

Rental Program 2025



HOLIDAY

VACATION RENTALS

(231) 242-0730

holidayvacationrental.com

Mission Statement

At Holiday Vacation Rentals, we strive to provide homeowner partners with peace of mind through high standards of service and home care and to provide guests with exceptional customer service and enjoyable vacation experiences that help to create lifelong memories with family and friends. Our friendly staff and innovative management are efficient and cost effective, providing value to homeowners, customers, and guests.

Core Values

The core values from which we define our company culture and brand

- Integrity: honesty and trustworthiness
- Professionalism: knowledgeable, respectful
- Enthusiasm: passionate, caring, and dedicated to helping others
- Exceptionalism: deliver exceptional service and tirelessly strive to exceed expectations of homeowners and guests
- Innovation: entrepreneurial; seeking new ways to improve operational efficiency, owner benefits and the guest experience
- Community: serve and support our community and those that are less fortunate than ourselves



Plan Overview

- Two Rental Programs Offered: Short-Term Vacation Rentals and Extended Stay Program for homes/condos that restrict short-term rentals.
- RevMax Revenue Management: Seasonal and holiday rates
- Guest Verification: Screening capabilities through secure property management software.
- NoiseAware: Rental properties are equipped with FCC approved monitoring devices that automatically notify guests (via text message) & HVR when decibels exceed recommended levels.
- Loyal Returning Guests & 5-Star Reviews: Excellent Google review ranking. 5-Star Guest Reviews. Premier Host status on VRBO for providing great guest experiences.
- Property Care & Communication: Connecteam property care and Breezeway guest communications messaging app.
- Cleaning after owner and guest stays
- House Rules: Quiet Hours, No Smoking, No Fireworks, No Pets (unless owner allows), and City Ordinance and HOA Compliant.
- \$3,000 in Accidental Damage Protection provided with each rental.
- Pre-arrival and departure inspections, and professional cleaning after every stay.
- Guest amenities are included, and carbon monoxide detectors and emergency night lights are provided at no cost to the owner.
- 24/7 Emergency Hotline for guest stays.
- Two Trip Insurance options: Rental Guardian Standard Travel Protection and Cancel for Any Reason Travel Protection.
- Accounting & Reporting: Rental Income is securely held in Streamline trust accounting software and bank trust account.

- Owner disbursement by the 15th of the following month via ACH check or a mailed check. Owners receive a 1099 MISC form every January.
- The Michigan Occupational Code require that property managers are licensed Real Estate Brokers. HVR have several licensed Brokers on staff while a few members hold Salesperson licenses and are supervised under the managing broker.
- Professional Memberships: Vacation Rental Management Association (VRMA), Petoskey Chamber of Commerce, Harbor Springs Chamber of Commerce, Birchwood Farms Golf & Country Club, and Michigan/National Association of Realtors
- Trust & Reliability: Professional BBB A+ Accreditation Rating (Better Business Bureau)
- Travel Site Partners: Pure Michigan, VRBO, Airbnb, Expedia, Travelocity, Orbitz, Booking.com, Whimstay, Hometogo, Google Travel, Savvy, TripAdvisor, Homes & Villas by Marriott Bonvoy and VacayMyWay.



Owner and Guest Mobile App



Streamline Owner X Mobile App

Owner X provides homeowners with easy access to essential information about their vacation rentals through a convenient mobile app. Owners can view upcoming reservations and projected rental income, and they have the flexibility to block, change, or cancel their vacation dates. Additionally, immediate email notifications are sent when a reservation is made, ensuring that owners stay informed every step of the way. This streamlined approach helps owners manage their properties efficiently and effectively.



Happy Stays X Guest Mobile App

Happy Stays is the newest solution for the guest's experience needs. Within this updated version guests have the ability to pay for their reservations and check out at time of departure. Happy Stays is dedicated to enhancing the vacation experience by offering guests a range of local activities and valuable information to help plan their trip before arrival. This is just a glimpse of the many ways Happy Stays can assist in creating a memorable and enjoyable getaway.

Direct Booking Website

Shopping Cart Abandonment Feature

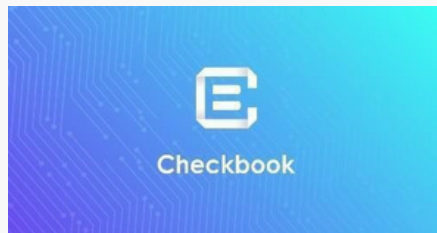
Instant Quotes

Secure Online Booking

Vacation Rental Software



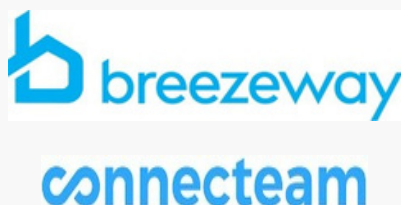
Credit Card Processing Rental Payments



Website Development – Distribution Channel Managers



Property Care & Communications



Revenue Management



VRMintel



Travel Insurance



Travel Site Partners



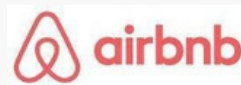
Booking.com

ORBITZ



Vrbo

PURE MICHIGAN



Cleaning Standards

Maintaining a rental property at the highest cleaning standards requires meticulous mindfulness and a proactive approach. Holiday Vacation Rentals ensure that every aspect of cleanliness is addressed to provide guests with a comfortable and hygienic living environment.

