

PMS RentalReady Releases 07.2026 (July)

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Channel manager

1 - Read-only onboarding - Refresh listings button on step 3

If a listing was added to the Airbnb account while a read-only onboarding was in progress, the listing dropdown on step 3 would not show it and there was no way to update it — you had to wait for the next automatic sync. Step 3 now has the same "Cannot select Listing ID? Refresh" link that already exists on normal onboarding.

The screenshot shows a web interface for importing listings from Airbnb. At the top, there's a header with 'Import listings from Airbnb' on the left, a 'Help' link with an external icon in the center, and a search bar on the right. The main content area is a light blue rectangle containing a white card. The card has a blue tab at the top left labeled '3/3'. The title of the card is 'Select listings and host'. Below the title, a message says: 'Select the listings to import from account wewawewi@gmail.com and the host to assign them to.' There are two main sections: 'Listings to import' and 'Host*'. The 'Listings to import' section has a text input field with the placeholder 'Type and select'. Below it, a message says 'Select the listings to import from the source.' There is a red circular icon with a question mark, followed by the text 'Cannot select Listing ID?' and a blue 'Refresh' link. The 'Host*' section has a dropdown menu with the placeholder 'Type and select'. Below it, a message says 'Select the host to assign the imported properties to.' At the bottom of the card, there are three buttons: a 'Start over' button with a left arrow, an 'Import all' button, and an 'Import' button.

2 - Airbnb Super Strict cancellation policies removed

Airbnb is deprecating both Super Strict policies. Since 15 June 2026 they can no longer be selected for new listings.

Super Strict 30 and Super Strict 60 have been removed from the Airbnb cancellation policy dropdown everywhere in RentalReady. The remaining Airbnb options are Flexible, Moderate, Firm, and Limited.

3 - VRBO - Smarter payment reminders to reduce non-payment cancellations

VRBO bookings now get a tiered, multi-step reminder schedule instead of a single reminder before we auto-cancel an unpaid booking. Guests are nudged earlier and more often, and slower-to-pay bookings get more breathing room before cancellation.

New cadence by lead time to check-in:

- Within 2 days: reminder at 5 min, final warning at 2h, cancel at 4h
- Within 7 days: reminders at 5 min and 30 min, final warning at 10h, cancel at 12h
- Within 28 days: reminders at 5 min, 1h, 24h, final warning at 44h, cancel at 48h

- More than 28 days: reminders at 5 min, 1h, 24h, final warning at 48h, cancel at 72h

4 - Set an Airbnb Instant Book welcome message

You can now set an Airbnb Instant Book welcome message.

Go to Rental form → Platform tab → Airbnb parameters

During their booking process, at the "Confirm and pay" step.

(Max characters to be updated from 200 to 400 soon)

Instant Book welcome message

Require guests to read and respond to a message before they confirm their reservation. Maximum 200 characters.

Hello!
It will be a pleasure to welcome you to Porto.
We look forward to receiving your reservation and hope to welcome you soon.

More options

VISA

Message the host

Share why you're traveling, who's coming with you, and what you love about the space.

GuestReady
Hosting since 2019

Hello! It will be a pleasure to welcome you to Porto. We look forward to receiving your reservation and hope to welcome you soon.

Hi GuestReady! I'll be visiting...

Taxes €6.00

Total EUR €236.00

Price breakdown

Calendar

1 - Filter the inline calendar by city

You can now narrow the inline calendar to specific cities - handy when you manage properties across several. Multi-select, shows on the Filters count, and saved in the URL so a reload or shared link keeps your view.

Inline calendar Help

^ MORE FILTERS

Multi-unit Select... v	Premium class Select... v	Owners Select... v
Property Select... v	Property rating Select... v	Default cleaning agent Select... v
City Select... v	Number of bedrooms Select... v	Account manager Select... v
Ajaccio	Number of beds Select... v	Signed by Select... v
Baillet-en-France		
Barcelona		
Bordeaux		
Boumerdas		
Bozi Dar		
Bray-Dunes		
Cannes		

[Clear all](#) [Apply](#)

