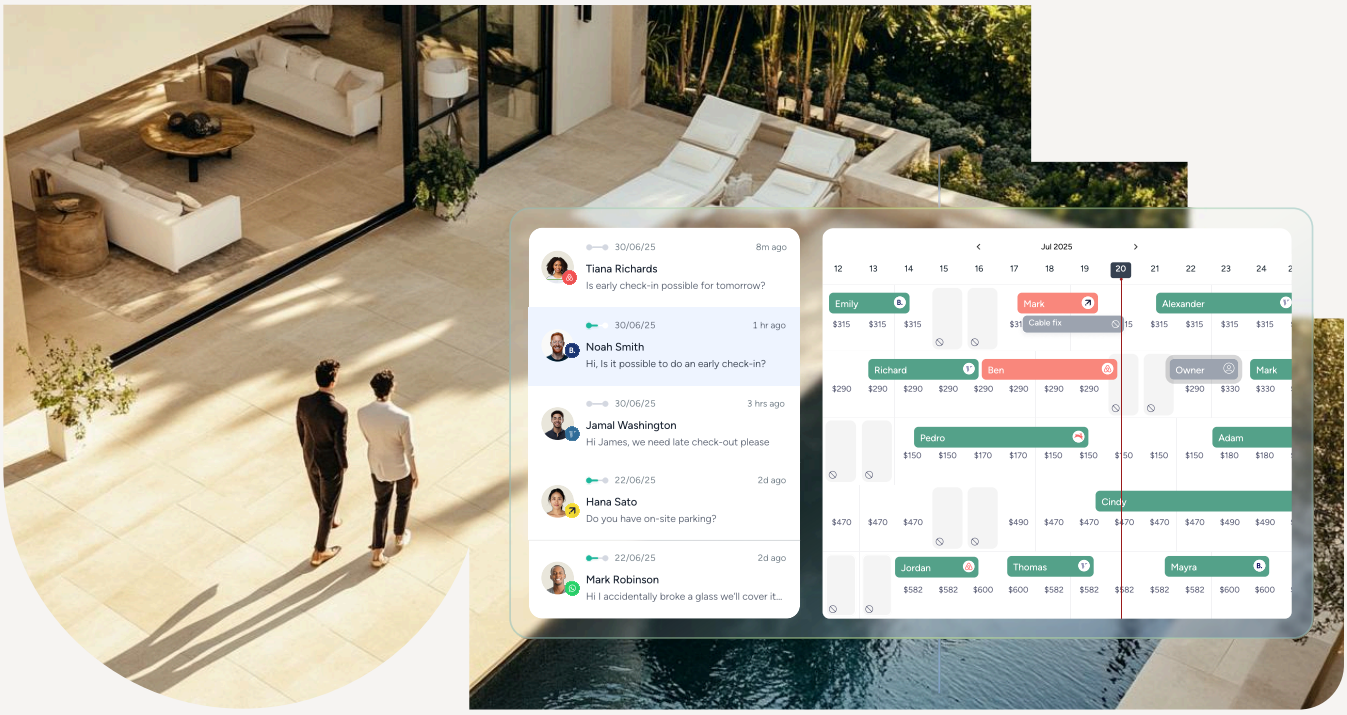
Guesty Pro™

Guest and reservations management



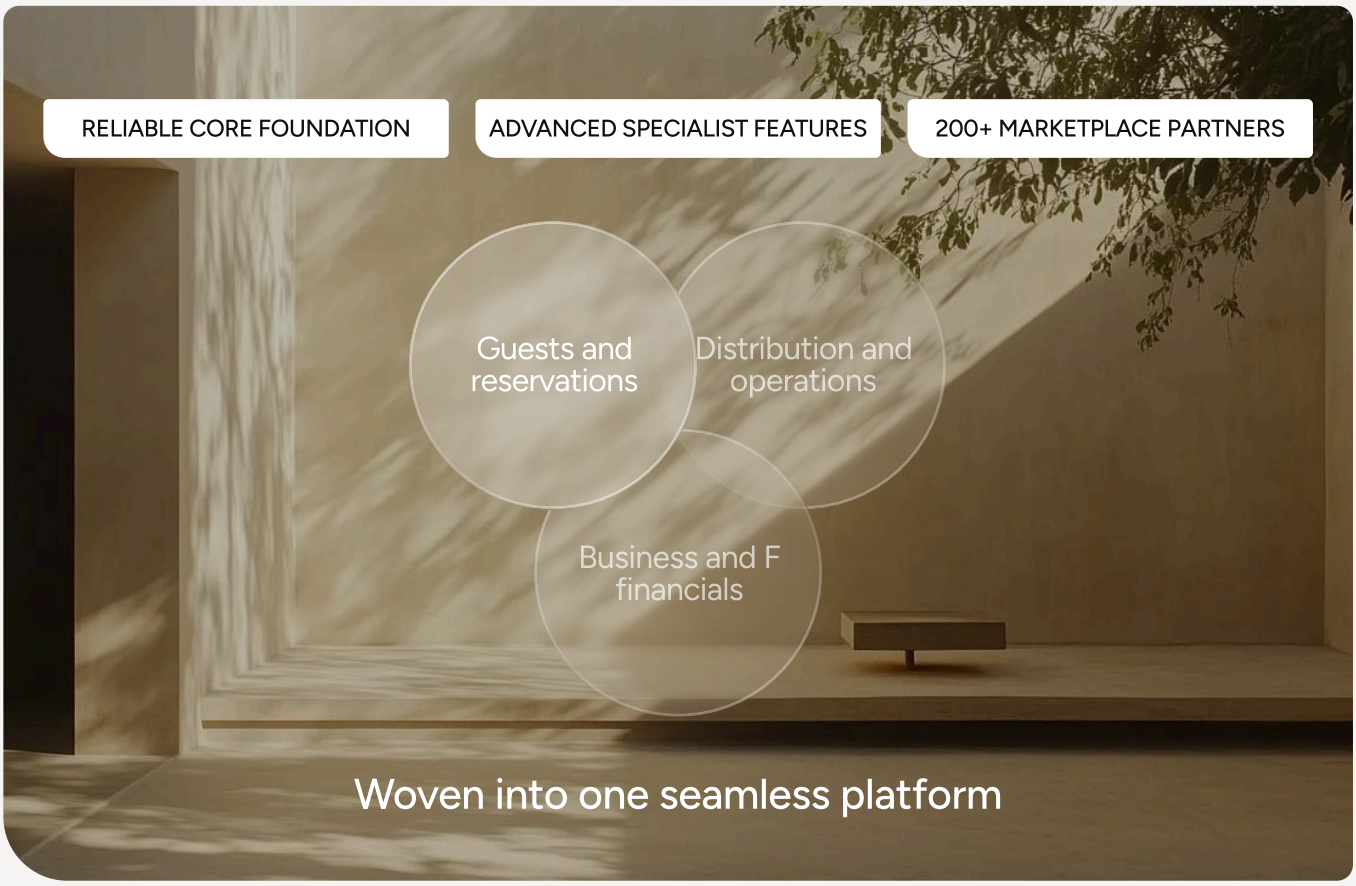
The most advanced platform for *professional* property management

Today's travelers expect nothing less than exceptional service and impeccable attention to detail. Guesty Pro helps you transform ordinary stays into unforgettable experiences, securing premium ratings, higher ranking, and guest loyalty that drives sustainable growth. One comprehensive platform meeting every operational requirement for mastering the perfect guest journey, from initial inquiry to your next 5-star review.

© 2025

Operational excellence across your *entire* portfolio

Powered by world-class integrations and 99.99% uptime reliability, Guesty equips property managers with an unmatched suite of tools to scale operations and achieve superior market positioning with minimal effort. Our aim for excellence drives constant innovation to keep property managers ahead of market demand and excel at operational execution.



With an industry-leading R&D team and monthly releases shaped directly by customer feedback, Guesty is the definitive property management platform where expertise meets experience, setting the gold standard in hospitality software.

Ensuring your competitive advantage for *years* to come

Our Guest & Reservation suite allows you to orchestrate every step of the guest journey with hyper-efficiency. Each feature works in concert to elevate your guests' stay and simplify workflows–from sophisticated booking synchronization and automated communication to smooth online check-ins, dedicated guest support, and AI-powered analytics that transform guest sentiment into actionable insights.

Together, these integrated tools form an operational suite that anticipates needs, maximizes efficiency, and positions your business for enduring success.