Firstly, regular inspections are conducted to assess cleanliness levels and identify any areas in need of attention. These inspections allow us to spot potential issues early on and take corrective action promptly.

Cleaning schedules are established and adhered to rigorously. Additionally, deep cleaning sessions are scheduled in the spring to tackle hard-to-reach areas and maintain a pristine appearance throughout the home.

Holiday Vacation Rentals ensures that cleaning supplies and equipment are readily available and properly maintained. This includes stocking up on essential cleaning products, ensuring the functionality of vacuum cleaners, mops, and other tools, and promptly replacing any items that are worn or damaged.

Attention is paid to both the interior and exterior of the property. This involves addressing window glass smudges and any litter or debris on the premises. By maintaining the exterior of the property, we not only enhance curb appeal but also create a positive impression for current and prospective guests.

Communication with guests is key to ensuring that their experience is memorable. We encourage open dialogue and promptly address any concerns or requests. This fosters a sense of trust and accountability, reinforcing the commitment to maintaining high cleaning standards. Guests receive a text message before check-in and another the day after their arrival, inviting them to reach out if they need anything. We are here to ensure their stay is as comfortable and enjoyable as possible.

In summary, a proactive and detail-oriented approach is essential for us to maintain a rental property at the highest cleaning standards. By conducting regular inspections, adhering to cleaning schedules, ensuring the availability of supplies and equipment, addressing both interior and exterior cleanliness, and fostering open communication with guests, Holiday Vacation Rentals creates a welcoming and hygienic environment for all guests.

Testimonials

Testimonials in rental property management are crucial for several reasons. Firstly, they serve as social proof, providing prospective guests with insights into the experiences of previous guests. Positive testimonials can reassure potential guests about the quality of the property and the professionalism of the management team, helping to attract new guests.

Secondly, testimonials build trust and credibility. When prospective guests see positive feedback from previous guests, they are more likely to trust the property management company and feel confident in their decision to rent from them. Trust is essential in building long-term relationships with guests and fostering a positive reputation within the community.

Finally, testimonials can help property managers identify areas for improvement. Constructive feedback from guests allows management to address any issues or concerns promptly, leading to a better overall rental experience for current and future guests.



Five Star Reviews

Denise – Watercolors Retreat – Posted 8/12/2025

Great spot on the lake, close to restaurants and a short drive to downtown Petoskey. The layout and decorations were really nice. And they included a nice welcome package. We would definitely stay there again.

Ken K. – Fairway to Heaven – Posted 7/28/25

Close to Heaven

This lovely home was great in many ways. It's a large well-appointed home overlooking the 8 th hole of birches course. The owners nicely put tape on many of the drawers to identify what's inside to make finding various items very easy— especially in the kitchen. Having AC a plus but with the mild temps we rarely used it. House has a large deck that was great enjoying a beverage. There's a lot of game stuff in lower lever- foosball etc that we never used as too busy having fun with other activities. It was a great week over too soon!

Kelly – LeBear Resort – Posted 7/29/25

Amazing Family Vacation

Everything was perfect! Everyone at Le Bear is SO friendly and helpful. They really go out of their way to accommodate every need. The kids had so much fun in the pool and on the beach. Cabanas are a plus. Nothing is overcrowded. Sunsets right from the patio are priceless. Walkable to everything. We've been vacationing in Glen Arbor for many decades and this was, by far, the best experience. Thank you, Le Bear!

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Nicole - Woods Way Hideaway – Posted 7/29/2025

Thank you! We loved your place. Very homey and clean. We had a beautiful time! The place is very warm and comfortable. Super clean. We loved it because it was close to the beach and also downtown.

Ieva – Good Hart Lake House – Posted 7/7/2025

Lake Michigan Delight!

The Lake, the view, the cottage - what is there not to like? Everything was great! Special kudos to the management company staff. They went above and beyond.

Rob – Reflections – Posted 7/20/2025

Perfect Getaway - Clean, Comfortable and Relaxing

We had a wonderful stay at this home—it was everything we hoped it would be and more. The location was perfect, offering a peaceful and relaxing setting that made it easy to unwind. The home itself was clean, open, and very comfortable, with everything we needed for a great stay. You can tell it's well cared for, and it truly felt like a home away from home. We're already looking forward to renting this home again. Thank you for a fantastic experience!

William – Southridge 2 – Posted 7/7/2025

4th of July Week Stay

This was our base station for day trips to the area. Unit was described and very clean. Most everything needed for a week's stay was included. Peaceful setting and easily located to all surrounding interest

Joyce – Southridge 21 – Posted 6/13/2025

Southridge 21 was very comfortable! It was clean, kitchen was very well appointed, and furnishings were upscale. Holidays Vacation Rentals were very easy to work with and exceeded our expectations. We would definitely book with them again. Thank you for a wonderful experience!

