

## Welcome

### Welcome

#### **Welcome**

##### **Welcome to Nashville!**

This is your time, and your time is precious. That's why we've created this welcome book. You'll find everything you need to know about our place and the surrounding area. From check-in time to the WiFi code. From great coffee to the best local restaurants. It's all here!

##### **Our Philosophy**

You're only visiting Nashville for a short time, so if there's anything we can do to make your stay more enjoyable, please let us know! We work hard to make our property as comfortable as possible during your stay, and it really means a lot to us that you feel "at home" in our space.

##### **What's Next?**

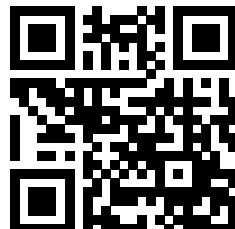
Put your favorite cowboy boots on and start enjoying Music City!

***We also maintain our own website and social media pages that showcase our area. We encourage you to follow along when planning your stay and share your photos with us:***

- Our website:

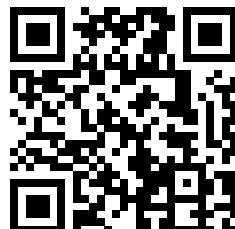
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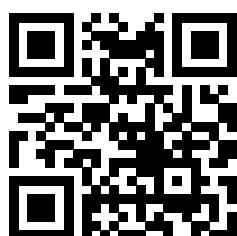
: @hostfolio | #hostfolio

### Questions or Feedback?

Email:

**welcome@stayhostfolio.com**

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Enjoy your stay!

*Kim & Chandler*

## Pre-Arrival Planning

### [About Our Home](#)

#### **What's Provided**

**You can expect these items at the house, so no worries about packing them.**

*Note that if you run out of disposable items during your stay, you will need to pick up more while you are at the grocery store.*

#### **Bedrooms/Bathrooms**

- Linens (sheets and bedding for the beds and sofa sleeper)
- Pillows
- Bath towels, hand towels, and wash cloths
- Hair dryer
- Hand soap
- Shampoo, Conditioner, and Body Wash
- 2 rolls of toilet paper per bathroom

#### **Kitchen**

- Trash bags
- Paper towels
- Dish soap
- Dishwasher soap
- Broom and dust pan
- Hand soap
- Dishcloths and hand towels
- Pot holders
- Coffee pot w/ coffee and condiments
- Coffee Mugs
- Toaster
- Blender
- Pots and pans
- Measuring cups
- Measuring spoons
- Cooking utensils
- Serving and mixing bowls
- Can opener
- Corkscrew
- Plates
- Glasses
- Wine glasses
- Knives
- Flatware

*If any of the above items are not at the house, please call us so we can get them replaced.*

#### **What to Pack**

## **What to Pack (continued)**

### **Don't forget these items:**

- Personal toiletries (i.e. toothbrush, deodorant, hair brush)
- Clothes (check the weather!)
- Phone and/or laptop chargers
- Cowboy boots
- Sunglasses

## Arrival & Departure Info

### Arrival Info

#### Check-in Time

**Check-in time is 3pm.** If you would like to arrange an early check-in, please contact us ASAP so we can coordinate with our cleaning team. We'll do our absolute best to accommodate your travel schedule, without any promises! We suggest you refer to the section on what to do if you arrive early - there is plenty to keep you entertained!

#### Access Instructions

Due to the sensitive nature of this information, we will send your individual access code 1 hour before your scheduled check-in time. The smart lock code changes after every guest, and your specific keypad code will be listed in your welcome message. If you experience any difficulties whatsoever, please don't hesitate to message us.

#### Driving Directions

If you are arriving via car please click the map button at the bottom of your screen. Once on the map you will see the blue house icon. This is where you are staying. Simply click it and then click "get directions". It will open Google Maps and the end point (the house) will be filled in. You simply need to type in your starting point.

Otherwise, you can refer to the address listed at the bottom of the page and type that into your app (Maps, Uber, Lyft, etc.)

#### WiFi Details

Our home offers free WiFi:

##### **Network: Hostfolio**

*Follow network instructions to connect*

WiFi is provided for your enjoyment but you are responsible for safe and appropriate use and complying with all laws. If you experience any difficulties whatsoever, please don't hesitate to contact us.

### Departure Info

#### Check-out Time

**Check-out time is strictly 10:00am.**

Should you desire a later check-out, we ask that you make your request at least 2 days before your departure date so we can check with our cleaning team's schedule. If new guests are arriving the day of your departure, late

check-out will not be available.