© 2025

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ReplyAI

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Guest Communication Service

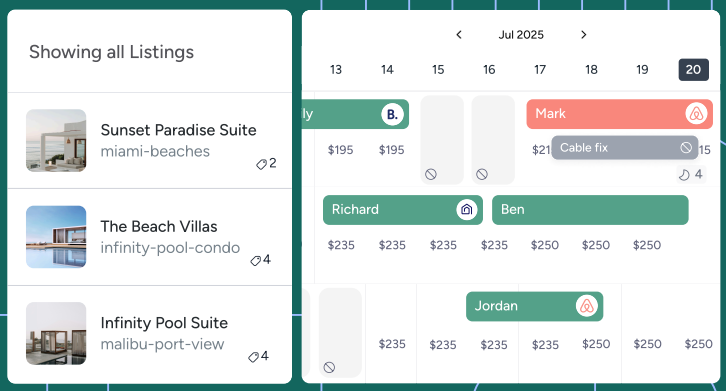
Page 11 *Relationships and reviews*

Customer Relationship Management
Review management

© 2025

Your reservations *command* center

All listings and reservations.
One smart, synchronized calendar.



✓ CONVENIENT MOBILE VIEW ✓ MULTI-UNIT MANAGEMENT ✓ SIMPLIFIED QUOTE DISTRIBUTION

Automate all booking activity across your connected channels for meticulous portfolio oversight. With enterprise-level integration, Multi-Calendar instantly updates reservation details for flawless coordination at every operational level.

Achieve peak occupancy

Instantly spot vacancies and demand peaks, reassign guests to equivalent units, and implement strategic pricing incentives to increase revenue.

Ensure booking integrity

Automatically sync reservations across all channel listings to your centralized calendar, eliminating errors and double bookings.

Control with flexibility

Easily define booking parameters, allocate turnover tasks, and modify minimum stays across your entire portfolio.

Perfect synchronization. Impeccable operations.

Set smart calendar rules

Automatically block dates after confirmed reservations for accuracy across all platforms.

Filter listings

Sort properties by location, status, or custom tags for instant access to relevant details.

Send tailored quotes

Customize invoices and process payments automatically.

Add internal notes

Signify reservation status, channel source, and turnover phase with internal notes, colors, and icons.

Your comprehensive view of:

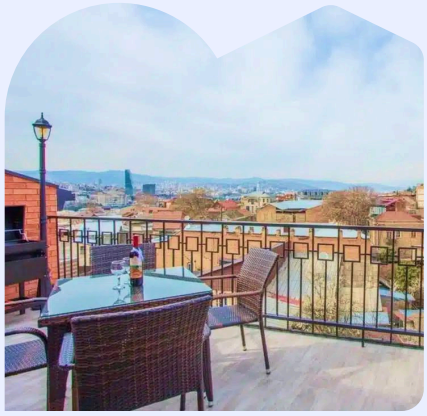
- Listing availability
- Calendar activity logs
- Booking channel source
- All prior communications
- Reservation and guest details
- Check-in and check-out status
- Payout and coverage information
- Cleaning status and tasks for each unit
- Past guest information from Guesty's CRM
- Custom links for local services and transport

Where powerful capabilities meet great *ambition*

“With Guesty, we’re ready to scale to 1000 apartments.”

When selecting their new platform, Wehost found Guesty perfectly aligned with their ambition for scale. With an intuitive occupancy view, detailed filtering options, and intelligent pricing controls, Multi-Calendar became essential to their rapid portfolio expansion.

Wehost →

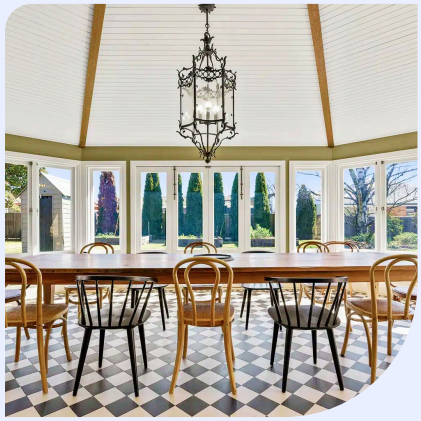


Georgia, USA • Launched 2017
Portfolio growth: 6 → 358 properties

“It’s all at your fingertips.”

