



**Your Vacation Rental with
Coastal Maine Vacations**



As a locally owned and operated short-term vacation rental company, our mission is to provide those who own homes in Maine a deep connection to the local culture.

We provide stress-free, professional property management services at an affordable price. With an emphasis on customer service we provide our guests with a superior, comfortable and welcoming Maine experience.

Being Local Means Something



Coastal Maine Vacations provides property management services for Maine homeowners with a reach that extends along the coast from Southern Maine to the Downeast/Acadia region.

Coastal Maine Vacations is operated by local entrepreneurs with a passion for Maine. We live, work and play here too.

Eastport, Maine



Coastal Maine Vacations partners with SafelyStay to provide guest insurance

This does not replace your homeowner's insurance, but it does give you added coverage.

This gets used BEFORE you make a claim against your own homeowner's policy.



The plan insures up to \$100,000 for liability coverage, bodily injury and physical damage to your home's structure. It also includes an additional \$10,000 coverage for contents and belongings for our homeowners and our guests.

Pretty good, right?

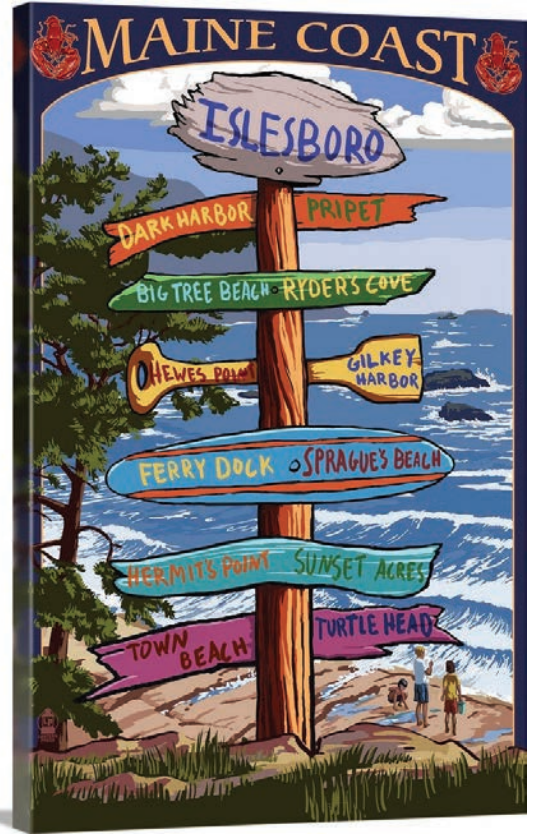


visit us at www.coastalmaine.vacations



In addition to covering contents, personal injury and damage to your home. If there is ever an issue, we file the claim for you. No other short-term vacation rental company provides this kind of insurance for their homeowners free of charge like we do.

Of course you do not want criminals staying in your home, but that goes without saying, right? Unfortunately, no, it doesn't; because without a comprehensive guest screening service, your home is exposed to anyone with access to a credit card and the internet. Coastal Maine Vacations has partnered with SafelyStay to screen for convicted felons, sex offenders, identify fraud and Interpol's watch list. The primary guest is screened through a database of guests who have previously caused damage to a home due to negligence.



Offenses such as felonies or identity fraud put individuals in an "unprotected class" and gives us the right to decline the guest based on the information we have found. Our guest screening is built to be non-intrusive and discrete. We take care of everything behind the scenes, ensuring we comply with the Fair Credit Reporting Act and protect your home from the headache of a bad guest.

visit us at www.coastalmaine.vacations

How do you screen *your* guests?



We could rely on damage waivers and homeowner insurance as other short-term vacation rental companies do, but why not avoid the issues and headaches? Not to mention lost future revenue while undertaking costly repairs!



Savvy property owners know that listing their property on multiple booking sites is the key to reaching new guests and growing their business. However, each of these sites open you to different issues when it comes to guest screening.