Angela – LeBear Resort – Posted 6/6/2025

We could not have asked for a better place to stay for our family of 6, this resort has the nicest staff and the best location. The views are spectacular, the pool was warm and the indoor pool was perfect for rainy days.

Fran – Aloha Lake Home – Posted 6/6/2025

The home is beautiful and furnished with everything you could need. We were pleased with the quiet neighborhood and loved the donuts at the little store around the corner.

Janet – LeBear Resort – 6/1/2025

Nothing about our stay needed to be improved. The condition of the residence, the attentiveness of the staff—both in preparation and through the week, the attention to every detail all made the stay absolutely first rate.



Nicole -- Woods Way Hideaway – 3/20/2025

Traveled from Grand Rapids Arrived on: Valentine's Day Departed on: 2/17/2025 Favorite Memories: Going through the woods on skis; watching our 5-year-old on his first chair lift. Message to the Hosts: Thank you for sharing your cozy condo with twinkling snow.

Jill – Southridge #21 -- Posted 3/10/2025

Awesome Location!

We enjoyed our stay; the condo is in one of the best locations. Very easy to access lifts, we put on our skis and we were at the lift within minutes. Also enjoyed the snowshoe trail, which is right in the backyard with access to multiple marked trails. The condo itself was clean, had plenty of room and had the amenities we needed. Communication was great as well! We would book again!

Melissa - LeBear Resort -- Posted 3/29/2025

Amazing Stay!

We celebrated my mom's 70th birthday at LeBear and it was absolutely perfect! We were blown away by the amazing accommodations, cleanliness of the resort and kindness of all the staff. We will definitely be back next year to enjoy LeBear again!

Jaakko – Southridge #20 – Posted 2/5/2025

Great spot right by the orange and brown lifts! We had a wonderful few days at Nub's snowboarding and skiing. Property was comfortable, it had everything you need. We would stay again!

Joe- Southridge #21 – Posted 1/21/2025

My cousin's family and ours had a long ski weekend. The brown and orange ski lifts are basically in the backyard which made for great ski in/out for everyone to come and go ski as they please – also had a ski locker on the ground floor. The place was clean and tidy, with a well-stocked kitchen and laundry.

Andrea – Southridge #20 --1/14/2025

Great Spot! Who doesn't want a chairlift in their backyard?

Emily – Woods Way Hideaway – 1/14/2025

The Woods Way Hideaway was a lovely find! The location is ideal, just 10 minutes from both Harbor Springs and Petoskey and with Petoskey State Park in its backyard. A short, hilly hike through the woods brings you to Little Traverse Bay where you can walk the beach for miles. We were there between Christmas and NYE and especially enjoyed... - Dinner and drinks at Petoskey Brewing Co. - Hiking in Petoskey State Park - Breakfast at the Perry Hotel - Pizza and live music at Pond Hill Farm - Reading and movies by the fireplace We're glad we found this place and will definitely be back!

Onboarding Process

First Step

- Complete the Seasonal Rental Management Agreement
- Complete the W-9 Form (one owner or LLC)
- Secure your Home's Rental Property Insurance Rider
- Add Holiday Vacation Rentals as an additional insured

Second Step

- Complete the Homeowner House Fact Sheet & Inventory form

Third Step

- Prepare your home by following the Set-Up Plan recommendations
- Purchase any needed items for the home
- Stage your home with appealing home décor
- Prepare home for photoshoot!

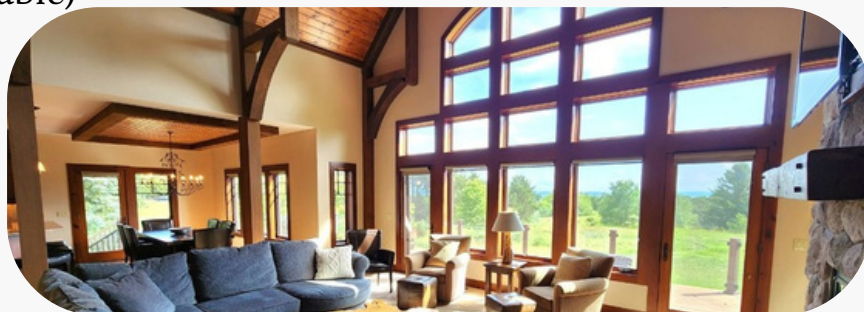
Fourth Step

Prepare your home for the first rental!

- Schedule a cleaning service appointment with Holiday Vacation Rentals
- Professionally clean carpets and furniture with stains (if needed)
- If HOA property, verify when exterior spring cleanup is scheduled. If non-HOA property, plan ahead and schedule spring maintenance projects
- Exterior lawn clean-up, soft wash for home exterior & decks, window cleaning and pest control spray (interior & exterior)
- Schedule yearly mechanical maintenance
- Replace smoke/carbon monoxide detector and remote-control batteries
- Check that the pressure gauge level is in the green/full area of the fire extinguisher
- Furnace & hot water heater check-up

Fifth Step

- Install keyless entry lock (recommended)
- Prepare HOA association rental form and notify board or property manager (if applicable)





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