

# The Proprietor

As we lead up to the holiday season, enquiries and bookings have been quite heavy; particularly in South Australia with the pending summer holidays. The wet season has arrived in Darwin, NT but this has not had an effect on bookings. We continue to meet the need for professionals who transfer from interstate on short term contracts and require fully furnished and self-contained properties.

## New BOOKING SYSTEM

We are in the process of integrating a new online booking system called Genkan. We have been looking for a program that suits Australian Luxury Stays for several years and at last we think we have found it!



Genkan is a total 'end to end' online solution that specializes in holiday property management and reservations. This style of software is often referred to as CRM or Customer Relationship Management.

With integrated trust accounting, Genkan features email and SMS marketing as well as back office, housekeeping management; bookings; accounting and reporting and property owner management functionality.

As an owner, you will be given your own access password and will be able to view your property's bookings, income and expenditure online whenever you like.

We will keep you posted on an official Genkan launch date and invite you to visit our website's new Portfolio Membership page in the meantime:

[www.australianluxurystays.com.au/list-your-luxury-property](http://www.australianluxurystays.com.au/list-your-luxury-property)

## Introducing JANE MERRYLEES

In October 2011, Jane celebrated her one year anniversary as Australian Luxury Stays' Finance Manager. Originally from Perth, WA, Jane has been in South Australia for seven years and brings a wealth of expertise in finance and real estate to her role.

Jane owned the 3rd largest LJ Hooker in WA prior to moving to Adelaide where she managed a major independent real estate company before joining the team at Australian Luxury Stays. Her presence in the organisation is invaluable.

## A/C MAINTENANCE

Now is the time to service your air conditioner in Darwin! Annual servicing should be undertaken for air conditioners in NT and SA. Without regular tune-ups, a machine loses 5% of its original efficiency every year. Annual service costs are quickly recovered in electricity bill savings and reduced repair costs.

## AUSTRALIAN STAYS

We have begun building a new website to complement our current portfolio. The site will incorporate a range of properties, from luxury, premium and classic.

Not all properties that are introduced to us are of luxury standard and Australian Stays will offer a more generic range of properties for guests to choose from. The same systems and standards will be used across all three property levels.



## TESTIMONIALS

Current owners will be receiving a short survey form via email. Feedback from you is very important as we continue to improve our service to owners and to our guests.

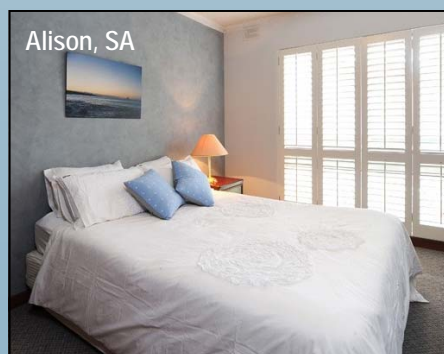
Testimonials will be placed on our website's 'Join our Portfolio' page.

## HOUSE RULES

We have introduced a new set of rules which guests must adhere to upon entering a property. They form part of the Terms and Conditions guests agree to as part of the booking process.

House rules relate to the use, enjoyment and management of the accommodation and cover things like making noise after hours, security, smoking, pets, breakages and cleanliness.

The House Rules will be placed in suitable, clearly visible locations in each property.



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