welcome. You must be tolerant and understanding and interested in offering generous hospitality. You will be talking with and entertaining people from a wide range of backgrounds, so you must be enthusiastic about chatting with and helping your guests.

In addition to your personal input, you will also need an ability to present your home, and the food you prepare, attractively. While genuine friendliness is the most important ingredient, attractive presentation is also very important. It does not take any special training to be a good B&B host. Hosts are all ages from a wide variety of backgrounds. It is part of the delight for guests staying at B&Bs. Each one is a surprise.

Many hosts are in their 50s and 60s because this is the age when children have left home and there is spare room in the house. Many hosts are retired, which gives them time for the B&B demands. B&B requires quite a bit of time for extra cleaning, cooking, laundry, book-keeping, responding to mail and time for chatting to guests.

What Sort Of House is Suitable?

The wonderful thing about being a B&B host is that you need not spend a large amount before beginning your business. Your own home is probably an ideal home for B&B just as it is. The main requirement is a room which will be used exclusively as a guest room, and it must have a comfortable bed. In The Australian Bed & Breakfast Book we have a schedule of standards – Quality Assurance which we expect each host to maintain. The schedule is listed on a following page.



It is helpful if your home is in a centre which is already a source of guests, such as a thriving regional town, or a tourist centre. However this is not essential as these places will already have many accommodation alternatives. A very popular situation for B&Bs (especially the splendid country homes) is within 1-2 hours drive of the main cities. These homes attract visitors from the city who want a quiet time away from the hustle and bustle.

However, if your home is not in a popular area, it does not matter. Homes off the beaten track can be just as popular. The important thing is to begin. And it need not cost a lot to do it. Your home will be more popular if you can offer guests their own bathroom, but it is not necessary. Some of the most successful B&Bs are those with shared bathrooms. Your home must be clean and tidy, but it need not be grand. Some hosts have bought big colonial mansions to establish as B&Bs; but unless you are very comfortable financially, I suggest you cut your teeth from where you are and progress from there.

If a guest complains do not take it personally. Apologise and try to put it right if it is in your power to do so. Be knowledgeable about your area: be able to recommend walks and places to visit. If you haven't already been there, go soon before you are asked about them. Keep a supply of maps and brochures handy. A folder with plastic leaves for holding brochures is very handy as a reference book. Get to know your local history, local events and tourist spots.

The Guest Room

You must have a room especially for guests. It is not acceptable to have the room of a family member made available as required.

The most important parts of the guest room are clean comfortable beds. In our experience, a queen or king size is more popular than two singles, but if you only have one room with two singles, begin with these and see what happens. But they must be comfortable. The mattress might be one item you buy specially for your new enterprise.



There are many things you can do to make the guests' room attractive. Many hosts spend a great deal of effort to create an inviting, comfortable, or luxurious atmosphere, and they are rewarded for their efforts. The following are some suggestions which are not on our minimum list, but should be considered.

Create a welcoming feeling by having fresh flowers or fruit in your guests' room. Even a small vase of wild flowers adds charm. Create a feeling of generosity by providing large towels, two each if possible; two pillows also. Provide extra room for luggage, such as a table. Provide a seating area in the bedroom if space allows, so that guests do not have to sit on the bed.

If the bedroom is up or down stairs, mention this in your advertising material. Spend a night in the guests' beds (before they arrive). This will allow you to check the comfort of the bed, and also to check for unwelcome night-time disturbances such as noises and lights. Be aware of unwelcome bathroom noises.

Breakfast & Dinner

Breakfast is always provided unless indicated otherwise. In our experience Australian guests prefer to take their meals in a guest dining room, whereas many overseas guests enjoy breakfast with the hosts. If you have the time, a leisurely breakfast gives a great start to the guests' day, and yours too.

In self-contained accommodation, hosts leave the breakfast ingredients in the guests' refrigerator. Although this is convenient for the host and preferred by some guests, it lacks the personal warmth associated with a traditional B&B.

Some hosts make a feature of the breakfast. Make it as lovely as you can, and never skimp. Always provide plenty of food. It need not be haute cuisine but your guests should leave on a full stomach. An extra helping does not cost a lot. Even a continental breakfast should have plenty of toast or croissants, and tea or coffee.

Discuss breakfast the night before, so that guests know what to expect and so that you can be prepared. If possible, learn to cater for special diets.

Alter the menu and table setting, especially if guests stay more than one night. Use a variety of tableware, napkins and tablecloths. This stops preparing breakfast from becoming boring for you. Set breakfast in different places - on the sunny patio, in the dining room, or in the guests' bedroom.

