



# Guest Communication Templates

Pre-written messages for every stage of the booking

## How to Use These Templates

Copy any template into your message thread, then customize the bracketed parts. Personalization matters — never send a template without at least one specific detail about the guest's event.

### 1. Initial Inquiry Response

Hi [Guest Name],

Thanks so much for reaching out about [Venue Name] for your [event type] on [date]. We'd love to host you!

Your date is currently available. Based on what you described — [specific detail from their inquiry] — we think the [specific room or setup] would be a beautiful fit.

A few quick questions: How many guests are you expecting? What's the rough timeline (start and end)? And are you planning a seated dinner or cocktail-style?

Happy to set up a tour any day this week if you'd like to see the space in person. Looking forward to hearing more!

Warmly, [Your Name]

### 2. Sending a Quote

Hi [Guest Name],

Based on the details you shared, here's a quote for your event:

Date: [date] | Time: [start - end] | Guests: [count]

Venue rental: \$[amount] | Cleaning fee: \$[amount] | Service fee: \$[amount]

Total: \$[amount]

This includes [list inclusions]. Let me know if you'd like to move forward and I'll send over the booking link to lock in your date.

### 3. Booking Confirmation

Hi [Guest Name],

Wonderful — your booking is officially confirmed! 🎉

Here's everything you need: [date, time, address, parking instructions, contact phone].

I'll send a final logistics email two weeks before your event. In the meantime, if anything changes or you have questions, just reply here.

Can't wait to host you!

### 4. Two-Week Pre-Event Check-In

Hi [Guest Name],

Your event is just two weeks away! A few final logistics:

Arrival: You can begin setup at [time]. Please coordinate any vendor arrivals with me directly.

Parking: [details]

A/V: [details on what's available and how to use it]

Catering: [reminder of policy and any deadlines]

Anything else you need from me? Reply here or call [phone] anytime.

### 5. Day-Before Reminder

Hi [Guest Name],

Tomorrow's the day! I'll be on-site starting at [time] to welcome you. You can reach me directly at [phone] for anything urgent.

Wishing you a beautiful event. See you tomorrow!

### 6. Post-Event Thank You + Review Ask

Hi [Guest Name],

Thank you so much for celebrating at [Venue Name] yesterday — your event was a joy to host. [Specific compliment about something memorable.]

If you have a moment, would you mind leaving a quick review? It means the world to us and helps other guests find our space. Here's the direct link: [link]

Hope to see you again soon!

## 7. Declining a Date

Hi [Guest Name],

Thanks so much for thinking of us for [date]! Unfortunately, that date is already booked. We'd love to host you on another date if you have flexibility — [list 2-3 alternatives].

If those don't work, no worries at all. Wishing you a beautiful event wherever you land!