Properties

1 - Room accessibility amenities now prompt for a photo

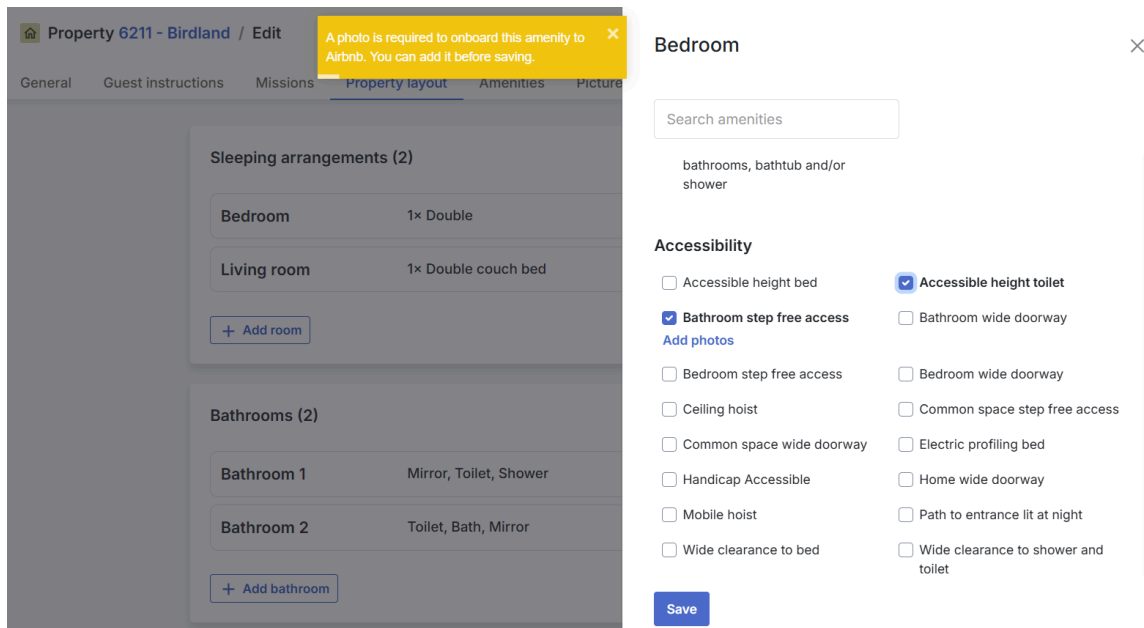
To comply with Airbnb's accessibility requirements, room accessibility amenities now include a soft photo gate, matching the existing experience for property-level accessibility amenities.

Where: Property form → Property Layout → Edit a room → Amenities

What's new:

- When you select an accessibility amenity that requires a photo (for example, Bedroom step-free access), an "Add photos" link is displayed.
- The photo upload modal opens automatically, making it easy to add the required evidence immediately.
- If you save the room without uploading photos for one or more required accessibility amenities, a confirmation dialog lists the missing photos.
- You can still choose "Save Anyway" to continue without uploading them. Saving is not blocked, but if there are amenities that require photos, these will not be pushed to Airbnb.

Why this change: Airbnb only accepts accessibility amenities when they are supported by photos. This update helps hosts identify missing photos earlier in the editing flow, reducing the risk of accessibility amenities not being published while keeping the experience non-blocking.



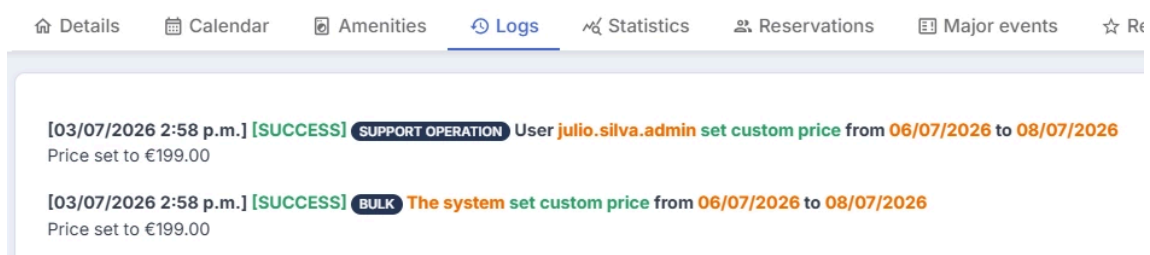
2 - Bulk and support changes to property's prices now show up in the Logs

The property Logs tab now records price changes made in bulk or through a support operation — not just one-at-a-time edits. Every entry shows:

- Who made the change
- When it happened
- What changed (old value → new value)
- The dates
- A tag showing whether it was a bulk change or a support operation

