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VILLASAWAY

HOLIDAY VILLA & APARTMENT RENTALS



Renting out your property
Why choose us?

What can Villas Away do for us that we can't do ourselves?

Villas Away are an independent holiday rental specialist established in 2011. There are plenty of choices for overseas property owners when it comes to renting out your properties. If you have the time to deal with emails, phone calls, screening, rental agreements, money collection, social media and content management then you could do it yourself and many owners are happy to do this. The other alternative is to use a rental management agency who will handle all the aspects of this for you.

Here are 5 reasons you should choose Villas Away...

1 **Villas Away has been in business since 2011 and manages over 100 properties**

We value the relationship we have with our owners and the mutual trust we develop gives you confidence that your property will be cared for and respected.

2 **We don't just list your property we actively promote it**

When you register your property with us you are assured an unrivalled international distribution and your property will be seen on sites such as Home Away, Holiday Lettings, Trip Advisor, Booking.com, Airbnb, Clickstay, VRBO to name just a few.

3 **Screening your guests**

Owners tell us that getting the right guests is their biggest concern. It is very rare for one of our properties to be damaged or over occupied and this is due to our stringent screening processes. We want to match the right guests to the right property.

4 **We are open 12 hours a day, 365 days a year**

We live in a time when people want information instantly. So when we get an inquiry for your property, it is imperative that we respond quickly. Otherwise the client will move on to another property and the booking may be lost. We guarantee to answer any enquiry about your property within 30 mins if not sooner.

5 **Customer Payments**

We collect all rental deposits and payments on your behalf via our secure and safe payment methods. These are passed on to you well in advance of any guest checking in. This is a fundamental difference in using Villas Away (as opposed to doing it yourself) where, in most cases, you would only receive payment when the guest checks in.

Preparing your property for holiday rentals

Your property is your pride and joy. You have invested your time and money in it and at Villas Away we understand this. Now you are thinking of renting it out and want it to stand out from the crowd but aren't sure where to start. Don't worry, Villas Away will guide you through from start to finish.

Here are 5 helpful points to consider...

1 **Bed Linen and Towels**

All of our properties come with bed linen and towels. Do you have enough? In some instances, when we have a same day change over, there would not be time to launder the same set of sheets.

2 **Cleaning and Laundry**

Do you have someone to take care of this?

3 **Key Collection**

We provide an information pack for guests including directions to the property and property amenities etc. In this pack we also put information on how the guest can collect keys and gain access. This can be done Via Key Safe or Meet and Greet.

4 **WiFi**

It would be amazing to think that people could actually go away and switch off, enjoying quality family time. Unfortunately, in the world of technology we live in, this is not the case and WiFi has now become top of the guests' requirements.

5 **General Amenities**

Standard requirements would be

- Cutlery
- Crockery
- Glassware

Sufficient for properties maximum occupancy

- Outdoor furniture
- Cooker
- Fridge/Freezer
- Microwave
- Toaster
- Kettle
- Washing Machine

If you really want to make your property stand out from the others out there you can always add the below extras

- Cot
- Highchair
- Air Conditioning
- Iron and Board
- Dishwasher
- TV
- DVD Player
- Gaming System with Games
- Hair dryer
- Table Tennis
- Board Games

Frequently Asked Questions

Can we use the property ourselves?

Yes of course, we just ask that you inform us so that we can block the calendars.

When do we get paid?

You will be paid the agreed rental payment well in advance of guests' check in.

What if my property is damaged by a client?

We can collect a security deposit for each booking on your behalf.

Are you able to supply cleaners for my property?

This is only something we can provide if your property is located on the Costa del Sol.

What areas do you cover?

Our portfolio currently predominantly covers Europe but we do have properties further afield. As our online advertising is international, we can market your property wherever it is located.

What are Villas Away's Charges?

We charge a percentage of the published rate for each rental week booked.



I have been with Villas Away for a few years now after initially managing the rental myself via an online platform. The change to Villas Away was transformational. More rentals, less hassle, the avoidance of all the traps associated with managing it yourself, and a totally professional service from a highly effective, dedicated team who take all the worries and the burden of organising the marketing and the rental.

Rob, Spain

In April 2013 Paul Moss and his team at Villas Away took over the advertising and booking management of our 2 apartments in Mauritius. Since then our bookings have gone from strength to strength to where we are now running at nearly full occupancy. I found Paul and his team to be very professional, highly efficient, helpful and totally supportive. I have no hesitation recommending Villas Away.



Agnes, Mauritius



We have had our house in Portugal for rental through Paul Moss/Villas Away for about 5 years. Villas Away have been both reliable and flexible to our specific requirements for rental and payment. We have achieved a high occupancy for the key holiday periods and have not had any problem tenants. The Villas Away team are friendly and responsive. They deal quickly with any issues or questions. We would not hesitate in recommending them to other property owners.

Christine & Graham, Portugal