

Owner's Handbook Ouddorp Connection



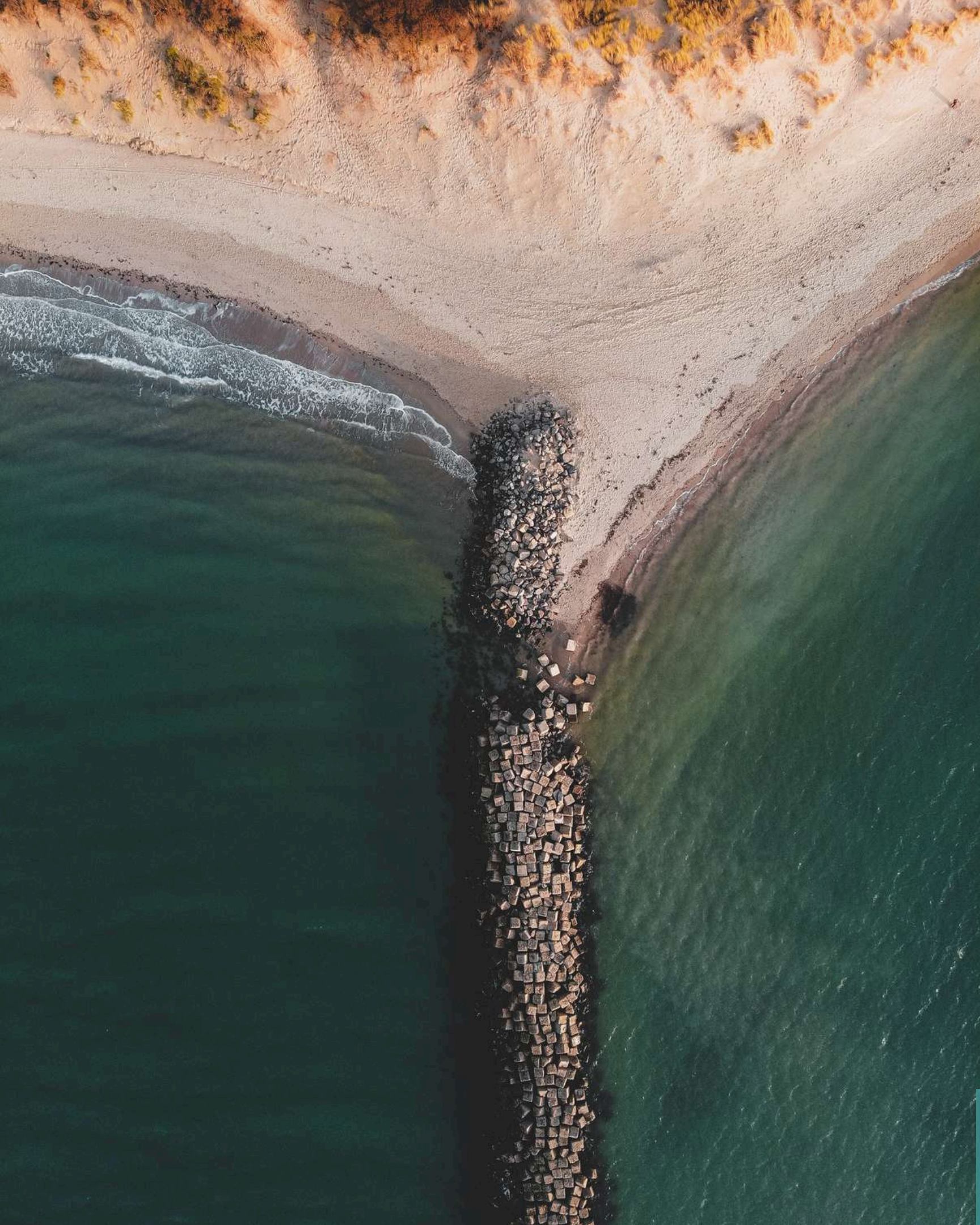
Renting out on Goeree-Overflakkee

Are you the proud owner of a holiday home in Ouddorp and considering renting it out? Successfully and profitably renting out a vacation home or apartment can be a challenging task, requiring a lot of work and responsibility.

But with the right partner by your side, it becomes much easier! Ouddorp Connection (OC) is the expert in holiday rentals and takes care of the important tasks for you, so you can enjoy peace of mind.

We handle the marketing and full management of your holiday home.





In this handbook, we answer the most important questions about renting out holiday homes.



Renting out



How long does it take before accommodation can be booked in the OC system?

- After a visit from OC, during which we view your home and discuss all matters together, we start with the inventory and planning of the photos.
- Once you have signed the contract and completed the inventory list digitally, we will enter the property details as quickly as possible so that they are available online.
- Once the property is available online, we will link your accommodation to various other tour operators to increase reach and rental opportunities.
- Finally, we receive three sets of keys to your home. This allows us to provide your guests with the best possible service and ensure that everything runs smoothly.





What is involved in starting a rental business?

Ouddorp Connection helps you prepare your holiday home for rental with the following activities:

Start cleaning and window cleaning:

- Our professional cleaning teams will provide a thorough initial cleaning and clean the windows. The costs for this will be settled once with the first rental income.

Technical inspection:

- Our technical service will perform an extensive technical inspection. We will discuss the findings with you so that everything is in optimum condition for the rental.

Professional photography:

- Our photographer will take high-quality, professional photos of your property, so that it is presented optimally. The costs for the photography will be charged once with the first rental income.

The marketing text:

- Our marketing department writes promotional texts for the website in three languages: Dutch, German and English





What do guests expect from an accommodation?

Guest expectations are (unfortunately) rising steadily. An internet connection and television are now considered standard. Guests expect access to most German TV channels and are increasingly asking for streaming services like Netflix or Amazon Prime.

A holiday home should include basic amenities such as a baby cot and high chair. In addition, a well-equipped kitchen, functional furniture, and comfortable beds are essential. It's important that all beds have the same clean single duvets and pillows.

For hygiene reasons, each mattress must be protected with a waterproof mattress cover. OC provides a blue fitted sheet for this purpose (a one-time cost), which our cleaning team washes and replaces as often as needed.

A well-maintained garden is just as important. Guests expect outdoor furniture with enough loungers, a parasol, and a charcoal grill. In short, your holiday home should be furnished and equipped to meet the expectations of a comfortable and carefree vacation. This ensures your guests enjoy a pleasant and positive experience.