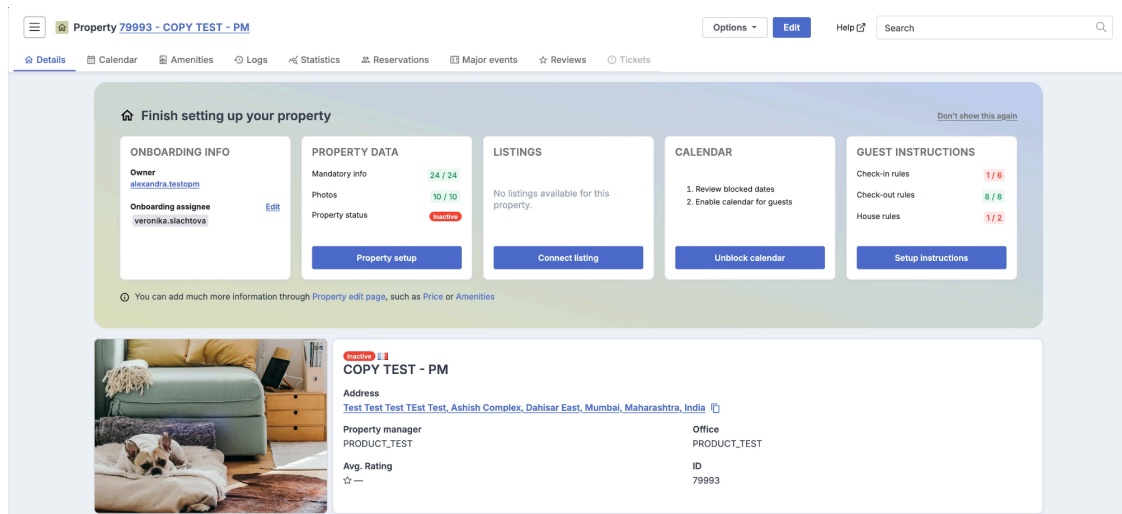
It also covers minimum stay, base price, and minimum price changes made the same way.

Support-operation entries in the multi-unit Logs tab (e.g. bulk pricing updates) now show which all affected properties, not just that a change happened in the MU. Each support-op row now reads: User <name> set pricing parameters on property <id> - <name>



3 - Property onboarding banner now spans full width

We've updated the property onboarding banner style so its cards span the full width of the banner, removing the empty space on the right.



4 - Floor and total-floors now validated together

Property forms no longer accept impossible floor combinations. You can no longer save a property as being on floor 5 of a "3-floor" building - the total number of floors must at least reach the property's own floor, and basement levels count toward the total (a property on floor -1 needs a total of at least 2).

Floor

Indicate on which floor the property is located

5

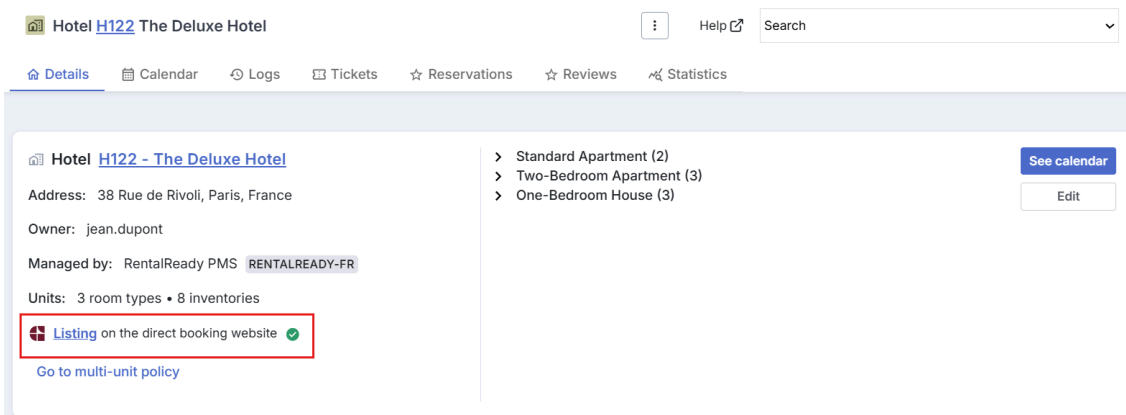
Total floors

Indicate how many floors the building has. Value cannot be negative.