“With our old software, we were inputting information three times, increasing the chances of human error.” Guesty’s Multi-Calendar consolidated all information in one place, instantly simplifying operations and saving valuable time. “Less manual handling is a huge factor in reducing staff stress.”

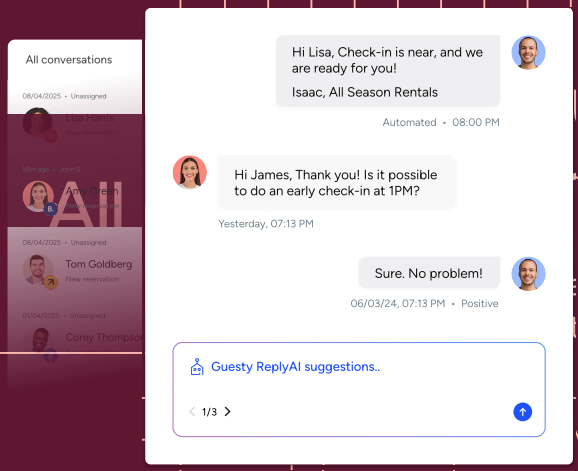
BNB Made Easy →



NSW, Australia • Launched 2018
Portfolio growth: 4 → 244 properties

All communication, *one* centralized inbox

Slash response time and eliminate errors across all guest engagement.



✓ CONVENIENT MOBILE VIEW ✓ MULTI-UNIT MANAGEMENT ✓ SIMPLIFIED QUOTE DISTRIBUTION

Manage all guest interactions from a single, intuitive dashboard. Guesty's unified inbox displays guest communication across platforms alongside every essential element for fast, impactful communication.

Centralize communication

All messages from connected channels, email, WhatsApp, SMS, and Airbnb customer service in one powerful hub.

Create saved replies

Build a library of FAQ responses to maintain consistent policies and a cohesive brand voice.

Assign tickets

Monitor agent availability in real-time and assign conversation threads to appropriate staff users.

Extensive guest information at your fingertips

Refine and save your view

Customize how you filter messages, grouped by recipient, location, listing, status, dates, assignees, or platform.

Access critical data

View all guest profiles, past threads, scheduled messages, listings, tasks, and reservation details in one window.

Search messages

Instantly find conversations by searching guest names, reservation numbers, or reservation status.

Maintain a pristine inbox

Easily arrange and mark conversations as read or unread or archive, snooze, and defer threads.

Effortless control:

- Edit all guest and reservation details
- Select an outgoing platform for replies
- View and share links to local guest services
- Add internal notes for staff and assignees
- Dedicate specific tabs for owner stays
- Connect your WhatsApp business account
- Share images and PDFs through messages across platforms

Seamless communication. Elevated hospitality at scale.

“We’ve perfected operations.”

With a mission to create a high-quality, personalized experience for guests, Sojourn leveraged Guesty’s Unified Inbox to enhance customer service and scale communications while staying true to their brand integrity.

"The Unified Inbox allows us to work together and respond to guest inquiries quickly, efficiently, and in an organized manner."

Sojourn LLC →

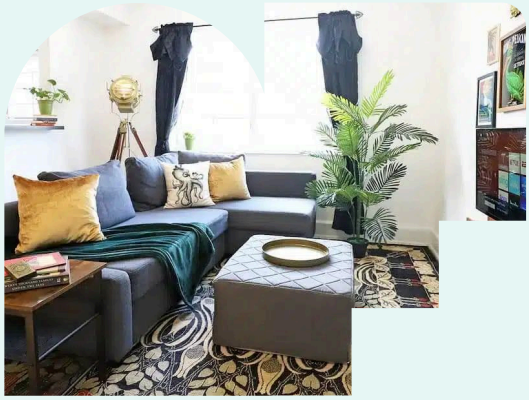
USA • Launched 2019
Portfolio growth: 20 → 712 properties



"The unified inbox makes it easy to respond to one message or 600, as we do today with our automated features."

