

How We Book

Headwaters Hosting

Often while interviewing potential homeowners to come on board with Headwaters vacation rental management, we are asked why we don't directly book or use other platforms like VRBO, Booking.com, Homeaway, etc. On the surface, the answer is straightforward. We stick with what we know and what has been proven to work for us. We use the Airbnb platform and we know it like the back of our hands. Not only the technicalities, but we have a pretty good grasp of the clientele and what they are looking for, plus we can stay high in the search results when a potential guest is searching our area by sticking with one platform versus many.

At Headwaters, we keep our occupancy rates incredibly high, and as a homeowner, the only thing that matters is the payout. It shouldn't matter to you how many channels your listing is on. **By focusing on less, we generate more.** While other management companies get bogged down with learning new platforms and have issues with double bookings, we are concentrating on being the best-in-class on Airbnb to outshine the competition. For us, setting up and paying for other distribution channels doesn't make sense. We love the simplicity of having all of our bookings and communications with guests in one place, and this makes it much less confusing for our guests too. We communicate easily, frequently, and well whenever there are any questions or issues to resolve.

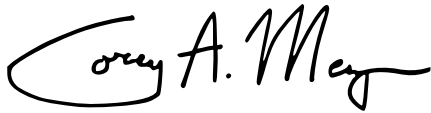
We like the clientele that uses Airbnb to travel, these are the people you want in your home, and these are the people that Headwaters intends to do business with. A lot of our guests are a bit more tech-savvy (We much prefer to answer questions sent via the Airbnb app than getting a phone call in the middle of a family dinner). We also see a lot of foreign tourists in our area with Yellowstone National Park just down the road, and Airbnb has the most extensive brand presence worldwide.

Have you heard the horror stories of terrible Airbnb guests having massive parties and trashing places? We have yet to experience anything like that. Headwaters has hosted close to 1,000 bookings on Airbnb and have yet to report one stolen possession or any property damage incurred outside of normal wear and tear. We believe the complexity of Airbnb's vetting system and the overall cultural following of the brand keeps a level of trust all parties live by.

Lastly, we like the way the review system works on Airbnb. The added layer of protection of being able to review the guest and review their previous reviews makes a big difference in running our business. When we do have the occasional crummy guest, it is a nice satisfaction to be able to leave a poor review. We have also read reviews from other hosts that weren't favorable and declined stays because of it.

In conclusion, Airbnb has worked well for our business and our homeowners. Headwaters will continue to use it as long as it stays that way! In a world that continues to lean towards a belief that more is better; we at Headwaters are honing our focus on cutting out the endless opportunities/distractions and putting our energy into the one thing we know best. In doing so, Headwaters will continue our best-in-class operation in the vacation rental management space. As always, we are keeping our minds open and ready to make any changes necessary to give both our owners and our guests the best experience possible.

We look forward to the future,

A handwritten signature in black ink that reads "Corey A. Meyer". The signature is written in a cursive style with a large, sweeping initial "C" that loops around the first part of the name.

Corey A. Meyer
Managing Partner / Headwaters Hosting LLC