3

5 - Direct Booking Website Listing now shown on hotels

The DBW Listing link now appears on hotels - surfaced on both the Multi-Unit and Room Type pages, next to the Booking.com and Expedia links.



6 - Property onboarding banner now closes automatically

The onboarding banner on property pages no longer needs to be dismissed manually once a property is up and running. The onboarding banner now closes automatically 30 days after the property was activated.

7 - Hotel photos can now be reordered

Until now, hotel photos couldn't be ordered in RentalReady. Because of that we didn't sync the gallery order to Booking.com and only ever mapped the first photo as the main one - with no way to pick which photo that was. Now you can drag them into the order you want.

9 - Bed in Dormitory is now supported

You can now set up guesthouses and hostels properly in RentalReady.

Just set your room type to "Bed in a dormitory" and pick the expected room type name. For example:

- Bed in 4-bed dormitory
- Single Bed in 6-bed dormitory, etc

The screenshot shows a web form for setting up a property. The 'Property type' dropdown is set to 'Bed in dormitory' with a green checkmark. Below it, the 'Room type name' dropdown is set to 'Bed in 4-Bed Dormitory'. A list of options is visible below the dropdown, with 'Bed in 4-Bed Dormitory' highlighted in blue. The list includes: 'Single Bed in Dormitory', 'Bed in 4-Bed Dormitory', 'Bed in 6-Bed Dormitory', 'Bed in 8-Bed Dormitory', 'Single Bed in 4-Bed Dormitory', 'Single Bed in 6-Bed Dormitory', 'Single Bed in 10-Bed Dormitory', and 'Bed in Male Dormitory'.

Property type

Bed in dormitory ✓

Room type name

Room type name will be set accordingly to the selected options.

Bed in 4-Bed Dormitory ▼

- Single Bed in Dormitory
- Bed in 4-Bed Dormitory
- Bed in 6-Bed Dormitory
- Bed in 8-Bed Dormitory
- Single Bed in 4-Bed Dormitory
- Single Bed in 6-Bed Dormitory
- Single Bed in 10-Bed Dormitory
- Bed in Male Dormitory

10 - Unified guest controls for hotels

Until now a hotel's guest rules were scattered and incomplete: the hotel wizard only had children and pets (as radio buttons), smoking and infants were missing entirely, and each inventory unit

carried its own values that could quietly drift from its room type. Now all four guest controls live in one place and flow down consistently.

The screenshot displays a multi-step onboarding wizard. On the left, a sidebar lists three steps: '1. Multi-unit' (highlighted), '2. Room types', and '3. Photos'. The main content area is titled 'What can guests use at your hotel?'. It contains four time selection fields: 'Check-in time from' (03:00 PM), 'Check-in time until' (10:00 PM), 'Check-out time from' (06:00 AM), and 'Check-out time until' (11:00 AM). Below these are three toggle switches: 'Smoking allowed' (off), 'Children allowed (2-12 years)' (on), and 'Infants allowed (up to 2 years)' (on). There is also a 'Pets allowed' toggle (off). A section titled 'Shared amenities and facilities' includes a checked 'Smoking Forbidden' option and a link '+ Add shared amenities'. At the bottom, there is a back arrow, a 'Continue' button, and a small informational icon with the text 'You can edit details later'.

11 - Check-in *until* can now go past midnight

Hotel and multi-unit onboarding asks for check-in and check-out times in the wizard, and every property carries a maximum arrival time on its form. Past-midnight times weren't properly supported before.

- Hotel and multi-unit wizard: Check-in can now go past midnight: you can select 01 (next day), 02 (next day), 03 (next day), or Flexible check-in until, with no cut-off time at all. Check-out stays within the same day.
- Property form: The Max arrival time helptext now spells out that 01, 02 and 03 mean after midnight on the following day, and that the office has to allow arrivals after midnight for it to apply. The value is also translated properly on the way out: a post-midnight limit is capped at 03:00 next day instead of being sent as no limit at all, which is what happened for anything past 03:00.

What can guests use at your hotel?

Check-in time from: 15:00

Check-in time until: 03:00

Check-out time from: 10:00

☐ Smoking allowed
☒ Children allowed (2-12 years)
☒ Infants allowed (up to 2 years)
☐ Pets allowed

A time selection dropdown is open for the 'Check-in time until' field, showing a vertical list of hours (21, 22, 23, 00, 01, 02, 03) and a horizontal list of minutes (00, 15, 30, 45). The '03' hour and '00' minute are selected, with an 'OK' button at the bottom right of the dropdown.