Many hosts provide dinner. It is not necessary if there are restaurants nearby, but it gives you a chance to sit and chat with the guests, and gives a little extra income.

Many hosts like to serve wine with dinner, and with the relaxation in regulations it is now possible in some states to serve or sell wine and other beverages to your guests. Check out your regulations, as you will most likely need to have completed a course in the Responsible serving of Alcohol.

First Impressions

B&B is a people business and you must do all you can to make prospective guests want to stay with you, and keep returning. Your home must of course be neat and tidy and inviting. It can be a chore to keep the house looking spic and span, but it will be worth the effort.



Your own appearance is important. When guests arrive you should be looking neat and tidy. A host wearing slippers does not make a guest feel relaxed. Obviously if you are working when guests arrive it is understandable to be in work clothes, but you need to be aware of looking unnecessarily scruffy.

Be aware of the delicate balance between hospitality and over-familiarity. Although most guests welcome the opportunity to talk to hosts, it is important to allow them the opportunity for privacy. Do not burden your guests with excessive chatter about your concerns. On the other hand be aware that personalised hospitality is what B&B is about, so be prepared to give your guests a reasonable amount of your time.

The telephone is an essential point of contact. If you are going to be away from home and do not want to miss calls there are several solutions. An answerphone is one possibility, but guests who are phoning for a bed that night can not afford to wait for you to phone back.

Call diversion is very inexpensive, and means calls to your number can be diverted to any other number, such as your mobile phone whenever you go out. A cordless phone means you can work in the garden or anywhere in the house and have the phone with you.

It may seem clichéd but when you answer the phone, smile as you speak. The smile will carry straight down the wire.

Email is fast becoming the preferred choice for guests and hosts alike. It is low cost and convenient, but it lacks the warmth and personal touch of a phone call. It is easier with email to make enquiries to several different hosts almost at the same time. We must always remember that it is the human touch that many guests like about B&Bs, so make it easy for them to call rather than send an email.

Money and Business Matters

Most B&B hosts earn only supplementary income from their B&B. Some, who have been operating their B&B for a while and have established a reputation, earn quite a bit more. You should keep a record of all guests, and declare the income. You will also be able to claim legitimate expenses. Contact your accountant, The Australian Taxation Office, the Department of Fair Trading and your local council for up to date information on business regulations and registration, taxation and rules applying in your area.



What you charge will depend on your facilities, location and demand. Check with other B&Bs and accommodation providers in your area. The rate should be proportionate to the value you offer. You will have to feel what is right, but we suggest that if you are unsure you should err on the inexpensive side. Some B&Bs which are busy during weekends offer a lower rate during midweek periods. Destinations which are busy during holiday periods also have a lower rate out of season.

Guests are always advised to book well in advance. This has mutual benefit as it offers security to you in running your business and guarantees guests their accommodation. You should ensure you offer written confirmation to confirmed reservations where possible. This should show guests' dates of arrival and departure, time of arrival, the room/s booked, how many guests in the party, whether children or pets are travelling as well and any special requirements. Indicate if minimum stays are required during peak periods, how much deposit is due and when full payment is required. Lastly always show your cancellation policy.

Most B&Bs now accept credit cards and it is worth considering having the facility, because by accepting credit cards you may attract additional guests. Most guests settle their account as they are leaving. Some hosts request payment when the guests arrive, which is more formal but has the advantage of sorting out any money misunderstandings before they become a problem.

Hosts welcoming guests to stay at their accommodation aim to provide their guests with wonderful accommodation and great hospitality. But you should be aware of safety and security. Most hosts keep their terms and conditions to a minimum and some may invite guests to register on arrival and agree to their 'Conditions of Stay'. Prepare a registration card for guests to complete when they check in. It could include home address details, phone number and car registration number. Likewise you should provide them with an information sheet advising any special conditions, essential information and contact details in case of emergency. This could cover you as well as the host in case of an unforeseen incident. Moreover it guarantees all guests that the accommodation will always offer the finest standards.

Regulations and Obligations

Most local councils now have regulations for operating a B&B. They can vary widely from one council to another, with some being openly supportive and others mildly tolerant. Some authorities allow you to offer two guest rooms for guests under complying development; with others you may need to submit a Development Application to the

council. If you are a member of your state B&B association, they should be able to offer advice on how best to negotiate your way through the regulations.

Your insurance company should be notified that you are operating a B&B. Some, such as AIB Insurance Brokers, located in Queensland, offer comprehensive policies designed for B&B operators. Your premium may be higher but you will feel safer in knowing that both you and your guests are covered in case of unforeseen incidents. The policy should include public liability insurance: the figure of \$10-\$20 million is the usual today. Discuss with your insurance broker all the services you offer, particularly any additional activities such as horse riding, bikes for hire, and so on as this may affect your policy.