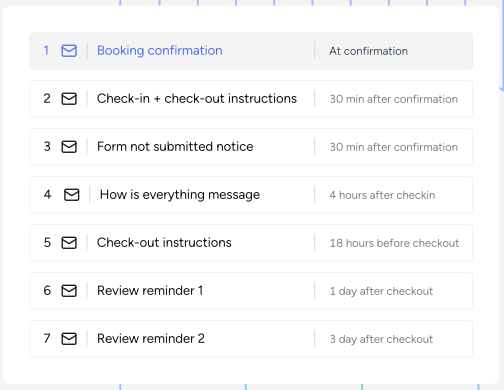
Casita Vacation Rentals LLC →

311 listings



Custom engagement flows

Automate your entire engagement flow for unmatched efficiency and scale.



✓ READY-TO-USE FLOW TEMPLATES ✓ MULTI-LANGUAGE CAPABILITIES ✓ VISUAL BRANDING AND MEDIA

Orchestrate every touchpoint of the reservation lifecycle with automated flows to ensure guests receive the right message at the perfect moment.

Create custom workflows

Create advanced flows for various guest scenarios or select and edit flow templates for common scenarios.

Capture more bookings

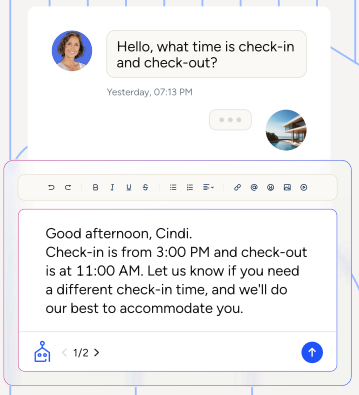
Swiftly answer new inquiries with channel-specific flows, custom timing, and flexible sending conditions.

Control delivery

Specify when and how messages are sent across email, SMS, Airbnb, Booking.com, Vrbo, and Expedia.

AI-powered response assistant

Deliver lightning-fast replies with an AI response assistant designed especially for hospitality.



✓ READY-TO-USE FLOW TEMPLATES ✓ MULTI-LANGUAGE CAPABILITIES ✓ VISUAL BRANDING AND MEDIA

Secure more bookings and full guest satisfaction with an intelligent AI system that mirrors your brand voice to generate nuanced and contextual replies. Smart, personalized, and seamlessly woven into your unified inbox.

Generate instant responses

ReplyAI suggests smart responses you can customize and control from your Guesty dashboard and mobile app.

Boost reviews and visibility

Enhance your rating scores and channel rankings with improved response time and smooth, professional communication.

Translate messages

Automatically translate messages and generate responses in your guests' preferred language.

Automation with a *personal* touch

“Automated messaging has transformed our guest experience.”

“Guests receive check-in instructions promptly, making their stay more seamless.” Once reliant on multiple platforms for team and guest coordination, Lemon Stays now automates all guest messaging, delivering a higher standard of guest service while reducing operational load.

“Guesty offers all the features you need to focus on growth. While other PMS solutions may excel in one area, Guesty excels in all the key features. It’s a complete solution.”

Lemon Stays →

Quebec • Launched 2015
Portfolio growth: 12 → 93 properties

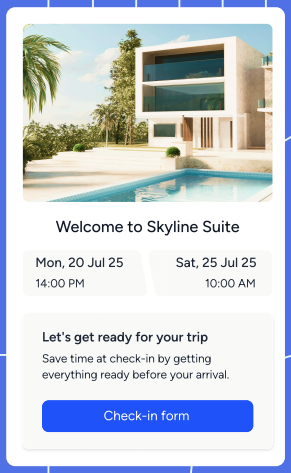


"Guesty AI makes interactions smoother and more personalized. It has significantly improved productivity by increasing our response rate. The suggested replies are a game-changer, allowing us to communicate quickly and accurately with our guests. We highly recommend this tool for anyone looking to streamline their guest interactions!"

B Hotel management
311 listings

Guest App for *seamless* check-ins

Ensure an exceptional arrival every time



✓ MULTI-LANGUAGE SUPPORT ✓ ENHANCED CHECK-IN CUSTOMIZATION ✓ SEAMLESS REGULATORY COMPLIANCE

Master contactless check-ins with a fully customized Guest App, facilitating a smooth, branded experience from arrival to departure. Guests can easily submit information, upload documents, and access property details from one place.

Customize 50+ apps

Brand your apps, customize terms and conditions, and set mandatory fields for a personalized experience.