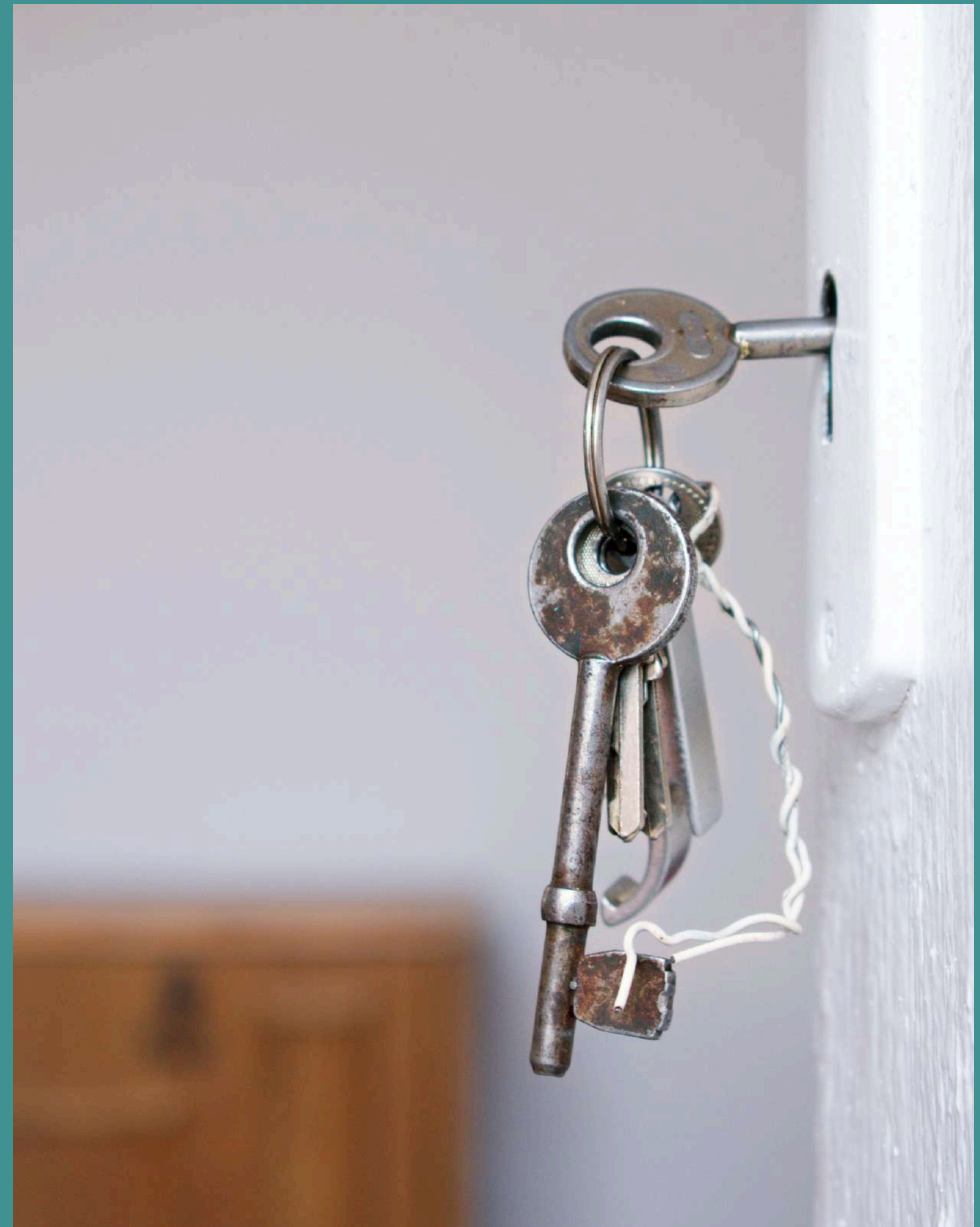
How many keys do we need?

We kindly ask you to provide us with three keys to your property:

1 key for the guests

2 keys that we will store securely in our safe

Do you have a private area, such as a storage closet with inventory, that is not accessible to guests? If so, we also request a key to this space, so we can access it if necessary.





What safety features are required in my accommodation?

A great holiday starts with a safe stay. To ensure the safety of your guests, we require the following measures to be taken:

- Smoke and carbon monoxide detectors: At least one of each in your accommodation.
- Fire extinguisher: For rapid response in the event of fire.
- Fire blanket: A simple and effective way to extinguish small fires.
- Stair gate: Essential for families with small children.

Ouddorp Connection can purchase and install these safety items for you for a fee. This way you can be sure that your home meets the safety standards and your guests can enjoy their stay with peace of mind.





What information should be available to guests in my home?

To ensure that your guests are well informed and can start their holiday carefree, we always put together a clear and comprehensive information folder.

For this we ask you for specific information, if this is not already known to us. Think of:

- The exact location of the waste container.
- The login details for WiFi.
- Manuals for the equipment present in the home.

This information folder is essential to help your guests find their way around your holiday home and to give them a pleasant start to their stay.



Are pets allowed in the house?

As the owner, you decide whether pets are allowed in your holiday home. If you choose this, we charge an extra cleaning fee per pet. After a stay with a pet, we plan a longer cleaning time, for which this fee is intended.

Our experience shows that pet-friendly properties often yield higher returns, as these properties are more popular with guests with pets. However, it is good to take into account possible more intensive use of the property, such as having to paint walls earlier or extra maintenance.

