



PREPARENESS TIPS FOR YOUR VACATION RENTAL

Your efforts to keep guests safe will make a difference.

- Start by brainstorming the worst things that could happen that might affect your guests--from a power outage to fallen trees. Make contingency plans for each situation. Consider hurricanes, earthquakes, tsunamis, floods, severe disease outbreaks, etc.
- Create a 'What to do in an Emergency' document and place a copy in your 'Welcome Guide.' Also post a copy also on the fridge or in another obvious place. Include maps to local shelters, phone numbers for local emergency services; as well as all of your contact details in case of a natural disaster. Include backup numbers in case you are not available.
- Write a 'Guest Emergency Guide' that includes instructions for using gas- or battery-powered items such as lamps, cooking equipment, radios, etc.
- Put together a 'Power Outage Kit' that includes a battery-powered or crank radio and lanterns/ flashlights with batteries stored separately. Use a plastic tote, pack it up, seal and label it appropriately with a note to say when it can be opened. Add that a fee of \$30 (or so) will be charged if it is opened in non-emergency situations. This prevents the likelihood of guests resorting to the kit when they run out of toilet paper!
- Consider providing an emergency provisions kit to include canned food, packets of rice and pasta and packet soups. (If you use the property yourself, you may be more inclined to do this.) It's a fairly inexpensive way of ensuring your guests are comfortable in any period of extended occupancy. Label as above!
- Include a limited liability/curtailment policy in your Emergency Plan to avoid any situation with guests who demand refunds if they are without power for two hours (or similar).
- The Emergency Plan should be shared with the property manager, caretakers, and workers. A second contact person should be made available in the plan if you are not available.
- For more information, see www.MauiReady.org where you can find a "Make An Emergency Kit" flier in multiple languages.

From www.cottageblogger.com