You will need to install smoke detectors in the bedrooms and elsewhere in the house. Check regulations with your local council or fire service.

You need not be available to accept every guest who calls with a booking enquiry. If it is not convenient, advise that you have no availability and suggest, or better still arrange, alternative accommodation. If you are not at home when guests call, they will simply try somewhere else.

You should allow some time with your guests. After they arrive some guests appreciate the opportunity for a talk, whilst others can't wait to relax in the privacy of their own room. Some hosts offer afternoon tea or a welcome glass of sparkling wine. The ambience of your accommodation often reflects your personality and may be one of the main reasons a guest chooses to stay with you.



Some hosts are well set-up to welcome families with children; others, such as those with accommodation on rural lands with open dams, are not suitable for children to wander freely. You should indicate if your accommodation is not suitable for children or is set up for the romantic or couples market. Similarly you should mention if you have pets, so that allergy sufferers are advised.

It is now established that all B&Bs do not allow smoking in rooms but most allow smoking outside. You should advise if you do not allow smoking at all on your property.

You can specify check in and check out times. When guests are likely to be travelling on, they will probably be keen to get away early. If your accommodation is focused towards the indulgent, relaxed or romantic market, you may find that guests prefer a much later check out.

Avoid misunderstandings and establish what you will charge for if you are asked or offer to do any extras. Taking your guests for a drive might be an extra for which you charge, or it might simply be a generous gesture.

Advertising

When you make up your mind to begin offering B&B accommodation and the room is ready, the first place to advertise is at the local visitor information centre. They may make a charge to list your name, or they may ask for a commission on guests they send you. It is often best to support them as they will usually support you later. But you may find that membership fees are quite high for a small B&B operator.



Producing a brochure can be helpful, but it can also be expensive for the results it brings. It pays to get professional help from a graphic designer because the design cost is only small in relation to the total production cost, but it makes a tremendous difference to your brochure. Find brochures you like and discuss these with the graphic designer.

Probably the most cost effective advertising is in a tourist guide book. Popular guides, such as The Australian Bed & Breakfast Book, are comparatively inexpensive to advertise. In the past many hosts joined their motoring association, now AAA Tourism. They are able to assess your property and award you with a star rating. You can then choose to advertise in one of their many publications. There are an increasing number of books, magazines and travel guides advertising B&Bs. Most print media offers a web presence as an inclusive or optional extra. There are also hundreds if not thousands of websites which will promote your accommodation. You have to be selective and go with what feels right.

There are many ways in which you can promote your B&B without spending too much. A sign at your gate will keep working for you at no cost. Check with your council about permissible sizes.

Agencies are a good source of guests. There are many agencies operating throughout the country and many hosts list with them. They take a commission for sending guests, but it should not cost you to list with them and they can be very worthwhile.

There are also benefits for you in joining your state B&B Association, such as booking services, guides and web presence. Each year the state B&B associations have annual meetings and seminars at which there is a wealth of information and topical issues are discussed.



The Australian B&B Book

The Australian Bed & Breakfast Book was first published in 1989 and is published each year around October. The Australian Bed & Breakfast Book is available in bookshops, newsagents and post offices, and is distributed through some visitor information centres, car rental offices in the main cities and air Travel and Gardening Shows held in capital cities each year.

We print 20,000 copies each year for distribution in Australia, New Zealand, the United States and the United Kingdom and Europe. We keep our advertising charges and the selling price of The Australian B&B Book as low as possible by keeping our publishing costs down. We maintain the highest publishing quality we can, offering a quality publication that is attractive in layout and strong in its construction.

The B&B Book is a cooperative venture, in that we offer incentives to hosts to assist with distribution. Hosts who distribute books to local outlets receive financial benefits. We guarantee that you will not lose by advertising in The Australian Bed & Breakfast Book. Your income will cover your listing fee. Our overseas distribution ensures that you are likely to receive a number of visitors from overseas. Hosts in The Australian B&B Book maintain that it is a most effective form of advertising.

We are committed to continue as the most popular B&B guide in Australia. If you would like more information about being listed in The Australian Bed & Breakfast Book, or if you have any queries that we have not covered, write to us with your questions.

