ENEA Cloud

FREE TEMPLATE TO FILL IN

Your property’s welcome book

The sections in the order guests ask their questions: before arriving, on arrival, during the stay, at departure. Fill in the lines, print it or copy it into your digital guide.

PROPERTY NAME

01 Welcome

Welcome message (2–3 lines, signed by you)

02 Before you arrive

Exact address and map link

Where to stop if the street is narrow or in a limited traffic zone

Check-in time

If you arrive late

Parking: where, paid or free, what to avoid

Getting here by train and bus

03 When you arrive

Wi-Fi: network name

Wi-Fi: password

Heating, air conditioning, hot water

Breakfast: where, when, what is included

House rules: quiet hours, smoking, pets, visitors

04 During your stay

My tips: three beaches or places to see

My tips: three restaurants

Nearest pharmacy and on-duty pharmacy

European emergency number: 112

My contacts and the hours I reply

05 Rules to know

Documents to have on arrival (guest registration with the police)

The property's CIN code

Tourist tax: amount per night, maximum nights, exemptions

06 At departure

Check-out time

Keys, rubbish, linen: what to do

A thank-you and a request for a review

07 Notes

Three tips

1. Write the Wi-Fi password so it can be copied, not in a photo.
2. Write directions for people who don’t know the town.
3. Update the guide whenever something changes: times, restaurants, rules.

The same guide, on your guest’s phone

With ENEA Cloud the welcome book opens from a QR code, reads in the guest’s language, and an AI assistant answers questions day and night. **enea-cloud.com**