Airbnb says it does not routinely perform background checks on its users, "although it reserves the right to do so." VRBO encourages owners to read past reviews of guests and communicate with them directly. Neither booking site offers a comprehensive approach to guest screening. The task of screening your guests across all your platforms is labor intensive and you don't want that hassle. No matter how they book. With Coastal Maine Vacations this is all done for you!



BUT WAIT! THERE'S MORE!

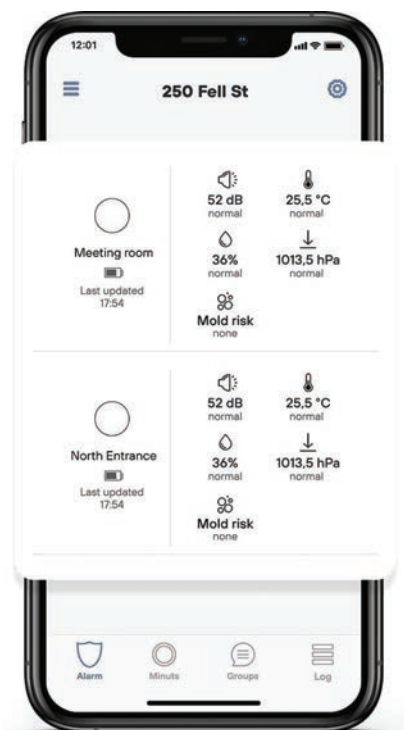
We have one more layer of protection for your home.

We keep your home safe and your neighbors happy while respecting our guests privacy. Our Minut sensor audits decibel levels and will alert us if it detects excessive noise.



THIS
AIN'T NO
DISCO

The Minut sensor also tracks temperature and humidity levels, so important to monitor, particularly when homes are empty for any period or closed for the season.





Coastal Maine Vacations' Marketing Reach

Our homes are listed on all the largest Short-Term Vacation Rental sites and twenty-five of the smaller, more exclusive sites. We are on Canadian and European vacation rental sites too.



**LET'S GET
FULLY BOOKED!**



**32
MILLION
VIEWS
MONTHLY**





STATE OF THE ART TECHNOLOGY FOR YOUR HOME.

THE BEST GUEST EXPERIENCE HOSPITALITY MESSAGING PLATFORM THAT CONNECTS US WITH OUR GUESTS .

Coastal Maine Vacations' Messaging Platform offers superior service to our guests by allowing them:

- self-serve, expedited check in/check outs
- directions to your home
- door lock codes and wifi password
- customized info about your home like trash day, or tv and other appliance instructions
- local restaurant and amenity recommendations



Simplified Vacation Plans



We work to prioritize features in the app to make each stay feel personalized. This gives our guests an increased level of service they cannot get with a larger company. Our mobile technology is making the human moments at Coastal Maine Vacations more effective and personal, rather than just replacing them with technology.



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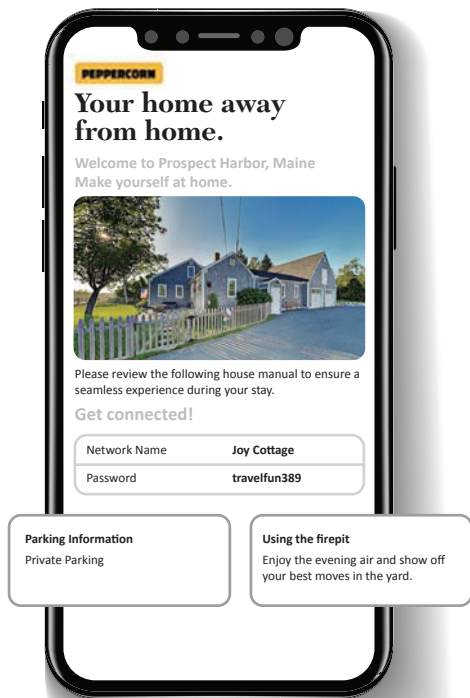
CUSTOMIZE AND ENHANCE YOUR STAY



Guests want to engage with us from wherever they are, when they want and in the way they want, which increasingly is through mobile. We can make ourselves available before, during and after their stays for questions, requests, and yes...
Re-bookings for next year!