## **Check-out Process**

When you depart, please ensure you have gathered all of your personal belongings. **We would appreciate if you would take care of the following:**

- Check-out is 10:00 am
- Put all dirty dishes in the dishwasher and start the cycle
- Strip the sheets and place them on top of the beds
- Place used towels on the bathroom floors
- All trash must be in trash bags and placed in the outside garage trash bin
- Place outdoor cushions in the storage containers

We hope you've had a wonderful stay in our home. Let us know if you need anything before check-out.

## **Thank You!**

**Thank you for staying with us, and we hope you enjoyed your stay.** If there were any issues with your stay, please don't hesitate to tell us, as we want to ensure we can resolve them for the next guest.

We would appreciate it if you would take a moment to leave an online review let others know about our accommodations. Guest reviews are the lifeblood of our business, and we are very appreciative of your time to leave a comment.

### **We love online reviews!**

VRBO and Airbnb will automatically send you the review request, so all you need to do is click the "leave a review" button, give us 5 stars, and write a sentence or two about what you liked the best during your stay.

Was it the comfy bed? Or the location to Broadway? Or maybe it was our local recommendations that made your stay extra special?

If you are unable to leave us 5 stars, please don't hesitate to contact us first to let us know why - you are key to helping our next guests have a wonderful time.

**Thank you so much!**

*Kim & Chandler*

## **Getting Yourself Oriented**

### **Interaction with your Hosts**

We will be reachable throughout the duration of your stay by email. We will leave it up to you how much interaction you want with us, but please know we welcome either way!

We're active young professionals, so if you need us to make any adjustments or provide additional accommodations during your stay, don't hesitate to let us know and we will gladly get you squared away.

Feel free to share your Nashville experience with #Hostfolio to be featured on one of our social media channels!

## **Overview of the Area**

Our neighborhood is at the crossroads of Germantown and North Gulch located 1 mile northwest of downtown Nashville. The area is comprised of established churches and new construction homes and is seen as the next frontier of gentrification in Nashville. Nashville's meteoric rise has led to new homes like ours being built in proximity to areas that are still developing with lower socioeconomic areas nearby. We're actively involved in the community to help spur new development and homebuilding in this area. Marathon Music Works is a 5 min walk down the street and offers live music, coffee shops, boutique shops, and restaurants. Germantown is a 5 min Uber ride.

## **Suggestions if you Arrive Early**

We are only 1.5 miles from downtown (Broadway), 10 miles to the Nashville International Airport, and 11 miles to the Grand Ole Opry. Uber is the most convenient method of transportation around town if you don't have a rental car. With Marathon Village just a few short blocks away, there's all sorts of boutique shops, restaurants, bars, and coffee shops to check out within walking distance.

## About Our Home

### Enjoying Your Time Inside

#### **Helpful Tips**

##### **Toilet paper**

There should be a total of two rolls in each bathroom. If you need more, please be sure to pick some up when you are at the grocery store.

##### **Paper towels, dish soap, trash bags, etc.**

We provide enough for several days. If you should need more, please be sure to pick some up when you are at the grocery store.

##### **Refrigerator**

It may take up to 12 hours to cool your items when you first arrive. Note that the fridge has been open while departing guests cleaned out their items, then again when the housekeeper cleaned the inside, and then again while you are loading your groceries and drinks.

A lot of cold air has escaped at this point, so *if you need something cold quickly, be sure to place it in the freezer.*

#### **Amenities**

We've taken every measure to make sure you're as comfortable as possible and feel right at home. The following amenities are provided as a complimentary service for our guests:

- Coffee Maker with starter accessories
- Fresh Sheets and Pillows
- Fresh Bath Towels
- Starter Pack of Toiletries
- Oven and Stove
- Dishwasher
- Refrigerator
- Microwave
- Cookware and Utensils
- Flatware, cups, and glasses
- Washer and Dryer
- Iron with ironing board
- Extra Pillows and Blankets
- Hangers in the Closet
- Laptop-Friendly Workspaces
- Local Magazines and Coupons
- Garage Parking

#### **Breakages**

We understand that sometimes accidents happen! Should you break anything please let us know immediately - if it's minor we usually won't charge. If it's a larger issue (e.g. the TV screen) we would like to agree to the repair cost with you before you leave to avoid any issues later. Thank you!

## **TV**

Each TV in the house and each has access to the internet, cable networks and subscription services (Hulu, Netflix, Sling, etc.) through the Roku remote.