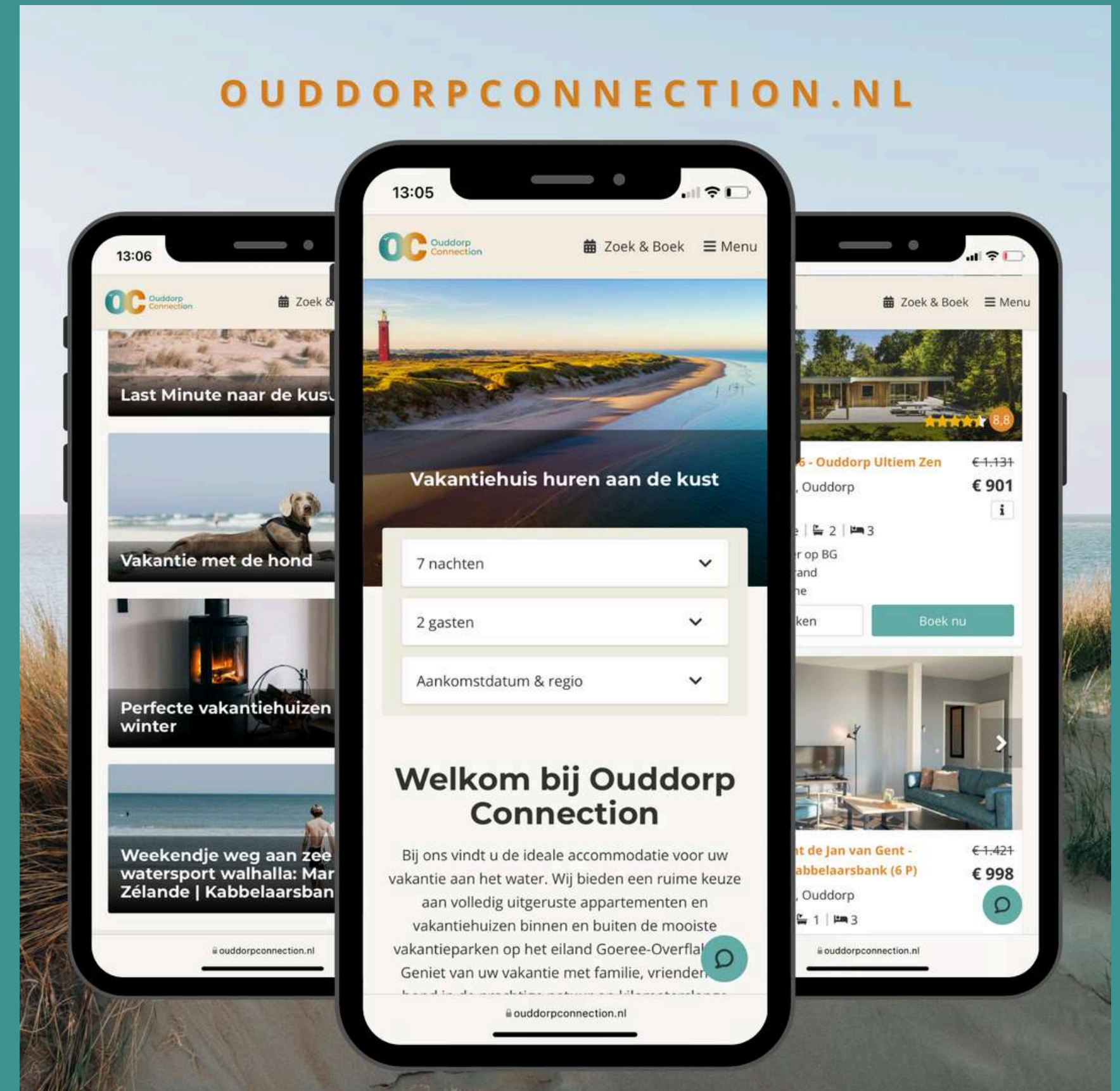


How are the different houses marketed?

In addition to our own website in Dutch, German and English, Ouddorp Connection works with various leading tour operators, such as Booking.com, VRBO, Fewo-direkt, Holidu and Heerlijke Huisjes.

Thanks to these collaborations we have a wide reach and welcome guests from the Netherlands, Germany, Belgium and beyond.

Our internal marketing department ensures that your holiday home is optimally promoted. We focus on the entire customer journey with a focus on SEO optimization, social media, marketing automation, advertising campaigns and local collaborations for more visibility, both online and offline.





What marketing channels are used? What are the target groups?

At Ouddorp Connection we combine promoting our accommodations with the beautiful surroundings of Goeree-Overflakkee. Through our website and social media we inspire guests with the most beautiful places and we remain visible after booking, which increases the chance of repeat bookings.

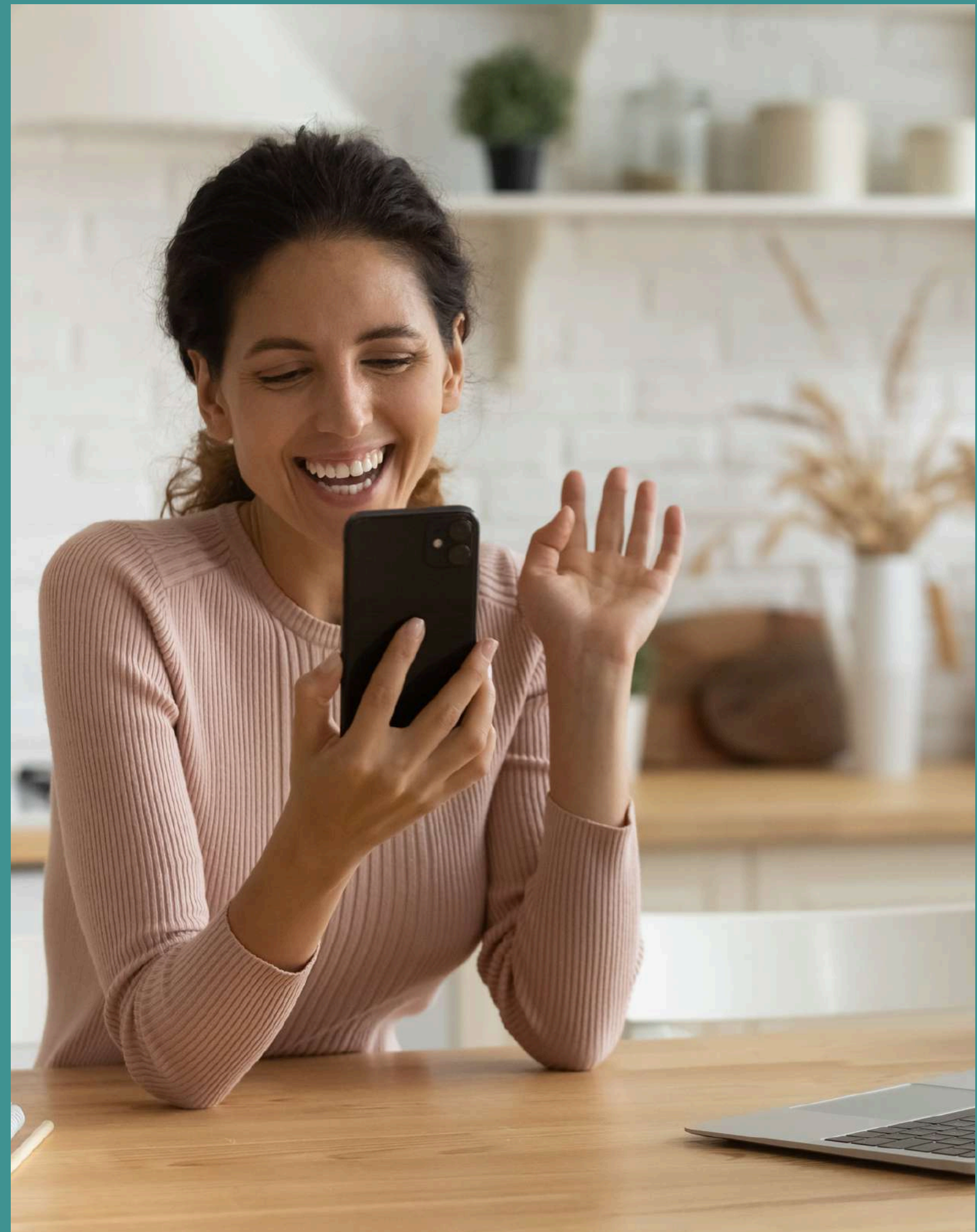
Besides having our own website with a lot of traffic, we are visible on social media channels such as Instagram, Facebook and Youtube. The connection with a large number of tour operators and advertisements within Google and social media also contribute to this. All in all, Ouddorp Connection has grown into a strong brand with a loyal customer base.



Are there many regular tenants and recurring bookings?

Ouddorp Connection has built up a loyal clientele of regular guests who return regularly. They choose Ouddorp time and time again, because they know what to expect: quality, comfort, great service: carefree enjoyment!