Secure payment and ID

Collect guest ID for verification and payment details for additional fees directly through Guesty.

Enhance guest loyalty

Your customizable check-in form allows you to request marketing consent to nurture guest loyalty.

One tool, one workflow. No check-in friction.

Effortless for guests

Guests can easily submit information, upload and sign documents, and access property details from one place–no download required. Simply share the check-in form link for access.

Seamless information flow

Monitor check-in submissions directly from your reservation report and consolidate all collected data, automatically synced across your Guesty calendar, contact page, and reports.

Behind-the-scenes protection, integrated with Guest App.

Guesty AutoComply™

Automate and track legally required documentation with location-specific forms that guests can submit on your Guest App.

Guesty Verify™

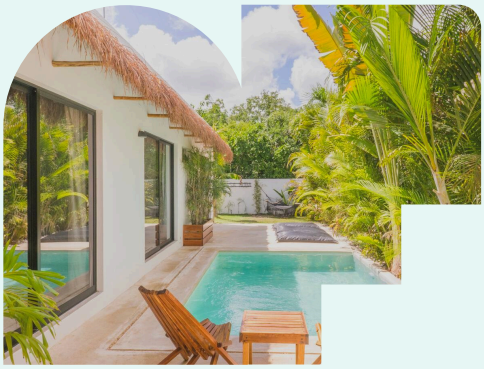
Effortless ID validation, identity verification, and advanced guest screening, fully integrated into the Guest App.

Digital innovation driving *authentic* guest experiences

"Enhanced guest experience has been a crucial improvement."

Mimosa Homes' vision for growth was made possible by Guesty's innovative solutions for digital services and smooth, contactless check-ins. "The Guest App enables us to deliver branded content directly to guests while streamlining communication and service delivery."

With Guest App, Mimosa Homes elevated operations while maintaining the highest standards of boutique-level service.



"Guesty is very advanced compared to any other system I've used. After 12 years in short-term rental management, I can confidently say it's the best full-solution PMS available."



Mimosa Homes Tulum →

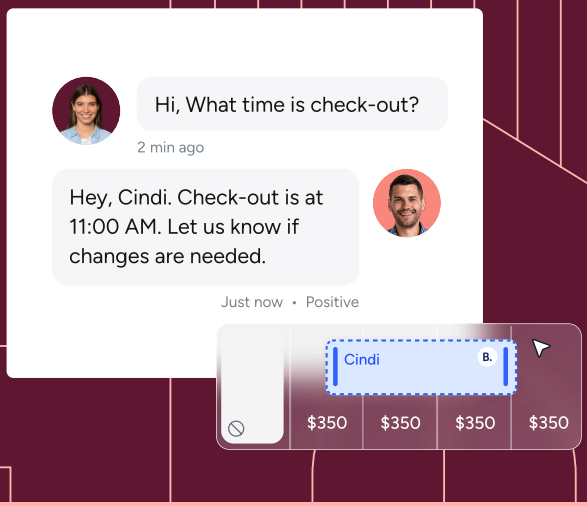
Tulum, Mexico • Launched 2018
Portfolio growth: 66% within one year (27 listings)

"I love the new Guest App and I find it very useful. It's much better than what we had before. You can centralize everything and have the guest fill out information and terms and conditions. We use it to do marketing with guests."

Jaco Luchtman, Tasman
100 listings, Mexico

Dedicated guest support

Provide professional guest service for exceptional reviews.



✓ 24/7 RAPID RESPONSES ✓ FEEDBACK AND REVIEW PROMPTS ✓ REAL-TIME LOGISTICS MANAGEMENT

Elevate your guest experience with round-the-clock response management. The Guest Communication Service becomes an extension of your brand, handling every inquiry with warmth and precision, at any hour.

Cover logistics around the clock

GCS specialists manage all essentials, from reservation processes to maintenance, early arrivals, and late departures. Guests receive immediate attention, day or night.

Tailor to your business

Select the precise level of support that complements your operation, from off-hours coverage to full-time communication services, all delivered in your distinctive brand voice.

Drive outstanding reviews

The GCS team prioritizes urgent requests to prevent lost leads and enhance guest satisfaction. We evaluate each reservation, sending perfectly timed prompts for positive reviews.

