

A FREE GUIDE

# 3 Pre-Arrival Messages That Stop Midnight Texts

*Plug-and-play scripts for Airbnb & VRBO hosts*

**From The Host Script** · [thehostscript.com](https://thehostscript.com)

## WHY THIS MATTERS

# If you've been woken up at 11 PM by a guest asking how to work the TV, this guide is for you.

Most “annoying” guest texts aren’t really about the guest. They’re about information that never reached them.

The guest who texts at midnight asking for the wifi password? They were given the wifi password — buried in a paragraph at the bottom of the listing description. They forgot. They’re stressed because they’re in a strange place. They text.

The fix isn’t a smarter guest. It’s a smarter *message rhythm* — saying the right things at the right times, so guests have answers before they have questions.

### **Inside this guide:**

- 3 plug-and-play templates — copy, paste, send
- Exactly *when* to send each one (timing matters more than wording)
- A pro tip for each, from 15 years of Superhost experience

*All three messages take under 60 seconds to send. Use them tonight on your next booking.*

## MESSAGE #1

# The Booking Confirmation Reply

**WHEN:** Within 1 hour of booking notification · **WHY NOW:** Sets you up as responsive and warm before the guest thinks about asking

Hi [Guest first name],

Thanks so much for booking — really excited to host you!

Quick note on what's coming: your check-in time is 4:00 PM and check-out is 11:00 AM. The full address, parking instructions, and door code will arrive in your inbox 3 days before you arrive.

If you have any questions in the meantime, just reply to this message — I usually respond within a few hours.

Looking forward to it,  
[Your name]

### WHY IT WORKS

Confirms timing immediately so guests stop wondering, sets a specific expectation for when more info arrives (no more “what’s the address?” follow-ups), and opens the door for early questions in a warm way. Most hosts skip this message. The ones who don’t send it watch their 4-star reviews creep up to 5.

**Pro tip:** Set a calendar reminder right now for “3 days before arrival” — don’t rely on memory. The message in this guide is only as good as your discipline to send it on time.

# The 3-Days-Out Information Drop

**WHEN:** 72 hours before check-in · **WHY NOW:** This is when guests mentally start packing and need to picture the arrival

Hi [Guest first name],

Your stay is just 3 days away — here's everything you need to know:

📍 Address: [Full address]

🚗 Parking: [Driveway / street / garage instructions]

🔑 Check-in: Self check-in starts at 4:00 PM. Your door code is [CODE]. It works from 3:30 PM on arrival day until 11:30 AM on departure day.

📶 Wifi: Network “[NETWORK NAME]”, password “[PASSWORD]”

When you arrive, the welcome book on the kitchen counter has everything else — neighborhood recs, appliance instructions, and our favorite coffee spot two blocks away.

Reply with any questions! Otherwise, see you soon.

[Your name]

## WHY IT WORKS

One message contains everything. Guests screenshot it and reference it instead of texting you. The emoji headers make it skimmable on a phone while packing. And mentioning a specific coffee shop (not just “great coffee nearby”) signals you're a real human, not a corporate listing.

**Pro tip:** Personalize the last line with one specific local recommendation — coffee shop, taco place, hike — by name. Takes 10 seconds. Most-quoted thing in 5-star reviews.



## MESSAGE #3

# The Morning-Of Welcome

**WHEN:** 8–9 AM on the day they arrive · **WHY NOW:** Pre-empts arrival stress and signals you're here without being pushy

Good morning [Guest first name]!

Today's the day — welcome to [City]. Quick reminder: check-in is anytime after 4:00 PM, and your door code [CODE] is all you need to get in.

If anything comes up during your stay, text me at [phone number] — I see texts fastest. For non-urgent questions, the welcome book on the kitchen counter has the answers.

Enjoy your stay!

[Your name]

### WHY IT WORKS

Re-confirms the door code (a surprising number of guests worry they remembered wrong), provides an escalation path for emergencies, and signals you're available — without making guests feel like they SHOULD message you. Trust is built before they walk in the door.

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**Pro tip:** Give your phone number only in *this* message — never in the listing description. It signals trust, prevents pre-booking spam from bots, and gives confirmed guests a feeling of special treatment.

READY FOR THE FULL SYSTEM?

# The Airbnb Host Pre-Arrival Messaging System

If three messages already changed your guest experience, the full system has seven — covering late arrivals, early check-in requests, parking confusion, weather warnings, and every other awkward moment.

Plug-and-play in Canva, Google Docs, or Notion. Yours once, use forever.

[Get the Full System — \\$29](#)

The Host Script makes plug-and-play guest-communication templates for Airbnb and VRBO hosts. Created by a 15-year Superhost with 300+ properties hosted. Save time, protect your reviews, stop reinventing the wheel for every guest.

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