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For more detailed information contact Stewart Whyte, who publishes Starting and Running a B&B in Australia & New Zealand - A practical guide to setting up and managing a Bed & Breakfast. He also operates courses for aspiring B&B hosts as well as offering a selection of 'Do-it-Yourself' guides to assist hosts through the set up and running of a B&B. Email probe@bnb-central.com. Web: www.bnb-central.com

QUALITY ASSURANCE

Properties included in The Australian Bed & Breakfast Book offer a Commitment to Generous Hospitality and guarantee to offer the following standards

Housekeeping

- ◇ The Property is well maintained internally and externally
- ◇ Absolute cleanliness in all guest areas
- ◇ Absolute cleanliness in the kitchen, refrigerator and food storage areas
- ◇ All inside rooms are non-smoking unless indicated in the text

Hospitality

- ◇ Hosts present to welcome and farewell guests (unless advised in self-contained accommodation)
- ◇ Guests treated with courtesy and respect
- ◇ Guests have contact details if hosts leave the premises
- ◇ Room rates, booking and cancellation policy advised to guests
- ◇ Local tourism and transport information available.

Bedrooms

- ◇ Bedrooms solely dedicated to guests with -
- ◇ bedroom heating and cooling appropriate to the climate
- ◇ fans and heating (alternatively reverse cycle air-conditioning)
- ◇ quality mattresses in sound condition on a sound base
- ◇ clean bedding appropriate to the climate, with extra available
- ◇ clean pillows with extra available
- ◇ bedside lighting for each guest
- ◇ blinds or curtains on all windows where appropriate
- ◇ night light or torch in case of power failures
- ◇ wardrobe space with selection of hangers
- ◇ adequate storage space
- ◇ good quality floor coverings in good condition
- ◇ adequate sized mirror
- ◇ power point
- ◇ alarm clock
- ◇ waste bin
- ◇ drinking glasses

Bathrooms

- ◇ Sufficient bathroom and toilet facilities for all guests -
- ◇ bath or shower
- ◇ hand basin and mirror
- ◇ waste bin in bathroom
- ◇ extra toilet roll
- ◇ privacy lock on bathroom and toilet doors
- ◇ power point
- ◇ soap, towels, bathmat, facecloths, for each guest
- ◇ towels changed or dried daily for guests staying more than one night
- ◇ Towel rail/hook per guest in the bathroom or bedroom

Meals

- ◇ Drinks: water, tea and coffee offered or available
- ◇ Breakfast: A generous breakfast is provided (unless advised otherwise in self-contained accommodation)
- ◇ Breakfast: Self Contained Accommodation indicates if Hamper/Breakfast provisions are provided or Accommodation Only.

General

- ◇ Roadside identification of property
- ◇ An honest and accurate description of listing details and facilities
- ◇ Hosts accept responsibility to comply with government regulations
- ◇ Description includes if hosts' pets and young children are sharing a common area with guests
- ◇ Operational Smoke Alarms
- ◇ Adequate Public and Product Liability under a B&B Insurance Policy

Optional extras

- ◇ Lock on guest rooms or secure storage facilities available
- ◇ Air-conditioning, particularly in hotter areas
- ◇ Laundry facilities for guests
- ◇ Bathroom/toilet - air freshener, tissues
- ◇ Television, radio, fresh flowers, magazines, books, fresh fruit
- ◇ Membership of State B&B Association
- ◇ Accredited Tourism Business (Green Tick)
- ◇ Independently inspected B&B (eg, by AAA Tourism or B&B Association)

WE VALUE YOUR COMMENTS

The Australian Bed & Breakfast Book

If you know B&B hosts you will realise how important they value your comments. Most leave a guestbook in the foyer or living room, some may invite you to complete a guest comment form. They are small businesses and their success depends solely on your visitation. If you enjoyed your stay, tell them . . . if you find something is not quite right let them know before you leave . . . they will appreciate the feedback.

We too value your feedback, whether about the book or about the properties included. We do enjoy reading the comments guests send to us – all the guest comments include in this edition were sent to us by guests such as yourself.

You may also have some suggestions on how we could improve the next edition, or recommendations of new properties you have discovered.

Add your comments below.

Your Name _____

Address or Contact details _____

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Melbourne (03) 9017 5959

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Sydney (02) 8208 5959

BOOKING NOTES AND OTHER IMPORTANT DETAILS

Have you ever made a booking, then forgot the name of the accommodation or the dates of your reservation? Well you can now record all the essential details below. Or have you done your research then forget to note down the name of the location or some other important details? You may have stayed at a great place, picked up a book from their library, enjoyed a bottle of wine or had a great meal and written the details down on a back of an envelope – then lost it! We have made it easy for you. You can note down all your important details below and keep for future reference.

Accommodation Name _____
Date of Reservation _____
Important Information _____

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