Reduce response time by 74%

"Guesty and its 24/7 Guest Communication Services gave me the confidence and free time I needed to start scaling the business."

David Benhamou
Founder, Destination Stay

GCS specialists handle:

- Reservation updates and booking maintenance
- Guest screening and booking approvals based on predefined criteria
- Upsells, including extended stays and relevant guest services
- Urgent matters through a dedicated phone line

The key to guest *satisfaction*

"Guests felt cared for. Knowing that somebody is listening to them made a big difference to their satisfaction levels."

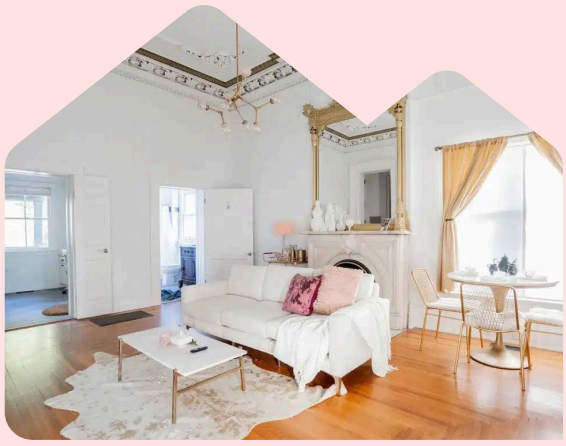
Neat Suites found Guesty's Communication Services essential to providing the highest standard of hospitality to their discerning clientele. "It was crucial for us to show we were on top of our game."

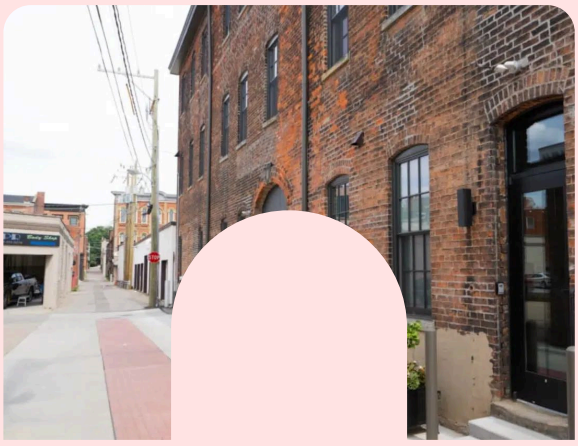
With a dedicated team of experts handling reservations and after-hours communication, Neat Suites' response rate on Airbnb shot up to 100%, allowing more focus on brand and marketing to increase profitability.

"By developing systems and processes, we got more time back for ourselves. It's a huge relief not to be the first line of defense."

Neat Suites →

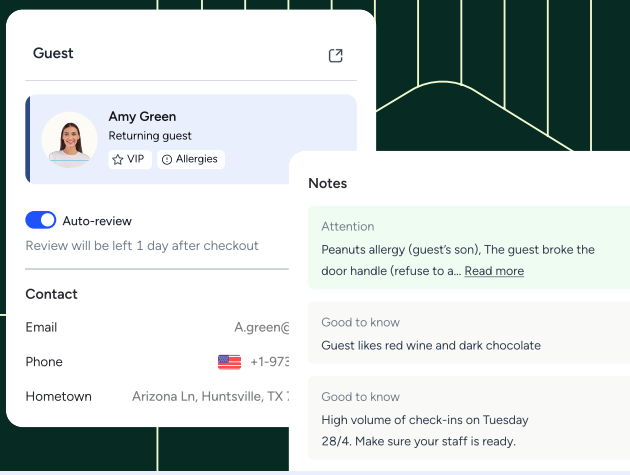
USA • Launched 2019
Portfolio growth: 6 → 89 listings





Guest relationships at *scale*

Instant insights, infinite opportunities.



✓ LEAD TRACKER ✓ GUEST SEGMENTATION ✓ AUTOMATED LEAD ENGAGEMENT

Cultivate lifelong loyalty and repeat business with Guesty's centralized CRM–your definitive source for guest insights and strategic lead management.

Consolidate lead pipelines

Track, nurture, and manage lead opportunities from one dashboard, displaying vital guest information from your unified inbox.

Leverage guest insight

Convert more leads with in-depth insights at every guest touchpoint, pulled from a rich store of data and targeted guest segments.