Automated Messages

1 - Guest space and Maia check-in instructions linked to smart triggers

When a reservation has an automated message scheduled with a smart trigger marked as a check-in notification, we now hide the check-in instructions in Maia and in the guest space until the automated message is sent.

Then, after the check-in notification is sent, the check-in instructions directly become available in the guest space and in the Maia instructions.

2- New sending method for automated messages

We have added a new email sending method for automated guest messages and clarified the name of the existing one, giving users more control over which of a guest's email addresses a message is sent to:

- The existing "Platform email" sending method has been renamed to "Platform email with fallback on personal email"
- A new sending method, "Personal email with fallback on platform email", is now available - it sends to the guest's personal email first and falls back to the platform email when no personal email is available.
- Both options appear in the sending method dropdown on the automated message template form.

← Back Create message templates

Help Search

Preview Save

General

Name of template

1 - THANKS FOR BOOKING

Description

Sending method

Select...

Platform API with fallback on email

Personal email

Personal email with fallback on platform email

Platform email with fallback on personal email

Guest personal phone number

Guest space

WhatsApp

Content

3 - Smart Triggers update for inactive properties

From now on, smart triggers will no longer run for inactive properties. If a property is set to inactive, its reservations will no longer receive any automated message. As soon as the property is active again, everything works as normal.

4 - New variables for rental agreements and automated messages

We've added two new variables to the context of rental agreements and automated guest messages. Both are populated when a cleaning agent is assigned to the reservation:

- `{{ cleaning_agent_first_name }}` — the cleaning agent's first name
- `{{ cleaning_agent_phone_number }}` — the cleaning agent's phone number

Direct booking website URL to request early check-in (To use this variable, the property manager must have a direct booking website and the guest space must be enabled.) https://example.rentalready.io/reservations/abc123/extra-requests/42		
Check-out variables		
{{ property_max_check_out_time }} Maximum check-out hour of the property 11	{{ check_out_instructions_local }} Check-out instructions for the departure (in the local office language) Leave the keys on the table and close the door behind you.	{{ check_out_instructions_english }} Check-out instructions for the departure (in English) Leave the keys on the table and close the door behind you.
{{ has_a_check_out_mission }} Does the reservation have a check-out mission? True	{{ check_out_agent_first_name }} First name of the check-out agent (if there is one assigned already) Victoria	{{ check_out_agent_phone_number }} Phone number of the check-out agent (if there is one assigned already) +61481354281
{{ cleaning_agent_first_name }} First name of the cleaning agent (if there is one assigned already) Amella	{{ cleaning_agent_phone_number }} Phone number of the cleaning agent (if there is one assigned already) +61481354282	{{ internal_review_form }} Link to the RentalReady internal guest review form https://guestready.rentalready.io/reservation_reviews/reviews/NVfGZfNbnavqH6UN9ZXarT/
{{ late_check_out_available }} Is the reservation eligible for late check-out? True	{{ direct_booking_website_late_check_out_url }} Direct booking website URL to request late check-out (To use this variable, the property manager must have a direct booking website and the guest space must be enabled.) https://example.rentalready.io/reservations/abc123/extra-requests/99	
Property variables		
{{ property_headline }} Headline of the property Beautiful Flat In The Heart Of Melbourne	{{ property_cover_photo }} Link to the property cover photo https://imagedelivery.net/GaO3lIGRpo231Z2R3qZNkg/cz656131-1fbc-42b2-85f1-1z340bea8030/public	{{ property_access_instructions_local }} Property access instructions in the local office language Go to the 3rd floor, your flat will be the 1st door on the left when exiting the lift. The flat number is 309.
{{ property_access_instructions_english }} Property access instructions in English Go to the 3rd floor, your flat will be the 1st door on the left when exiting the lift. The flat number is 309.	{{ property_address }} Address of the property 512 Bourke Street	{{ property_address_with_postcode }} Address of the property, including postcode 512 Bourke Street, VIC 3000
{{ property_postcode }} Postcode of the property VIC 3000	{{ property_floor }} Property floor number 2	{{ property_city }} City of the property Melbourne
{{ property_country }} Country of the property Australia	{{ property_building_code_1 }} Building code 1 of the property 1	{{ property_building_code_2 }} Building code 2 of the property 2

5 - Send check-in instructions reminder with smart triggers

We added a new suggested smart trigger "Check-in instructions reminder". It uses a new condition "Check-in instructions were sent more than 12 hours ago" to trigger the sending of the message only if the check-in instructions were already sent, more than 12 hours ago.