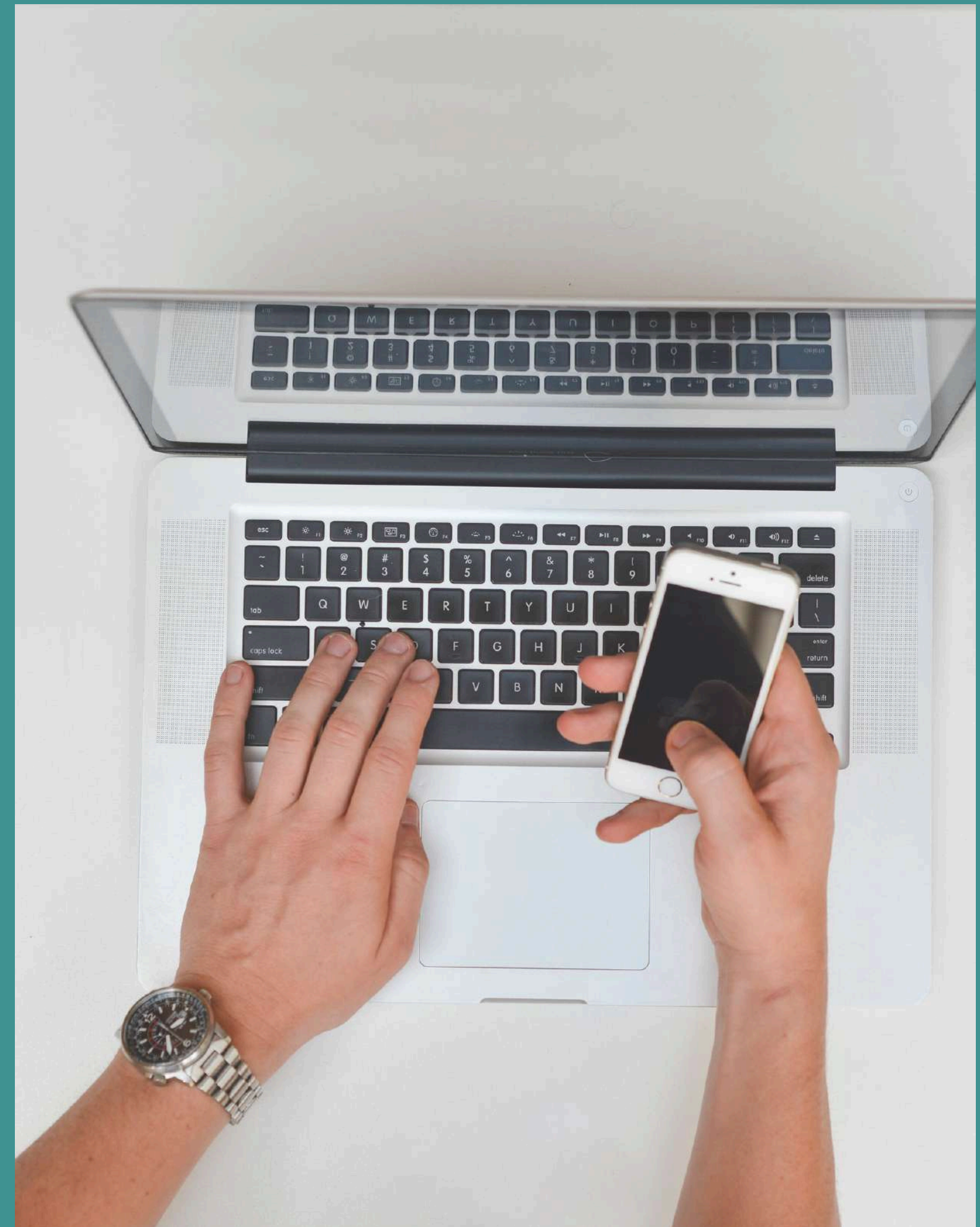
In addition, we are able to welcome more and more new guests, partly thanks to our extensive range of holiday homes and our broad platform. This combination of loyal guests and new visitors shows that Ouddorp Connection has something to offer for everyone!



How is my home booked?

More than 90% of bookings are made online, without any intervention from our staff, which shows how user-friendly our platform is.

The other bookings are made after consultation with our staff, for example when guests have specific wishes or want to make adjustments to their arrival and/or departure day. In this way, we combine the convenience of online booking with personal service for customization.



How far in advance can I book?

At Ouddorp Connection, bookings can normally be made for one calendar year in advance, including New Year's Eve of the following year. At the beginning of the year, we will contact you to ask if you want to rent out your accommodation via OC the following year as well. If so, your accommodation will be activated for bookings in the new year.

We accept last minute bookings with arrival on the same day until 18:00. This is possible because we ensure that the accommodation is always cleaned immediately after the departure of the last guests, even if there is no new booking yet.

Our standard rental conditions:

- Deposit: 30% of the total amount within 3 days after booking.
- Final payment: The remaining 70% must be paid no later than one month before arrival.

With this approach we offer both owners and guests flexibility and security.



CANCELLED



From when and under what conditions are last-minute bookings offered?

Ouddorp Connection continuously follows and analyses the booking behaviour of holidaymakers. We do this with our own analytics team. Depending on the occupancy rate and the season, OC can decide to make last-minute offers.

These discounts are applied when there is no reservation 14 days before the planned arrival date. The discount percentage varies from 10% to 35%, depending on the situation.

How far in advance can and should bookings be made? What are the cancellation conditions?

Ouddorp Connection offers guests the possibility to cancel free of charge up to 14 days before arrival. Cancellations from day 13 up to the day of arrival (no-show) do not entitle to a refund.

When a guest has paid according to the terms and conditions and cancels within 14 days, you as the owner will receive the full gross rental amount, minus the commission of OC. In this way we ensure a fair settlement, while trying to keep the impact of cancellations as limited as possible.

Only a few times a year, some guests abuse this arrangement, causing payments to be made only after several reminders in a short period of time, or not at all. In such cases, OC cannot be held liable for lost income. What we can guarantee, however, is that guests who have not paid will not receive access information for their accommodation and will therefore not be able to arrive.

Taking legal action against such cases is usually not profitable and damages the image. We therefore do not do this under any circumstances.





What is your occupancy rate in high and low season?

The average occupancy rate of our holiday homes is between 60% and 70%. For the popular periods we strive to ask higher prices, so that a good turnover and an optimal return for the owner is achieved.

In the pre- and post-season we consciously avoid using extremely low prices or high discounts. Our experience shows that this often leads to disrespectful use of the holiday home. In the high season most homes achieve an occupancy rate of 100%, although this is of course no guarantee for the future.

With this pricing strategy we ensure a healthy balance between occupancy, return and the retention of your home.





What kind of prices do you charge?

When your home is registered on our platform, we will implement the pricing policy for the home. We will look at homes of comparable quality and the data in our platform.