A Case Study - Cut Operational Costs and Increase Efficiency



Teams with limited Bandwidth

Coastal Maine Vacations' tightly-knit team manages numerous units across multiple locations. One of their biggest concerns was managing guests communication.

Before Coastal Maine adopted the mini app, they used to have outpouring calls, emails, and messages from multiple channels. It was nearly impossible for the team to consolidate communication into one portal without hiring more employees, which only meant one thing - more operational cost.

Switching to this technology allows Coastal Maine Vacations to manage all communication flow in

one centralized location without adding additional team members. In addition, with the dashboard, the team gets a real-time snapshot of the company's health, giving them the ability to prioritize and act pro-actively. As a result, they can respond much faster and from anywhere, on the go.

One Place Hub

Coastal Maine Vacations utilizes a unified Inbox to combine all communication. A one inbox approach facilitates their staff to keep all in-house and guest communications organized in one central location. The team can easily consolidate guest messages from VRBO, Airbnb, Whatsapp, SMS, and incoming phone calls.

In addition to managing guest messages, the team uses the unified Inbox to streamline internal back and forth between staff and housekeepers. The team tracks progress with auto-notifications that comes in via texts - for example, at the start of a clean, when completed and when the housekeepers create a maintenance case. This provides real-time progress without having to dig through emails.

Reviewing Coastal Maine Vacations

More and more people use online reviews as part of their decision-making process when it comes to making vacation rental bookings. If a home has low ratings, then many guests will begin to look elsewhere for lodging options.

A good property management company must incorporate reputation management into their operations, as negative online reviews can have a detrimental effect on their bottom line. Coastal Maine Vacations is responsive and proactive to all guest communication. It is a top priority.

How do we do that?



Personalize the guest experience from start to finish.

Reputation management begins at the first interaction with a guest.



Check in on guests during their stay.

Coastal Maine Vacations uses Guest Messaging to communicate with guests to check in during their stay. It provides good customer service and guest satisfaction – we can quickly know if there is an issue and resolve it before it becomes a problem.



Use in-stay surveys.

Coastal Maine Vacations pinpoints exact issues and improvements they can make while the guest is still present. Addressing negative feedback allows dissatisfied guests the opportunity to change their minds about their experience before they take their complaints to online review websites.



Offer solutions for dissatisfied guests.

If our guest is still unhappy, all is not lost. Coastal Maine Vacations can still repair relations and manage their reputation by offering up creative solutions. At the end of the day, there will always be unhappy guests or issues that arise, but it is how one responds or resolves it that makes the difference!

And the Results...

Wonderful home, great stay! We stayed at Fern Rock for an extended weekend for a youth hockey tournament. The house was as described and was perfect for our party of 4. House was clean and had soap, shampoo, etc for us ready to use. The basement area with tv and video games was fantastic for the kids. Great back porch also. The management company was amazing. They were quick to respond via the app and SUPER accommodating. We forgot a few items behind when we left, and they retrieved them from the house and shipped them to us!! We will definitely stay here again next time we visit Maine. ~ **Wayne K.**

Great house, felt like a luxury cozy experience. Dog friendly which is a huge bonus when you have multiples. Communication with host was wonderful and so responsive. Looking forward to staying there again! ~ **Chris**

Overlook on Highland 76 Overlook Windham Oh, we found our spot! Cozy lakeview property We had a great experience at the house. Nice, relaxing view of lake with access. House was very clean and well kept with necessities. Property manager was quick in responding to questions. Short drive to Portland, Enjoyed our stay. ~ **Amanda M.**

