

Host Implementation Guide

Guest Safety Packet — How to Customize and Deploy

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OVERVIEW

The Guest Safety Packet template serves two purposes:

1. **GUEST COMMUNICATION:** It communicates essential safety information to your guests before and during their stay. Most guestbooks cover Wi-Fi passwords and check-out times. This packet covers what happens when a guest slips, burns themselves, or gets injured — and what to do about it.
 2. **OPERATIONAL DOCUMENTATION:** It documents that you proactively communicated about known hazards and property use. If a claim is ever filed against you, one of the first questions asked is: "What did the host communicate to guests about safety?" A customized, dated safety packet is part of your risk management record.
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STEP-BY-STEP CUSTOMIZATION

STEP 1: DOWNLOAD AND OPEN THE TEMPLATE

Download the PDF to your computer. Open it in Adobe Acrobat or a similar PDF editor that allows text editing. You can also print it and fill it out by hand, then scan it back in.

STEP 2: FILL IN ALL BRACKETED FIELDS [LIKE THIS]

Go through the document systematically. Every section has bracketed placeholders. Fill in your specific information:

Property Name and Address

Host contact information (name, phone, email)

Backup contact information (co-host or emergency contact)

Nearest emergency room (name, address, approximate distance)

Nearest urgent care clinic

Local police non-emergency number

Local fire department non-emergency number

Property address as it should appear for emergency responders (GPS coordinates if your property is hard to find)

Utility shutoff locations (water, electrical, gas if applicable)

Fire Safety Information:

- Fire extinguisher locations in your property
- Smoke detector locations
- Carbon monoxide detector locations
- Designated outdoor meeting spot for evacuation

Pool/Hot Tub Information (if applicable):

- Maximum occupancy for pool
- Shallow end depth
- Deep end depth
- Pool hours
- Maximum hot tub occupancy
- Maximum temperature (should already be factory-set)
- Operating hours

Deck/Balcony Information:

- Safe occupancy limits for deck or balcony (number of people)
- Any specific weight or structural limitations for elevated surfaces

House Rules Specific to Your Property:

- Your specific designated outdoor smoking area (if applicable)
- Any seasonal considerations (ski season, wildfire season, hurricane season, etc.)
- Property-specific hazards (uneven terrain, wildlife, elevation, climate-specific risks)

Child Safety Information:

- Whether you provide baby gates (if applicable)
- Any property-specific child hazards

Local Hazard Information (optional but recommended):

Add any region-specific information:

- If you're in a wildfire-prone area: Include information about evacuation procedures and air quality alerts
- If you're in a coastal area: Include information about rip currents or tide hazards
- If you're in a mountainous area: Include information about elevation changes or altitude sickness
- If you're in a freeze-prone area: Include information about winterization or ice hazards

STEP 3: DELETE SECTIONS THAT DON'T APPLY

If your property doesn't have a pool or hot tub, delete that entire section. If you don't have a fireplace, remove fireplace-specific instructions. Keep the template lean and relevant to YOUR property.

STEP 4: ADD PROPERTY-SPECIFIC INSTRUCTIONS

If your property has unique features or amenities, add brief instructions:

- How to use a particular grill or outdoor cooking equipment
- How to operate a wood stove or fireplace safely
- How to use hot tub jets or special features
- How to adjust heating/cooling systems
- Where to find Wi-Fi, keys, parking instructions, etc. (keeps guest-facing info in one place)

STEP 5: VERSION-DATE YOUR DOCUMENT

Add a version date to the footer. Example: "Guest Safety Packet v1.0 — Updated June 2026"

When you make changes, increment the version number: v1.1, v1.2, v2.0, etc.

This version history documents when you created and updated the packet — important if a claim is ever filed.

STEP 6: SAVE AND NAME YOUR FILE

Save the customized packet with a clear filename: "YourPropertyName_Guest_Safety_Packet_v1.0.pdf"

Keep the original template file separate, in case you need to create a new version for a different property.

DEPLOYMENT OPTIONS

Option 1: Email Before Arrival (Recommended)

Send the customized PDF as an attachment with your check-in instructions. Write something like:

"Before you arrive, please review the attached Guest Safety Packet. It covers emergency contacts, house rules, and safety information specific to our property. We want you to have everything you need to stay safe and comfortable. If you have questions before arrival, please reach out."

This gives guests time to read the information and ask questions before they arrive.

Option 2: Upload to Guestbook Platform

If you use a guestbook platform (Hostfully, Lodgify, Touchstay, FreshBooks, or similar), upload the PDF as an attachment or document that guests see upon arrival or during their digital check-in.

Option 3: Print and Laminate (Recommended for Physical Copy)

Print a color copy of your customized packet. Take it to a local printing shop and request lamination (usually \$1-3 per page).

Keep a laminated copy at your property in a highly visible location:

- On the kitchen counter in a clear plastic holder
- On the front door inside the entryway
- In the welcome binder or guest information folder
- On the main coffee table

Option 4: Both Digital and Physical

The best approach: Send the PDF before arrival AND leave a laminated copy in the property. This ensures guests have access both before and during their stay.

REVIEW AND UPDATE SCHEDULE

Your safety packet is not a "set it and forget it" document. Update it quarterly or whenever something changes.