We monitor the market daily and adjust prices where necessary. We cannot therefore offer fixed prices. Since we have implemented this dynamic pricing policy, we have achieved a significantly higher year-round return.

Of course, it is always possible that you find the pricing of your holiday home too high or too low. In this case, we cannot create a personal price list. However, we can link your home to a higher or lower segment home type. For example, you could aim for lower occupancy with higher prices. However, we see that these price changes almost always lead to a lower year-round return.



What are the changeover days?

Rental, management & maintenance service

At Ouddorp Connection we offer a comprehensive rental and management service, including the maintenance of your home.

Changeover days

For new homes in our offer, the changeover days in high season are set at Friday, Saturday, Monday or flexible, depending on what best suits the home and demand.

In addition, Ouddorp Connection reserves the right to adjust changeover days during holidays and vacations. This allows us to create sufficient time for facility work, such as cleaning and maintenance. In some cases, it may happen that a home is not cleaned until the next day. However, on the day of departure, Ouddorp Connection always carries out a preliminary inspection to ensure the condition of the home.



Do I have insight or control over the rental?

After registering your accommodation, you will automatically receive an email with information about your owner login. With this login, you have 24/7 access to our reservation system, which gives you easy insight into all matters concerning your property.

What can you do with the owner login?

- View invoices, rental statements and periodic costs.
- View the occupancy overview to see immediately when the accommodation is rented.
- View an overview of all reservations, cancellations and options.
- View guest reviews after their stay.
- View the presentation of your home on our platform.
- Book the accommodation yourself for your own use.
- Promote your property to potential guests.





Reserve your home for your own use

Through the owners login you can easily reserve your own home for own use. A “own use” reservation is free of charge and no commission is charged.

However, we ask you to consider a good balance between personal use and rental. In order to keep your home profitable, it is important to leave sufficient weeks available for rental. Ouddorp Connection is after all a commercial rental company and strives for an optimal return for you as the owner.

Important note: The number of days you use the property yourself is linked to the commuter tax.





Reservations for maintenance and accommodation for friends/family

Reserve for maintenance

If you are carrying out maintenance or renovations to your accommodation yourself, or have this done by an external party, you can reserve the accommodation for yourself via booking@ouddorpconnection.nl. Please indicate which activities are planned, so that we are aware of this and can assess whether the presentation of your accommodation needs to be adjusted. Please note: If you only enter a block in our system, no logistical tasks such as a follow-up check will be linked to it. Therefore, we request you to use the option to reserve for yourself via the owner login.

Stay for friends and family (with a rental fee)

Do you want friends or family to stay in your accommodation? You can easily send them your own booking link. The reservation system recognizes this booking as a reservation 'via owner'. For more information, please visit the owner login. If you would like to give a discount to friends or family, you can indicate this by sending an email to our team. This way we will make sure everything is arranged smoothly.



What information do guests receive from OC before they arrive and during their holiday?

Once the holiday has been paid in full, guests will receive several emails from us to prepare for their stay.

They receive all the necessary information in the mail before arrival, including the key code. Checking in with these key codes always goes well, and fortunately we have not had any fraud or abuse in this. During the stay, the guest also receives information about a good check-out, which often leaves the house tidy.

Finally, guests are approached again after a stay for a review. If the review is good, we approach these guests again with a discount code to entice them to return.

For last minute bookings, arrival information will only be sent after full payment has been made.



How can guests reach OC in case of emergency?

OC offers a 24-hour emergency service, so we are always available for unexpected situations. Thanks to our network of reliable technical companies and our own technical service, we can solve almost any problem quickly and efficiently, so your guests do not have to worry during their stay.





How does OC respond to guest complaints during their stay?

A complaint is always annoying, and we understand that it is important to respond quickly and effectively. Our goal is to provide a stay that makes guests happy.

When there is a complaint, we try to handle it as quickly as possible. We investigate the problem carefully and look for the best solution for the guest.

Depending on the nature of the complaint, we will inform you as the owner and work with you on a suitable solution. We are also happy to provide advice to prevent recurrence in the future.



How is cleaning and monitoring arranged?

OC always takes care of the final cleaning, even if the owner uses the property himself (costs are charged to the rental income). This is carried out carefully and according to our standard by cleaning companies with whom we work. Afterwards, our own inspectors always carry out a final inspection. In this way, we can guarantee that clean work is delivered and that no tasks are forgotten.

If possible, final cleaning is always carried out on the day of departure of the guests. If there are empty days between two bookings, OC reserves the right to clean the property the following day.

A final inspection is always carried out by OC.



How are missing inventory, stains on the couch, etc. handled?

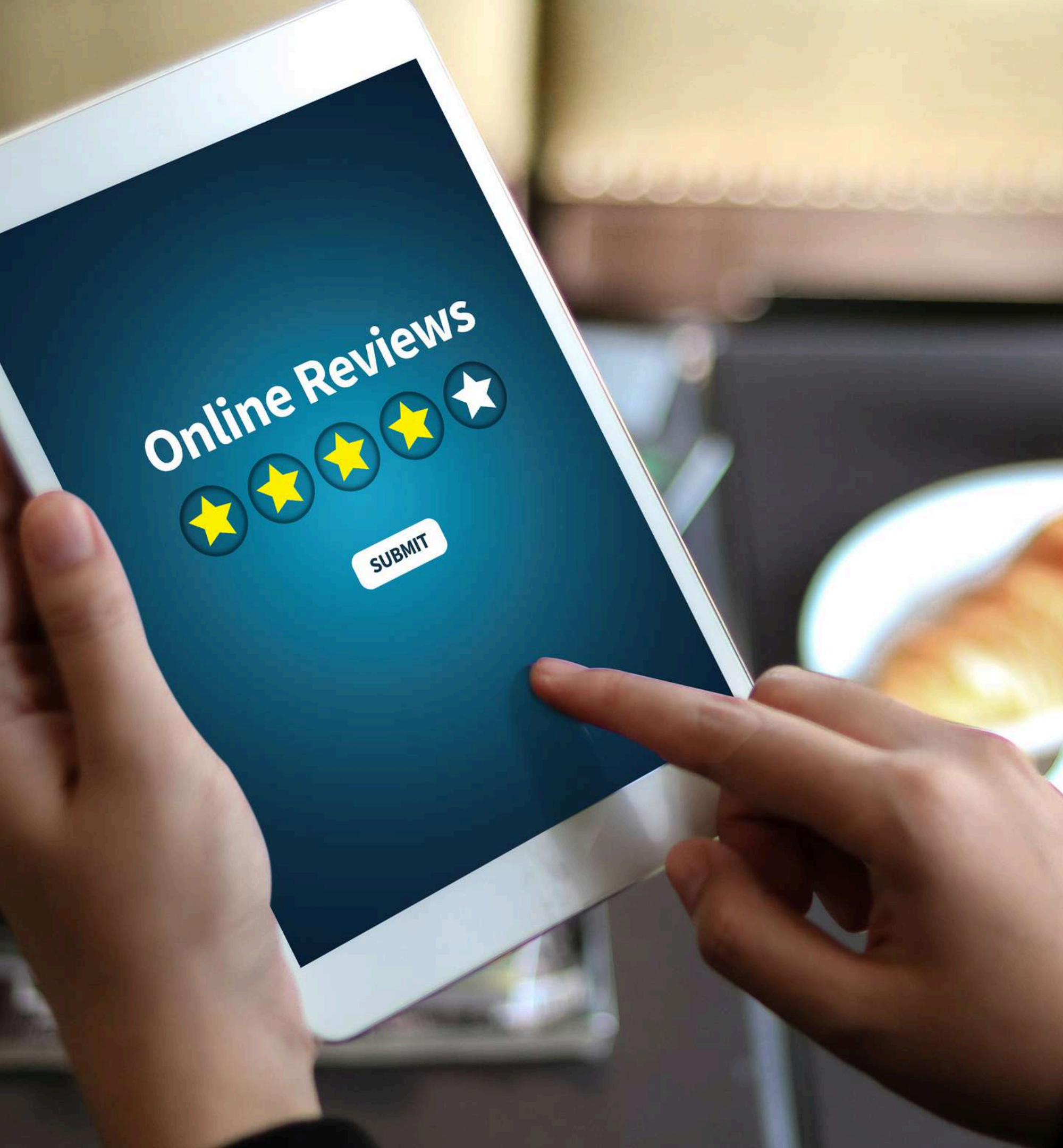
OC charges a fixed annual fee for glassware, dishes, batteries and lamps. Within a budget of €15, these items will be replaced free of charge if they are defective.