Automate conversions

Personalize automated message flows and communication strategies to reach potential guests at the critical decision point.

Loyalty-driven growth. Exceptional guest experiences.

Lead pipelines

View all lead data and pipeline status, synchronized and consolidated across your platform.

Guest profiles

Store rich guest data with all prior history and internal tags for blocklisted and VIP guests.

Guest widget

Display all guest data and context for faster, more personalized responses.

Guest reports

Build distinct audience segmentation with in-depth guest data for targeted messaging.

Marketing integration

Guesty directly integrates with Mailchimp, syncing your guest and lead data for effortless email marketing campaigns.

"Guesty enables us to dissect our guest database by person, demographic, and region so we can better target those through our email marketing campaigns."

Host & Stay
1,431 listings

Mastering guest relationships, from leads to *lifelong* loyalty

"Guesty's CRM and lead management features consistently helped convert first-time guests into loyal customers."

Backed by Guesty's robust integrations, Red Cottage built a successful marketing foundation, effortlessly tracking reservation opportunities from multiple channels, capturing new leads, and fostering customer loyalty with a membership program that keeps over half its guests coming back.

"Building our membership program is something we would not have been able to do with any other PMS."

Red Cottage →

Upstate New York, USA • Launched 2007
Portfolio growth: 132% in less than 2 years | 146 properties





Smart review management suite

Transform guest sentiment into your tactical advantage.

- ✓ AI-GENERATED RESPONSES
- ✓ AUTOMATED REVIEW REQUESTS
- ✓ REVIEW TEMPLATES FOR AIRBNB & VRBO GUESTS

Manage all ratings across connected channels with a centralized performance view and AI-powered response tools. Advanced analytics helps pinpoint improvement areas, elevate review scores, and conquer premium rankings on key booking channels.

Accelerate response time

Swiftly address reviews from your Guesty dashboard with AI-generated suggestions for the perfect response. Supported by Airbnb, Booking.com, and Vrbo.

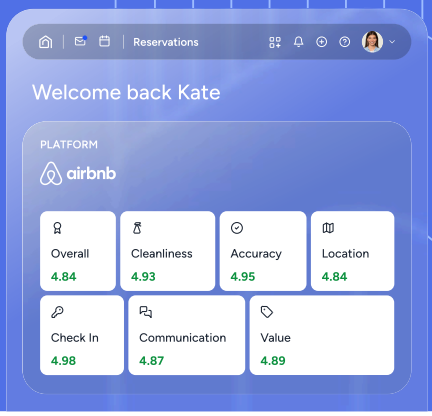
Extract vital insights

Process feedback into actionable insights with AI-powered analytics to quickly address problems that risk ratings.

Automate review requests

Deploy review requests with strategic timing, delay review prompts at your discretion, and tailor request messages for each channel.

Smarter insights. Greater visibility. Lasting impact.



Airbnb quality dashboard

Gain deeper insights into guest sentiment patterns with comprehensive review analysis.

Sort and filter feedback by quality score, property, keywords, or sentiment categories to identify critical trends and quickly address improvement opportunities for strategic portfolio-wide enhancements.

Harnessing guest sentiment for *lasting* growth

“Reviews equal success.”

Tasman has cultivated exceptional rating scores across multiple platforms. With Guesty’s Review Dashboard, they surpassed basic metrics and harnessed real-time sentiment analysis to swiftly identify opportunities for improvement, respond to feedback, and leverage positive trends.

With Guesty, “Tasman is quickly emerging as a brand that guests seek out and deeply connect with.”

“Guesty allows me to centralize several key solutions for my business into one integrated ecosystem. I get a comprehensive screenshot for each unit and property in a very specific way.”

Tasman →

Mexico City • Launched 2020
Portfolio growth: +72 new listings in 1 year





Guesty Pro™

Proven results. *Unlimited* potential.

With consistent results across thousands of property management companies, Guesty Pro delivers the comprehensive solution that scales with your vision. Every feature works in harmony to increase operational efficiency, maximize revenue potential, and create memorable guest experiences that build long-lasting success.

Join the property managers who have transformed their operations and unlocked their portfolio's full potential with Guesty.

Discover our complete suite:

Financial and Business Management →

Distribution and Operations Management →