

## Rental Management

The Annual Rental Management contract is ideal for those owners who do not have the time or the inclination to deal directly with guests visiting their property. It can be hard and time consuming work and it's important to be aware of the possible headaches it can involve. The preferred solution is therefore to take advantage of the services that a property management company can provide, taking charge of both the rental management and care of your guests, then all you have to do is sit back and relax. Our reputation is very important to us and so we deal only with quality properties in Dubrovnik. If you place your villa, apartment or house with us you can be confident it will be in safe hands. We offer 3 levels of rental management services and "la carte" services.

### Standard Package Lotus

#### Booking Management only

- We help with marketing, whether on our Web site or through other agencies. We visit your rental property, take pictures and submit details, giving you the opportunity to reach a worldwide audience.
- We manage rental requests made by us or by other agencies.
- We deal with enquiries from your clients. We handle client complaints/queries.
- We keep booking calendars and availability charts. We keep spreadsheet records of all your rentals. We manage all bookings-- taking deposits and payments and banking them for our owners.
- We arrange changeover cleaning (cleaning service not included)
- We maintain telephone or email contact with your clients. Guests will have our cellular phone number, and they will be able to contact us in case of emergencies.

### Package Magnolia

#### Full booking Management including greet service

- We help with marketing, whether on our Web site or through other agencies. We visit your rental property, take pictures and submit details, giving you the opportunity to reach a worldwide audience.
- We manage rental requests made by us or by other agencies.
- We deal with enquiries from your clients. We handle client complaints/queries.
- We keep booking calendars and availability charts. We keep spreadsheet records of all your rentals. We manage all bookings-- taking deposits and payments and banking them for our owners, holding damage deposits and making relevant deductions if any damages occur. A full property check will be made before releasing the damage deposits back to your clients.
- We inform your clients about booking conditions, directions and arrival instructions.
- We will meet and greet all your customers
- We maintain telephone or email contact with your clients from the first enquiry until they leave for Croatia. We will provide details on how everything works, where to dispose of rubbish, informing them of house rules and giving information on local restaurants, local attractions ,etc. Guests will have our cellular phone number, and they will be able to contact us in case of emergencies
- We will take care of registering of your guests with the tourist authority and payment of the tourist tax.
- We will arrange changeover cleaning (cleaning service not included)
- We will visit the property after each leasing and make an inventory control. We will collect the keys and keep them for your next guest.

#### Butterfly Services

RijecKa 15, 20 000 Dubrovnik Croatia  
Tel: + 385 (0) 99 42 42 442 / + 385 (0) 99 42 42 242  
Email: [contact@butterflyservices.hr](mailto:contact@butterflyservices.hr)  
MB 02272407

## Package Orchid

### All inclusive service

- We help with marketing, whether on our Web site or through other agencies. We visit your rental property, take pictures and submit details, giving you the opportunity to reach a worldwide audience.
- We manage rental requests made by us or by other agencies.
- We deal with enquiries from your clients. We handle client complaints/queries.
- We keep booking calendars and availability charts. We keep spreadsheet records of all your rentals. We manage all bookings-- taking deposits and payments and banking them for our owners, holding damage deposits and making relevant deductions if any damages occur. (A full property check will be made before releasing the damage deposits back to your clients)
- We will meet and greet all your customers
- We inform your clients about booking conditions, directions and arrival instructions.
- We maintain telephone or email contact with your clients from the first enquiry until they leave for Croatia. We will provide details on how everything works, where to dispose of rubbish, informing them of house rules and giving information on local restaurants, local attractions ,etc.
- We will take care of registering of your guests with the tourist authority and payment of the tourist tax.
- Guests will have our cellular phone number, and they will be able to contact us in case of emergencies
- We will take care of all the cleaning and laundering when your guests depart.
- We will visit the property after each leasing and make an inventory control. We will collect the keys and keep them for your next guest

## Maintenance services

### Inventory service

This specialized service is catered for owners who require a clear and extensive report outlining both the internal and external condition of the property. An inventory report is a document that comprehensively details the contents of the property. It is an impartial and professional compilation to protect the property, furnishings and fixtures from loss, damage or negligence from future tenants. We highly recommend using this service before renting your property.

