What information should be sent to the guest before their arrival?

For: Private accommodation host

Practical business guidance · Reviewed: 2026-11-16

Applicability: Practical application according to the circumstances of the business

Prepare a brief sequence: arrival, entry, the most important instructions and a contact for assistance. Share sensitive access credentials through the appropriate channel.

What does that mean in practice?

First, the guest needs directions to help them get there and gain entry. Additional recommendations can be found in a separate guide or via a QR link.

Test the instructions on your mobile phone and refresh them whenever access or contact details change. The pre-arrival message does not replace mandatory registrations and documentation.

An example from everyday business

The guest receives a clear location and contact details before the trip, and the entry information at the appropriate time via the agreed channel.

Specific next steps

1. Check the address and directions for parking or access.
2. Coordinate the arrival time and the method of collecting the key.
3. Separate public information from access credentials.

Most common mistakes

• Publish upon entry in the public guide.

• Sending a long text without a clear first step.

Limits of application

Editorial business guideline. The example is illustrative; it is not a legal, tax or accounting calculation.

Original page

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