Amazing Retreat. My 8 months pregnant wife and I took the dog to this lovely beach house for a quiet weekend before the baby comes. It was just that, and so so so perfect! The house was absolutely adorable, it had quaint old timey vibes, with a super modern kitchen. We got local lobsters, made homemade pizza, and steak fajitas. Really made use of the kitchen! The bathrooms were also superb, the claw foot tub was 10/10. Liz (one of the property managers) was great getting us set up before we checked in. And when the fireplace and heater wasn't working right, Justin (another manager) was super helpful to get those working ASAP. Overall, if you're looking for a picturesque Maine retreat, this place is it. It's also only a 25 minute drive to Acadia, if hiking is more your jam, or if you have an extremely pregnant wife, we recommend the Schoodic Loop (by car), breathtakingly beautiful! Overall this house is cozy, beautiful, functional, and relaxing. It's got tons of blankets, an amazing kitchen, super relaxing bathrooms with spa feels, and a lovely courtyard with fire pit. Hope to come back once the baby is born for a summer retreat! ~ **Adam P.**

The Lobster Cottage was the perfect getaway for our Maine vacation. We loved all of the charming lobster decor and attention to detail. Drinking a glass of wine on the porch looking out at the gorgeous view of the water, the lighthouse, and lobster boats in the evening was particularly lovely. This was our first time booking with VRBO, so we were a little nervous about the check in process. However, the host was accessible and helped with any questions or concerns we had. It is a bit of a drive to get to Bar Harbor, but we enjoyed the scenery and off the beaten track shopping and restaurants. Plus it was a peaceful respite from the crowds at Bar Harbor and Acadia. We definitely recommend staying at Lobster Cottage! ~ **Lori L.**

What a great spot we found! The property manager was very helpful -- even stopped by to help with the gas stove. The vacation rental was spotless. I was very happy with the location. I was very satisfied with the condition of the vacation rental. Overall, I recommend this vacation rental We are making plans for next year! ~ **Michael H.**

Smugglers retreat adventure Rating
Details: The property manager was very helpful. The vacation rental was spotless. I was very happy with the location. I was very satisfied with the condition of the vacation rental. Overall, I recommend this vacation rental. : We all in family enjoyed our stay there. The place is better the advertised. We will rent again next time. ~ **Wayne A.**

Really nice Lakehouse -- it is truly lakefront. check in was super easy w/ an access code, the cabin was super clean and spacious. communication with the host was very easy & very responsive. our entire group had such a great time & are looking to come back when the weather is warmer! ~ **Melissa B.**

Cozy cabin in a beautiful, convenient setting. Neighborhood is great for running and walking. We enjoyed our stay here. Had an issue with the heat, but property manager was very responsive and it was resolved. I would stay here again. ~ **Virginia P.**

A quirky, but darling house. Hosts explained all the tricks so no problem. Loved getting the lock and wifi code so quickly. Very Clean and great location. I am going to recommend to all my friends. ~ **Becky C.**

This home is lovely! Five stars for cleanliness. Is it weird to be so in love with towels? And five stars for communication. Questions were answered months ahead before I made my reservation and a concern addressed within an hour during my stay. I am planning my vacation for next year. I love it here. ~ **Amy S.**





We Do NOT Have Housekeepers.
We Have GUEST READINESS SPECIALISTS.

what does that mean?

Housekeepers are the most important link in the chain when we present your home to our guests. We have asked our housekeepers to become Guest Readiness Specialists.



They have a different mindset in the approach to their work. Is there a repair that can be done that won't delay our guest's check-in time? Leaky faucets and burned-out light bulbs are easy fixes. Guest Readiness Specialists take pride and ownership in their assigned homes by inspecting and repairing as much as they can while they clean. This holistic approach to guest readiness improves and maintains excellent reviews of your home.