However, the fixed amount does not apply to items such as pans, electrical appliances, etc. These will be replaced at your expense if necessary.

We do our utmost to clean stains on sofas, but we cannot offer any guarantees.

We try to solve as many problems as possible ourselves, without bothering the owner and without charging extra costs. In case of doubt, we contact the owner to find a suitable solution together.





How do you handle reviews and complaints?

Reviews

After checking out, guests will receive an email invitation to review your vacation property and our services. These reviews are visible via the owner login, so you can always see what guests thought of their stay. After Ouddorp Connection has answered the review, it will be published on the property page on our website.

Complaints

A complaint is always annoying, and we strive to ensure that guests enjoy their stay. We take complaints seriously and resolve them carefully. If necessary, we will inform you as the owner about the complaint and the measures taken. Depending on the nature of the complaint, we will provide advice to prevent recurrence in the future.



Finances



How do I determine the correct rental price?

Ouddorp Connection has extensive knowledge of the market, prices, rentals and the wishes of guests. This allows us to give you excellent advice on the rental price of your accommodation. In order to arrive at a fair and profitable price, we take into account various factors, such as:

- The size of the accommodation and the number of people it can accommodate.
- The facilities available in the house.
- The location of the accommodation.
- The state of maintenance and general quality of the home.
- Special facilities, such as a sauna, jacuzzi or garden.
- Whether dogs are welcome.

Via the owner login you can see the prices that Ouddorp Connection uses for your accommodation. If you want to request a price change, you can easily do this via the owner login.





What is included in the rental price?

The rental price of your accommodation includes the costs of gas, electricity, water and 9% VAT. However, additional services and items provided to guests during their stay, such as bed linen, towels, kitchen towels, bath mats, toilet paper, final cleaning, damage costs and other extras, are not included in the rental price.

These additional costs are charged directly to the guests by Ouddorp Connection. This way the rental price and additional services remain transparent and everything is clearly arranged.

What is the owner's response to unexpected inflation?

In the event of an unexpected event that affects all owners, we strive to find a suitable solution together.

An example of this is the recent energy crisis, where guests now pay a daily heating surcharge. This surcharge goes 100% to the owner and is not covered by OC's commission.



Do you charge a deposit from guests?

Some owners prefer to arrange a security deposit for their holiday home, but this often involves a huge administrative burden.

That's why we started using a Damage Guarantee Fund. This fund covers damages caused by guests during their stay, without the complexity of a deposit and without unnecessary discussion. This way we avoid negative reviews and make the process easier for both owners and guests.

The damage guarantee fund is intended for minor damages that tenants can make. The coverage only applies to tenants of Ouddorp Connection. The fund offers coverage for damage to the building, contents or other items that have been made available to the tenants. However, damages up to €25 will not be processed. The maximum coverage is €1,000 per booking.

For more information about the conditions, please contact us at booking@ouddorpconnection.nl.