### Inventory check

We will visit your property at your request and check the property against the inventory, we will then advise you of our findings. This service is included in package Magnolia and Orchid.

### Property maintenance

Every property is different and needs different maintenance. At Butterfly Services we can cater for all your property maintenance needs including: Carpentry, building Works, Painting and Decorating, Plumbing. Electrics...It is impossible to give a fixed price without sending one of our tradesmen out to assess the work that is required. Whatever your requirements please contact us for further information.

### Call out

We will go to your property and make keys available for service personnel. For customers with a property management package we will endeavour to coincide our regular visit with the time the service personnel are attending the property. In these circumstances there will be no call out charges.



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## Cleaning & changeover services

### Changeover

Cleanliness is paramount to a successful rental property, to ensure that your home always looks its best we provide cleaning services. We strongly recommend that you use our cleaning services if you are renting out your holiday home with us. That way we can guarantee that your home is ready for guests every time they visit. You will also be sure that your property is inspected for damage every time it has been let.

- Visit to your property on the departure of your guests to check your inventory (only for customers on a letting or property management contract)
- Clean and sanitize bathrooms leaving toilet roll in each bathroom
- Clean all kitchen surfaces and cupboards (outside only unless empty)
- Wipe kitchen appliances
- Empty fridge and freezer
- Vacuum all floors Mop all tiled areas
- Empty bins and remove rubbish, replace clean bin liners in bins
- Dust all furniture
- Wipe marks off light switches doors and windows
- Remove dirty bed linen and towels, launder and return clean linen to the property at a later date
- Make up all beds with clean linen (if clean supply left by property owner)
- Sweep outside patio areas
- Wipe patio furniture
- Ensure light bulbs are working and replace bulbs as necessary (if supply left by property owner)
- Check gas bottle if applicable and replace if needed at cost
- Report any findings to property owner

## Guests Services

The tiny things often are the ones that are remembered, we want your guests to be impressed by the service that they receive, culminating in them having a great holiday – ultimately our aim is that they wish to rebook your accommodation for subsequent visits. From the moment your guests arrive in Dubrovnik they are our responsibility, we will always attempt to provide any service a guest requires providing it is within our ability, we currently offer :

### Greet service

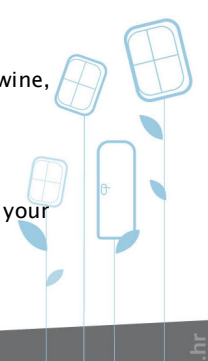
We will meet and greet your guests at your property and hand over the keys on your behalf. We will show them around the property explaining how everything works and answering any initial queries they may have. We will provide them with all useful information about the property and the surroundings.

### Welcome pack

We can provide a local welcome pack at your request. Our local pack include bottle of mineral water, local wine, local biscuits or delicatessen. If you require we can customize it to meet your needs.

### Shopping

If you need someone to do your shopping, contact us with your requests and everything will be delivered to your door or unpacked into your kitchen.



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## Guests Services

### Maid service

The property will be made ready for your guest's arrival and then cleaned every 7 days thereafter during their stay, however, should additional cleaning services be required by them either daily, or a mid week clean – {a half clean after 3 days}, they just need to notify us by annotating the booking form and we will contact them to discuss their requirements further. Additional cleaning costs are the responsibility of the visiting guests.

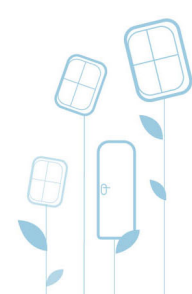
### Laundry service

Dirty bed linen and towels can be collected from your property and returned freshly laundered at a later date.

**Airport transfers**                      on request

**Car hire or boat hire**                      Details on website page “Concierge services”

**Baby cot & high chair**                      on request



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