But make no mistake, the number one priority is cleanliness. Your vacation rental must go above and beyond what one expects from a typical cleaning. When a guest pays hundreds, or even thousands of dollars to stay in your home, they naturally expect it to be immaculate. We set expectations with our Guest Readiness Specialists so they understand why cleaning to a Coastal Maine Vacations standard of excellence is different than a typical cleaning.



visit us at www.coastalmaine.vacations



Our Guest Readiness Specialists provide a higher level of service:

- Launder and replace all linens and towels
- Sanitize surfaces after previous guests check out
- Stage the home for the next guest
- Report damage or missing items
- Refill paper products and toiletries
- Test appliances and electronics in the house to ensure they are in working order
- Take verification photos for quality control



Property Management

When vacation homeowners are troubled with finding plumbers, repairmen, housekeepers, and troubleshooters, they turn to full-service vacation rental management. A comprehensive solution like Coastal Maine Vacations handles all the annoyances and aggravations of running a successful vacation rental. This can include marketing your home, responding to guest requests and complaints, and cleaning after every stay.

While other companies offer some of these services, like advertising or housekeeping, a full-service manager like Coastal Maine Vacations does it all—so you have one bill, one go-to point of contact, and one company invested in your home's success from end to end.

Taking it yet another step, being local means we have the autonomy to make decisions that work for you.



And because Coastal Maine Vacations is local, your home gets the hands-on representation it deserves with excellent customer service and property maintenance oversight. Homes are inspected twice per month, ensuring propane grills are filled and a safe distance from the house, confirming lighting and plumbing working correctly, cleanliness meets our standards, the exterior is clean and the curb appeal is properly maintained.

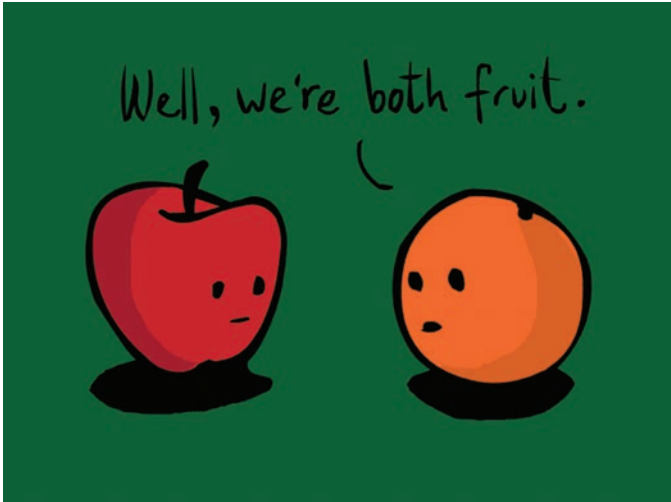
Since we are in Maine, weather is always a concern. We prep our homes and guests in anticipation of a coming storm, verifying fresh batteries are onsite in case of any power outages and snow removal has been

confirmed. We communicate with guests, giving them the CMP Outage Website. After every storm, we do an additional storm assessment looking for missing shingles, cracked windowpanes or even wet basements. For our seasonal homes, we oversee the proper closing for winter and reopening in the spring. Our goal is to create long-term relationships with our owners based on trust and a mutual focus on their goals. It is important for a property management company to recognize that not all owners have the same goals. While revenue generation may be important, there are other important considerations, including owner usage, care for the home, service options, and cost.



time to

RESEARCH & COMPARE



We are confident that when the facts are in, **Coastal Maine Vacations** will stand out from other short-term vacation rental companies.

a review...

Consider this - the differences

* **No hidden fees.**

CMV charges a percentage on rentals. That's it. No added fees for amenities like shampoo, soaps or detergents. No linen program. No surprises. Be sure to ask about cancelling your contract, if needed..