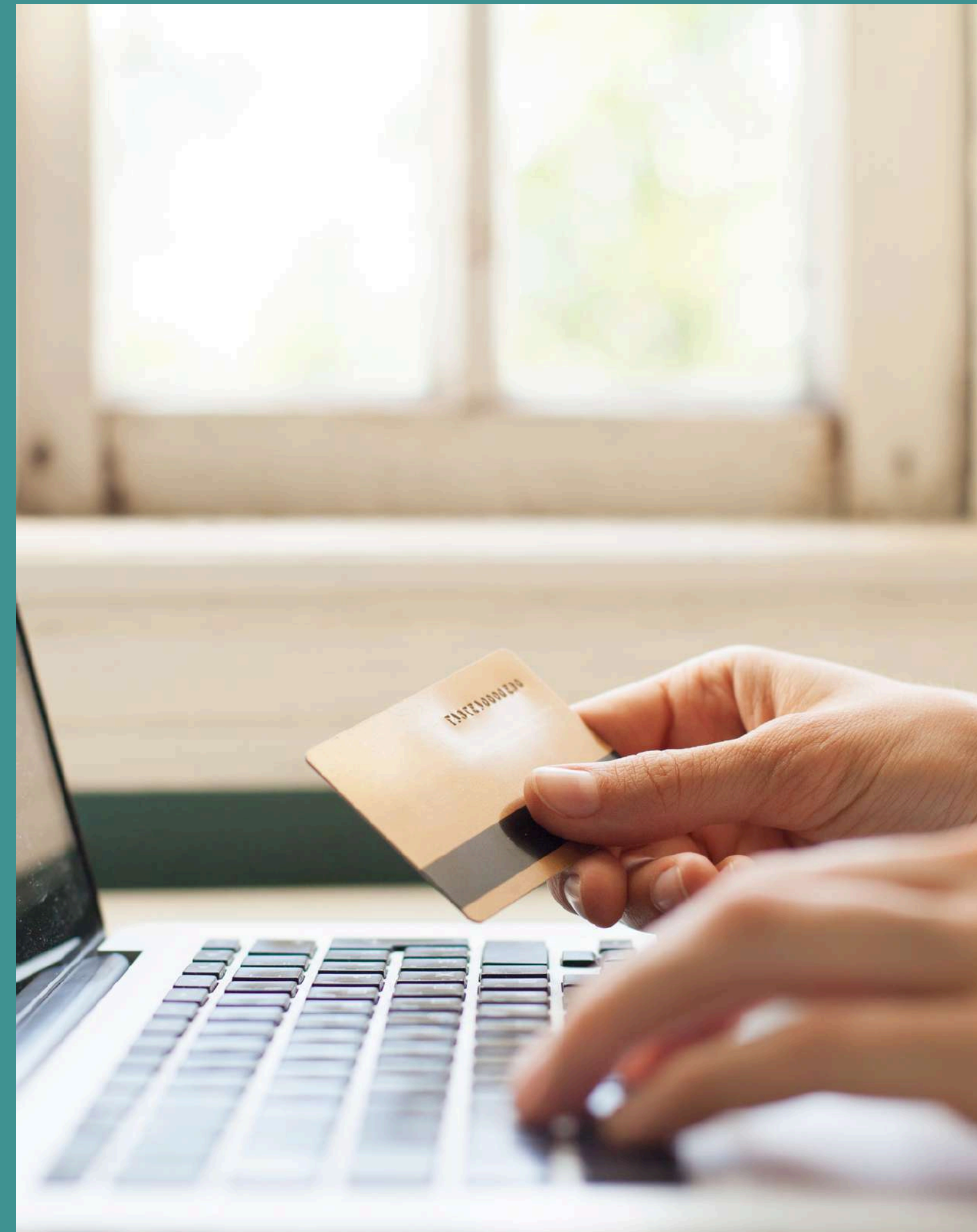


How much is the OC commission?

The commission charged by Ouddorp Connection is 20% excluding 9% VAT.

For example, if the rent is €500, €109 will be deducted in commission.

When using tour operators, the commission is 30% excluding 9% VAT. To cover the difference in commission, the rental price is increased.



What additional costs do I have to pay?

In addition to the basic rental costs, there are various additional costs for the rental service that also apply to the management and maintenance service. These costs are always settled with the rental statement, so that you never have to pay extra costs (as far as rental income is generated).

The main additional costs are:

- Monthly fee for our booking system.
- Photography for the website (once at the start of the rental, after which it is your property).
- Blue or black fitted sheets for the mattress (one-time).
- Monthly costs for our reservation system.
- Fixed amount for cleaning products per year (such as detergent, all-purpose cleaner, toilet cleaner, etc.).
- Fixed amount for glass wear, batteries and lamps.
- Welcome gift per reservation, including coffee, tea, basic necessities and a map of Ouddorp.
- Wash windows once a quarter.
- TV and Internet settings.
- Repair and/or maintenance work carried out by our technical department or an external company will not be charged directly.
- Replacement purchases up to an amount of €150.00 per year can be made by OC without prior consultation with the owner.





Do I pay commuter tax or tourist tax?

The name 'commuter tax' may suggest a tax on commuting, but it is in fact a levy on owners of a second home. According to the Municipal Act, every municipality in the Netherlands has the possibility to levy a commuter tax, and many tourist municipalities use this to supplement their budget deficits.

When does the commuter tax apply to you?

Commuter tax can be levied by a municipality if you have a furnished home at your disposal in a place other than your place of residence for at least 90 days per calendar year. Whether you actually stay there for 90 days or more is less relevant in this case.

As the owner you can use the property without any restrictions, but there are three options for municipal taxes:

1. More than 90 days: If you use your vacation home for more than 90 days, commuter tax will be charged by the local government.
2. Less than 90 days: If you use the property for less than 90 days, you pay tourist tax and not commuter tax.
3. Never stay overnight: If you never stay overnight in the property, neither tax will be levied.



Tourist tax & administrative handling

The tourist tax is invoiced to the guests by Ouddorp Connection and paid separately to the owner via the relevant rental statement.

At the end of the year, the owner of Ouddorp Connection receives an overview of all overnight stays (night register). This overview must, if requested, be forwarded by the owner to the SVHW.

Based on this night register, the owner then receives an invoice from the SVHW, which must be paid directly by the owner to the SVHW.

How is VAT calculated?

The 9% VAT is included in the rental price.

If you, as the owner, live in Germany and do not have a VAT number in the Netherlands, the VAT will be paid by Ouddorp Connection and immediately deducted from your rental bill.

If you do have a VAT number in the Netherlands, we ask you to provide this to us. In that case, you must pay the VAT yourself to the tax authorities.



What do I need to take into account from a tax perspective if I am going to rent out my property?

Renting out creates income, but how this is taxed depends on your personal situation and place of residence. The Dutch tax system is complex and constantly changing. Whether you have to pay commuter or tourist tax depends on how long you have your second home (e.g. your holiday home) for your own use.

We always recommend consulting an accountant or tax expert to determine which tax rules apply to your personal situation.

We work together with an accountant, and for questions you can always contact us. We will make sure that your question is forwarded to the right person for advice.





When will I receive an invoice?

Through the owner login you have real-time insight into the rental income. You can also view different types of invoices here, so that you are always aware of the financial situation around your accommodation.

Billing

Every month you will receive an overview of the rent and additional costs. For guests staying longer than a month, the invoice will be made in the month of their departure.

The rental overview shows the rental income earned, minus the commission due, VAT and additional costs. The invoices are sent to you by email, and you always have access to all your invoices via the owner login.

Payments are made within 10 days of the invoice date, ensuring everything is processed quickly and efficiently.

How much rental income can I expect?

Rental income varies per accommodation and is influenced by various factors. Consider:

- Furnishing: The style, comfort and attractiveness of the accommodation.
- Location: for example near the beach, in a nature reserve or close to tourist attractions.
- Condition and quality: Maintenance and general appearance of the home.
- Special facilities: Extras such as a sauna, whirlpool or allowing pets

In addition, your own stay in the home also affects the return. For example, are you staying for three weeks during the summer holidays, or just one weekend in the fall?



Management & Maintenance





Who is responsible for the maintenance of the garden and terrace during the year?

As the owner, you remain responsible for the maintenance of the garden and terrace. You can choose to do this yourself or hire a suitable gardener at your own expense. After all, a well-maintained garden contributes significantly to the general impression and attractiveness of your holiday home.

During our inspections we also check the condition of the garden. If we notice that, for example, the lawn has not been mowed or other necessary maintenance has not been carried out, OC will have this work carried out without your request. The costs for this will then be charged to you.

By ensuring a well-maintained garden, you not only increase the quality of your stay, but also the satisfaction of your guests.



Is there a major cleaning going on in the spring?

OC carries out a major cleaning every year, which takes place during the winter months. The costs for this cleaning are calculated based on the size of the house:

- Up to 4 persons
- Up to 8 people
- 8 persons or more

This amount will be settled with a payment.

In addition, we expect the owner to do a major cleaning of the outdoor area. This includes clean garden tiles without weeds and well-maintained garden furniture. A neat and tidy outdoor area contributes to a positive impression and increases the satisfaction of all guests.

With this approach we ensure that the accommodation, both inside and outside, remains in top condition.