To access these features, please use the following instructions:

- Power TV on with Roku remote
- You will land on the home screen where you can choose internet, cable, or subscription services
- Wait until the screen no longer says "No Connection"
- To watch cable networks, select YouTubeTV
- Select desired channel within YouTubeTV
- To watch a subscription service, click on the service and enter your personal username and password
- **Remember:** Don't forget to log out of your subscription account before you leave!

## **Kitchen Equipment**

The dishwasher: it's very simple, we promise! We provide a supply of tablets - you'll need to insert one into the flip box container on the inside of the dishwasher door. Then press the program button of your choice - there are a few settings which are obvious - then press the start button.

The fridge/freezer: you shouldn't need to adjust any settings. If you run into any difficulties (e.g. it's not cooling efficiently) please let us know.

The oven: Be sure to use the oven mitts provided so you don't accidentally burn yourself!

## **Laundry Appliances**

We have a washing machine and separate dryer located in the utility room next to the kitchen. There is a supply of detergent that you're welcome to use as you wish. To operate the machines, simply select the program you want, place the detergent in the tray, close the door, and hit start. If in any doubt, there are instructions next to the machines.

## **Ceiling Fans**

Our home is equipped with ceiling fans to help keep you cool. Each fan is operated by a light switch and controlled with a remote control.

## **Heating and Cooling**

Our home has the benefit of air conditioning, a necessity in Tennessee's summer heat.

**Please ensure that all windows and outside doors are closed while the AC is running to ensure it operates at maximum efficiency.**

We recommend a setting of 72 degrees while you are in the house, which we find keeps the place sufficiently cool.

**DO NOT LOWER THE THERMOSTAT ANY LOWER THAN 68 DEGREES OR THE SYSTEM MAY FREEZE UP.**

To help cool the house, use the ceiling fans in each room.

Please feel free to turn the setting higher when you are gone for the day to help conserve energy.

Please note that in the summer, the house can get very warm, especially if guests are moving in and out of the house frequently.

## Safety Info & Rules

### Rules & Regs

#### **Common Sense Safety**

Please use common sense while at the house...

DO NOT JUMP from one rooftop to the another!

DO NOT LEAVE the fire pit on when you're not enjoying it!

DO NOT THROW anything off the rooftop or balconies!

#### **Quiet Times**

Please be respectful of the neighbors with your noise level at all times. There are no official quiet times in the neighborhood, we simply ask that you do not play loud music outside after 10:00pm.

#### **Smoking Policy**

Smoking (including vaping) is permitted outdoors, but please respect our space and **do not smoke inside the garage or the house**. Please also properly dispose of cigarette butts in a trash can and not on the ground.

**Note:** *There is a \$1,000 smoke abatement fee if we find you've smoked inside the house.*

### Safety Info

#### **Emergency Equipment**

A fire extinguisher is located under the kitchen sink and we check the smoke detectors monthly to ensure they're in proper working order.

#### **Emergency Exit Instructions**

The primary emergency entry and exit points are the front and garage/carport doors. Secondary emergency entry and exit points include the lower bedroom windows.

#### **Emergency Phone Numbers**

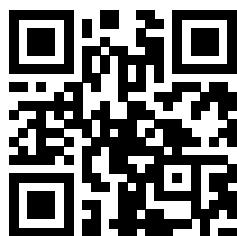
For life-threatening emergencies please immediately call 911. Do not delay if you find yourself in an emergency situation.

For non-life threatening emergencies, we can be reached by email or your booking platform:

**Kim and Chandler**

**welcome@stayhostfolio.com**

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## Useful Contacts

### Contact Info You May Need

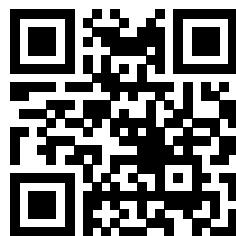
#### Hosts

We can be reached by email or your booking platform:

**Kim and Chandler**

**welcome@stayhostfolio.com**

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## Our Hosting Journey

### [About Us](#)

#### **Why Do We Host?**

Howdy, friends! We're Kim and Chandler, a married couple and business partners, and we've been hosting guests in our Nashville homes since 2016. Chandler is originally from Dallas, TX, and Kim grew up in West Palm Beach, FL. Kim handles the interior design of our homes and Chandler manages the day-to-day operations of the listings.

We love to travel and explore new adventures, which is why we've become especially passionate about hosting guests from around the world.

