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Custombnb

A perfect fit

We are a professional, short term rental property service

WHY CHOOSE CUSTOM BNB HOSTING?

Target more bookings

With local market expertise, our ability to optimise pricing, create inviting profiles and great looking listings with interior design suggestions, professional photos and creative description we can improve your number of bookings and return guests.

Professional team

As an AirBnb Superhost we provide a superior service and understanding of how to be successful with your AirBnb listing. All our staff are professionals in their industry.

Effective and prompt communication

We handle your guest communications, providing them with clear, inviting and consistent messaging prior to and after their booking. Be there for any assistance needed during their stay and finally give you more time to enjoy your holiday/spare time.

You're in safe hands

From screening and completing identity checks with guests and staff to checking your home after each check out, Custom Bnb Hosting ensure your home is in safe hands.



1300 515 616

enquiries@custombnb.com.au
www.custombnb.com.au

Frequently asked questions

What are the costs of your service and how do you charge?

We charge 20% (inc GST) of the nightly rate after Airbnb's fee, linen costs and cleaning fees (which the guest pays). The total Airbnb payout is paid to Custom Bnb Hosting and then we pay your share via direct deposit on a monthly basis. Payment of any other services will be requested via Paypal or Direct Debit.

What type of properties do you co-host?

Most of our properties are located in tourist areas, CBD's & popular wedding locations. Ideally, they need to be fully furnished and self-contained.

Can Custom Bnb Hosting co-host my property just while I go on holidays?

Yes. There is no minimum time commitment.



How do I get started?

Please call us on 1300 515 616 or reach out via our website www.custombnb.com.au

We'll contact you to find out more about your property and answer any questions you might have. Then, if you're interested we'll send one of our team out to meet you.

Can I block dates when I don't want bookings?

Yes. You can block out any dates you choose, as long as there are no bookings already confirmed. Custom Bnb Hosting will need 3 days notice if you are wishing to stay during that time. This will ensure the property is available and ready for your stay. During and after your stay you will be responsible for cleaning and other costs pertaining to your stay.

Who pays for the extras?

The extras like soap, shampoo, conditioner, washing powder, dishwashing liquid and tablets, garbage bags, tea, coffee, sugar, milk, toilet paper etc will be at the cost of the owner.

What about the linen?

Linen will be provided by the property owner. We will provide an outline of how much is required. Alternatively, linen can be hired.

I'm not registered on Airbnb yet, can Custom Bnb Hosting help with that?

Yes, we can! If your property isn't already on Airbnb we're able to set all that up for you.

What happens if a guest damages my property?

The Airbnb host guarantee protects hosts up to \$1,000,000. Please note Airbnb explains on its website that 'certain types of property, such as jewellery, collectables and artwork have more limited protections.' Hosts may want to secure or remove such valuables when renting their place, and may want to consider independent insurance to cover such items. We do recommend you have homeowners or landlord insurance regardless of the coverage that Airbnb offers.

Will my property be cleaned before and after each guest?

Yes. Our cleaning partners are great cleaners and trustworthy. If you already have a cleaner, that's ok - we are happy to work with them.

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Location: Australia wide