Rental & Management Contract



Contract duration and termination

Contract duration

The contract is entered into for a period of one year. After this period the contract is tacitly extended for one year.

Sale of the house

The contract can be terminated prematurely in case of sale of the holiday home or in case of irreparable damage, such as by fire or natural disasters. In these cases the same conditions apply as for a regular termination of the contract.

Termination of the contract

The contract can be terminated in writing by either party, with a notice period of at least 3 months before the end of the contract period. All reservations already confirmed, even after the end date of the contract, must be honored.

If the holiday accommodation, despite repeated requests and reminders from OC, no longer meets OC's quality standards, OC reserves the right to terminate the contract at short notice. These conditions guarantee a transparent and fair cooperation between OC and the owner.



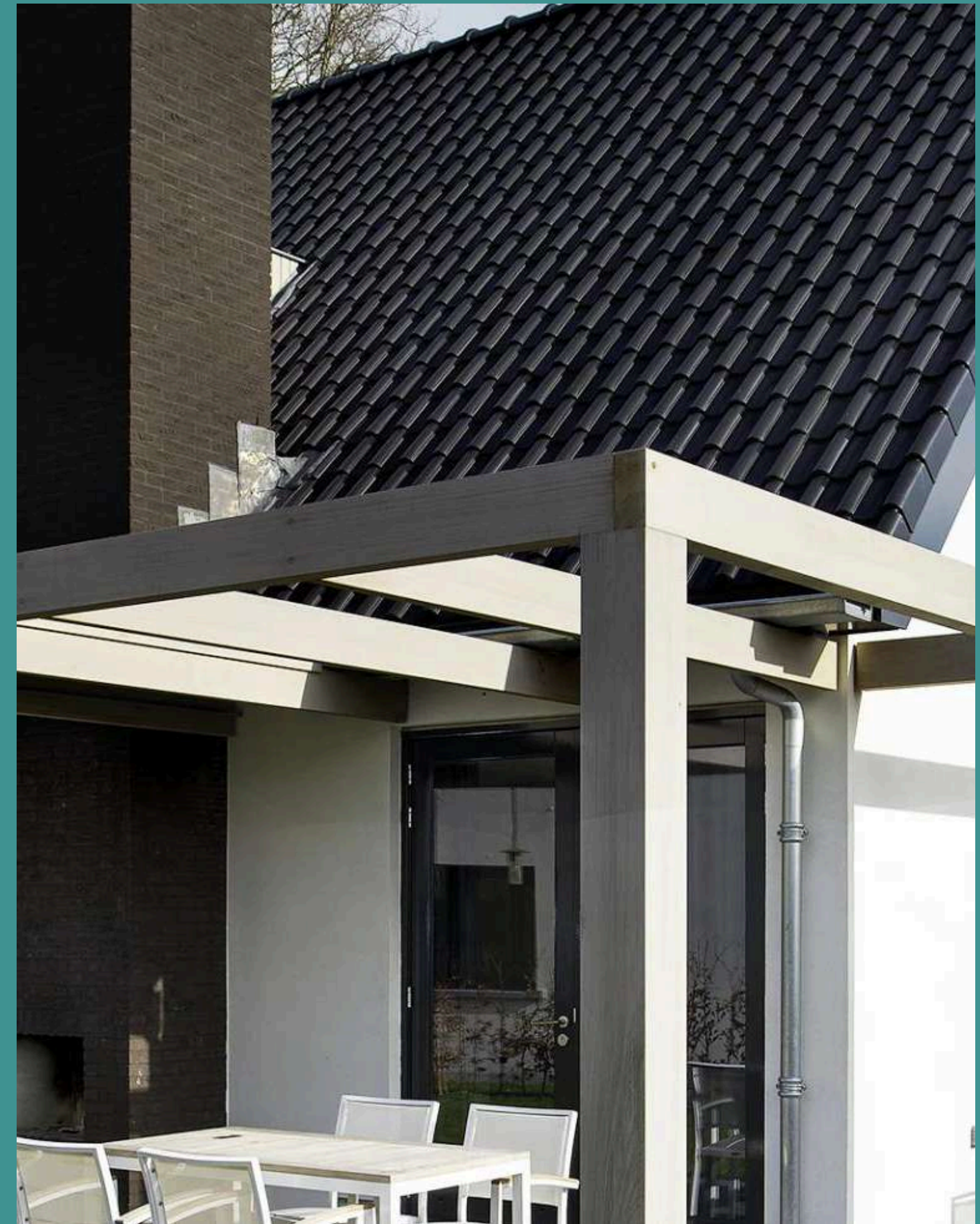
Compliance with existing reservations upon termination of contract or sale of the property

If you as the owner decide to sell your holiday home or terminate the lease, we kindly request that you inform OC of this as soon as possible. This will enable us to stop further letting and to carefully manage the transition.

All reservations already confirmed, even those made after the end of the contract, must be honored.

In addition, these existing reservations must also be taken over by a potential new buyer.

OC will endeavor to find an alternative solution together with the guests, if necessary. OC also reserves the right to withhold outstanding rental invoices until any damage claims from guests due to cancellations and lost commissions have been settled in the final invoice.



What concerns does OC have for the holiday home owner?

The satisfaction of our guests is our top priority!

To achieve this, we count on your active cooperation. For example, you will receive regular newsletters from us in which we ask you for feedback or to share your opinion on important topics. We expect you to actively support us in this.

As mentioned earlier, the demands and expectations of guests are increasing. In order to continue to meet these expectations, we ask you to continue to invest in your holiday home. This can be done by:

- Renovations: Realizing a modern bathroom, a new kitchen or other improvements.
- Modernizing the interior: New furniture or decoration immediately gives the home a more inviting and cozy appearance for guests.
- Upgrading outdoor facilities: A well-maintained garden, attractive terrace or other outdoor facilities contribute greatly to the overall guest experience.

We are of course ready to support you in determining the most urgent measures that will take your holiday home to a higher level.



Who are we?

We, Ouddorp Connection, are a dedicated family business offering holiday homes on various holiday parks in beautiful Ouddorp. Our passion lies in promoting Ouddorp as a unique destination and creating unforgettable experiences for our guests.

Our holiday homes are carefully selected and offer all the comforts needed for a relaxing stay. Whether you are looking for a quiet holiday or adventurous activities, we are available day and night to ensure that your holiday is carefree and memorable.



How can I reach you?

Ouddorp Connection has its office located in the building of Guesthouse Ouddorp Connection.

This unique location not only offers an inspiring workplace, but also ensures that we are close to our guests and our accommodations, so that we can respond quickly and personally.

Ouddorp Connection Dorpsweg 26
3253AH, Ouddorp South Holland +31 187 688 508
booking@ouddorpconnection.nl



How can I register our holiday home?

Would you like to place your holiday home with Ouddorp Connection after reading all the information? Then you can also fill out a form on the same page where you can read and download the manual to register. We will then contact you.

[Click here to go to the form page.](#)