QUARTERLY REVIEW CHECKLIST

Every three months, review your packet and ask:

- Is all emergency contact information still current? (Did any numbers change?)
- Are utility shutoff locations still accurate?

- Have any safety features changed? (Railings repaired, appliances replaced, pools updated?)
- Are pool/hot tub specifications still accurate?
- Have local regulatory changes affected my property?
- Do house rules still reflect how I operate?
- Have I had any incident or guest issue that suggests I should add safety language?

ANNUAL UPDATE

Once a year, plan a thorough review:

- Print the packet and walk through your property with it, checking off each item
 - Update emergency contacts (hospitals, fire departments, etc. may have changed numbers)
 - Take new photos of detector locations, fire extinguishers, and emergency shutoff locations
 - Review your house rules and safety information for accuracy
 - Update version number and date
 - Create a new version and deploy to your platform and future guests
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MAINTENANCE AND DOCUMENTATION LOG

Keep a log of when you create, update, and send your safety packet. This becomes part of your operational record.

PACKET CREATION & UPDATES

Version: v1.0

Date Created: [DATE]

Property: [PROPERTY NAME]

Changes from previous version: [Initial creation]

Version: v1.1

Date Updated: [DATE]

Changes: [List any updates — e.g., "Updated pool occupancy limits," "Added wildfire evacuation information"]

Version: v2.0

Date Updated: [DATE]

Changes: [List major changes — e.g., "Added hot tub section," "Updated emergency contacts"]

GUEST COMMUNICATION LOG

Keep a simple record of when you send the packet to guests. This documents that you communicated safety information.

Reservation | Guest Name | Date Sent | Method Sent | Notes

[Date] | [Guest] | [Date] | Email | Sent with check-in instructions

[Date] | [Guest] | [Date] | Email + Printed | Also left laminated copy at property

[Date] | [Guest] | [Date] | Guestbook | Uploaded to Lodgify

SAFETY ISSUE REPORTS & RESOLUTION

If a guest reports a safety issue, log it.

Date Reported: [DATE]

Issue: [DESCRIPTION]

Who Reported: [GUEST NAME]

Date Resolved: [DATE]

Action Taken: [REPAIR, REPLACED, UPGRADED, etc.]

Documentation on File: [PHOTO, RECEIPT, INSPECTION REPORT]

This log demonstrates that you respond quickly to reported hazards — important in a claims investigation.

INTEGRATION WITH YOUR OVERALL RISK MANAGEMENT

The Guest Safety Packet is one piece of your risk management system, but not the entire system.

Your complete risk framework includes:

1. PHYSICAL SAFETY (your property is maintained and safe)
2. COMMUNICATION (your packet tells guests about hazards and rules)
3. INSURANCE COVERAGE (you have insurance that actually covers guest liability)

All three work together. A beautiful safety packet doesn't close coverage gaps. A safe property with no documentation is harder to defend. Insurance without a safe property and clear communication is incomplete.

If you're using this packet, also ensure:

- Your property is maintained (annual inspections, documented repairs)
- You have fire safety systems in place (detectors tested monthly, logs maintained)
- You have current liability insurance that covers paying guests and your specific amenities
- You've disclosed STR activity to your insurance carrier in writing
- You maintain records of maintenance, repairs, and inspections

For a comprehensive risk assessment, visit ThresholdSTR.com or contact us for a free Risk Score audit.

COMMON CUSTOMIZATION QUESTIONS

Q: Should I include house rules in the safety packet?

A: Yes, but only the rules that exist for safety reasons. Rules about noise, parties, or guest behavior fit here because they relate to liability and occupancy limits. Aesthetic rules ("no shoes on carpet") belong in a separate house rules document.

Q: What if my property changes between seasons?

A: Create seasonal versions if needed. For example, v1.0 (summer) and v1.0-Winter (winter). Update emergency contacts, utility information, and seasonal hazards (icy steps, roof snow load, wildfire smoke, etc.). Send the appropriate version to guests arriving in each season.

Q: What if I rent the property on different platforms?

A: Create one master customized packet. Upload it to all your platforms. You don't need different versions for Airbnb, Vrbo, or direct bookings — the packet is property-specific, not platform-specific.

Q: Should I include my Wi-Fi password in the safety packet?

A: No. Keep safety information separate from operational information (Wi-Fi, parking, check-in codes). Use your guestbook or separate welcome guide for those details. The safety packet should focus on emergency contacts and safety information only.

Q: How long should I keep copies of the packet I've sent?

A: Keep copies for at least 3 years. If a claim is filed, you may need to produce the exact packet you sent to the guest, with the version date and all the information you provided. Digital files are easy to archive — just keep them organized by date.

Q: What if a guest says they never saw the packet?

A: This is why you send it before arrival AND leave a physical copy at the property. It creates a clear record that you communicated the information. You can show the email you sent and the printed copy that was in the property.

FINAL THOUGHTS ON DOCUMENTATION

In claim investigations, the question is not "Did you care about safety?" The question is "Can you prove what you did to prevent this?"

A customized, dated, version-controlled safety packet is part of that proof. It shows that you:

- Identified hazards specific to your property
- Communicated about those hazards in writing
- Provided clear instructions for safe operation
- Maintained documentation of when and how you communicated
- Updated the information regularly

That operational record matters. It's not the entire defense in a claim, but it's a significant piece.

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