



Paradise Island

Beach Club

Owner Communication Templates – Reservation Confirmation Policy

Email: Confirmation Request

Timing: Sent 6 weeks before arrival

Subject: *Action Required: Confirm Your Upcoming Stay at Paradise Island Beach Club*

Body:

Dear [Owner Name],

We're looking forward to welcoming you to Paradise Island Beach Club for your upcoming stay from **[Arrival Date]** to **[Departure Date]**.

To better manage villa assignments and ensure that every villa is used and enjoyed, we now require all owners to confirm their reservations prior to arrival.

Please reply to this email within **5 business days** to confirm your stay. If we do not receive confirmation, your villa may be reassigned or adjusted based on availability, and onsite Club dues may be incurred to account for planning and services.

If you do not plan to travel during your reserved week, this is the time to bank your week with your exchange company or notify us as soon as possible.

Owners who fail to confirm and do not arrive ("no-show") will automatically incur the **Pool Bar charge** and **Energy/Electricity fee**, which will be added to their dues statement. These fees are standard for occupied villas and will only be waived at management's discretion.

Thank you for helping us operate efficiently and fairly for all owners.

Warm regards,

[Your Name]

[Club Contact Info]

Phone Call Follow-Up Script (If No Email Response)

Timing: 6–7 business days after the confirmation email

“Good morning/afternoon, this is [Your Name] calling from Paradise Island Beach Club. I’m reaching out regarding your upcoming reservation from [Arrival Date] to [Departure Date]. We recently sent a confirmation email and have not yet received your response. We just need to confirm whether you’ll be using your villa for that week.

If we don’t receive confirmation soon, your villa may be reassigned and standard Club dues may apply. We also want to avoid any no-show charges, so I wanted to check in personally before finalizing the schedule.”

Log the outcome: Confirmed / Left voicemail / No answer / Declined