* **CMV provides extra insurance coverage at no cost to you.**

* **We screen our guests.**

* **We partner with our homeowners.**

That means homeowners can be involved as little or as much as they want when it comes to taking care of their home. Some want to be hands-off and want us to handle all the work and simply report in with updates. Some want to be more hands-on and active, including working with us to set base rental prices. ALL fine. Other rental companies draw the line at letting owners have a say in rental fees.

Consider this - how we are alike.

* Marketing with a sweeping reach

We also have far-reaching marketing to promote your home on all the largest booking sites including VRBO, Airbnb, Homeaway, TripAdvisor and FlipKey.

* State of the art technology

We have a customized app for our guests to download, providing them the convenience of the home's information and community recommendations at their fingertips.

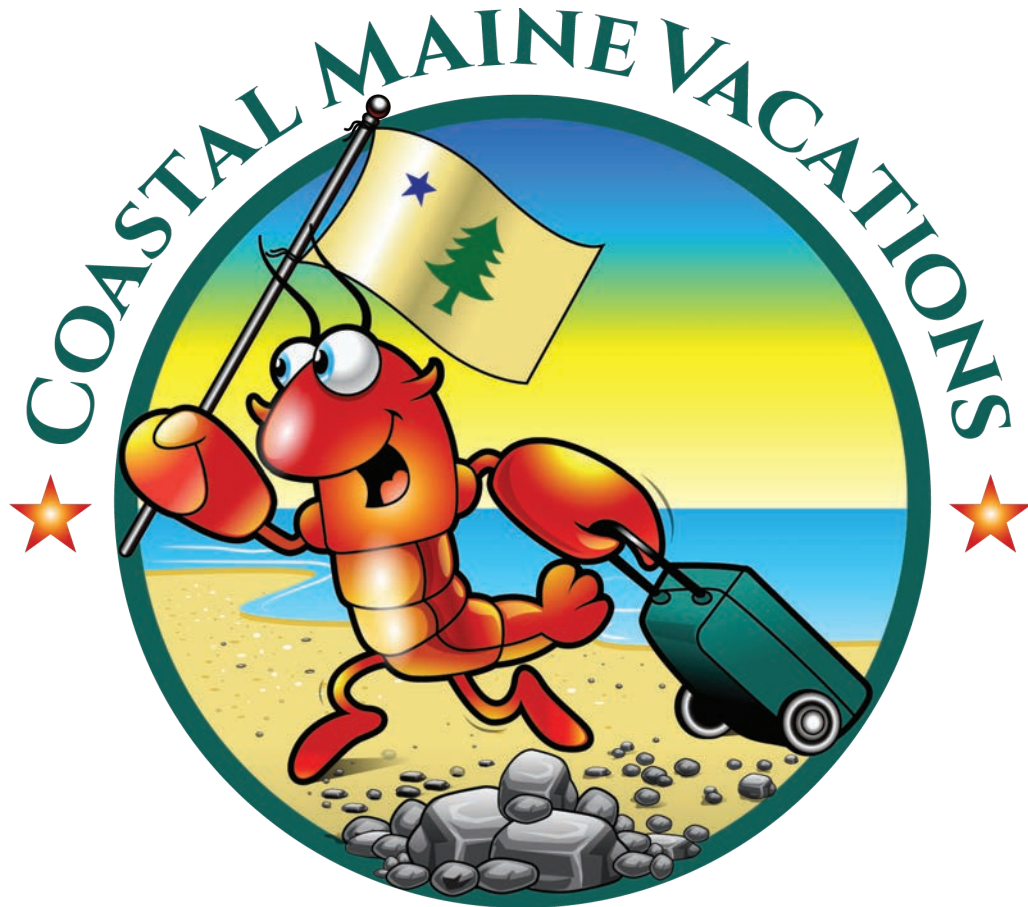


BE SURE TO ASK QUESTIONS

Coastal Maine Vacations makes our relationship easy. We are completely transparent. There are no surprises with unexpected charges or complicated clauses.



LOOK FOR REVIEWS
ASK FOR REFERRALS



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