#### **Our Vacation Rental Hosting Journey**

We have been fortunate to spend time in many different countries, which has given us an incredible appreciation and appetite for experiencing cities just like the locals. It's also the reason we are especially passionate about hosting guests from around the world.

Some of our favorite overseas adventures include hang gliding through the Swiss Alps on our honeymoon, hiking Machu Picchu and the Incan Trail for Chandler's 30th Birthday, and sailing the French Riviera during Yacht Week.

When we formed Hostfolio Vacation Homes, we recognized an incredible and fulfilling opportunity to connect our passion for traveling with our local expertise to provide guests with an unrivaled "Southern Hospitality" experience during their stay in Nashville.

#### **Doing Good Business & Reducing Our Landfill Impact**

Nashvillians are near and dear to our hearts, so the least we can do is give back our time, money, and resources to a community that's provided so much for us. Travel has also inspired us to be better stewards of the earth, and, as a business, we can do that by reducing items that end up in landfills.

We achieve this by donating gently used towels and linens from our homes to homeless shelters, domestic violence shelters, and animal shelters. We want the linens and towels our guests use to be plush and luxurious, and in order to keep them that way, we rotate towels and linens every 6 months. Instead of throwing them away (because they are perfectly fine to use), we repurpose them and donate to those who are in need. Most recently, we were also able to donate shampoos, conditioners, and body washes to those in need on a mission trip to Cuba.

Kindness doesn't stop at the Nashville city limits – help us spread the love!

## Book Again

### Connect With Us

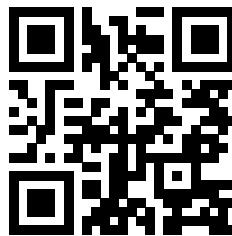
#### Book Again

We would love to host you again!

**Remember that you can always book directly with us at**

**stayhostfolio.com**

Scan QR code to visit

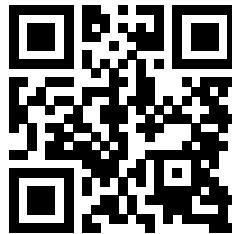


? Returning guests also receive \$100 off your next stay. Enter discount code "Book Direct" on our website to take advantage of this special offer!?

**Follow us on your favorite social media:**

#### **Facebook**

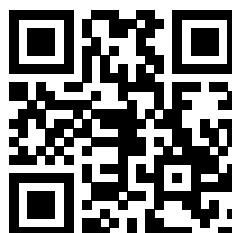
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#### **Instagram**

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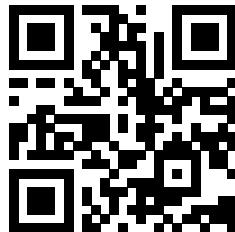


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When you visit again, keep in mind that we have several properties in Nashville to fit a variety of groups. Check

**Hostfolio**

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for availability.

**Hostfolio's Bohemian Safari**

4 Bedrooms | 4 Baths | Sleeps 12 | 1,900 sq. ft.

**Hostfolio's Urban Cowboy**

3 Bedrooms | 3.5 Baths | Sleeps 10 | 2,220 sq. ft. | Rooftop

**Hostfolio's Aviator Retreat**

3 Bedrooms | 3.5 Baths | Sleeps 10 | 2,220 sq. ft. | Rooftop

**Hostfolio's Music City Modern**

6 Bedrooms | 7 Baths | Sleeps 20 | 4,400 sq. ft. | 2 Rooftops

**Hostfolio's Southern Living**

5 Bedrooms | 3.5 Baths | Sleeps 12 | 2,500 sq. ft. | Fenced Yard

**Book Direct**

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? Returning guests also receive \$100 off your next stay. Enter discount code "Book Direct" on our website to take advantage of this special offer!?

**Follow us on your favorite social media:**

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### Leave Us a Review

We hope you enjoyed your stay in Music City! We would love to host you again on your next trip to Nashville.

We work hard to make our private suite as comfortable as possible during your stay, and it really means a lot to us that you felt "at home" in our space. We strive to maintain our 5-star ranking and hope our accommodations met your expectations. AirBnB will prompt you to leave us a review, and we hope you will leave a favorable review for others to see!

### Follow Us On Social Media

We'd love to see you over on our social media pages. Just click below to find our page and start following us! If you have pictures from your stay in Nashville, feel free to tag us for a chance to be featured on one of our social media channels!

#### **Hostfolio Facebook**

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