The goal is to support a setup like this:

1. Send the check-in instructions 1 or 2 days before check-in
2. Send a reminder 1 or 2 hours before check-in, only if the check-in instructions were sent more than 12 hours ago (to avoid sending the instructions e.g. 3 hours and then again 1 hour before check-in, in case the sending of the first message was delayed by a missing payment for example)

Message template*

RENTALREADY_SELF-CHECKIN_OTHER

Account*

RentalReady PMS

Offices

All offices

Properties

Include All properties

Apply to reservations from reservation platforms

Include All platforms

You can pre-fill the values below by selecting a suggested trigger

Length of stay*

Any length of stay

When should this be sent to the guest?

1 Hours x Before Check-in

Messages are sent in the next few minutes following the selected time

Apply conditions

x Check-in instructions were sent more than 12 hours ago (disabling) x

• Delaying conditions will temporarily delay sending the message until the condition is met.
• Disabling conditions will permanently disable the message if the condition is not met at the scheduled sending time.

Expires after

2 Hours x

Choose when to stop retrying outstanding messages after their scheduled time. This is a safety to avoid sending unexpected messages when triggers are delayed by conditions for too long or when importing

Suggested triggers

Pre-fill the form with a recommended configuration, depending on the purpose of your automated message

- Reservation confirmed +
- Deposit request +
- Down payment reminder +
- Payment request +
- Self check-in instructions +
- In-person check-in instructions +
- Reception check-in instructions +
- Check-in instructions reminder +**
To send a reminder 1 hour before check-in, if the check-in instructions were sent more than 12 hours ago
- Arrival message +
- Single-night stay instructions +
- Check-out instructions +
- Review request +

6 - Send upselling request updates with smart triggers

We've added four new smart trigger events to help keep guests automatically informed at every step of their upselling request.

- Upselling request created - Sent when a guest creates an upselling request that requires manual approval from staff users. (Example message: We have received your request and will review it soon)
- Upselling request approved - Sent when an upselling request is approved, either automatically or manually after staff review. This message can include the payment link so the guest can complete the purchase.
- Upselling request declined - Sent when an upselling request is declined, either automatically or manually after staff review.
- Upselling request accepted - Sent when an approved upselling request has been paid and applied.

We've also added a new notification template variable, `{{ upselling_title }}`, which can be used in any of these messages. Additionally, there's a new variable `{{ upselling_payment_link }}` to include the payment link in the Upselling request approved message.

These triggers fire directly when the related event happens. There is no schedule or condition to configure, and they will not appear in the scheduled messages list on the reservation page.

The screenshot shows the 'Add a smart trigger' configuration page. On the left, the 'When should this be sent to the guest?' dropdown is set to 'Upon event', and the event selected is 'Upselling request requiring manual approval created'. A red box highlights the 'Upselling request created' trigger in the list on the right, which includes the description 'To send a message when a guest submits an upselling request that requires manual approval'. Other triggers in the list include 'Reception check-in instructions', 'Check-in instructions reminder', 'Arrival message', 'Single-night stay instructions', 'Check-out instructions', 'Review request', 'Upselling request approved', 'Upselling request declined', and 'Upselling request accepted'. A 'Save and apply now' button is at the bottom left.

7 - Resend the new access code with smart triggers

When the access code changes after the check-in instructions have already been sent for a reservation, the guest can be left with a code that no longer works. Until now, this was covered only in the old notification system. We've added a new smart trigger event Access code updated which fires when the reservation's access code is changed. This works for all our key management solutions.

The screenshot shows the 'Add a smart trigger' configuration page. On the left, the 'When should this be sent to the guest?' dropdown is set to 'Upon event', and the event selected is 'Access code updated'. A red box highlights the 'Access code changed' trigger in the list on the right, which includes the description 'To resend the self check-in access code if it changes after the check-in instructions are already sent'. Below the event selection, the 'Apply conditions' section shows a condition 'x Check-in Instructions were already sent (disabling)'. A 'Save and apply now' button is at the bottom left.

8 - New version of the automated message template form

We have released a new version of the form to create and edit automated guest message templates.

We brought the overall form design more in line with our recent design guidelines.

We added warnings to explain how to write content depending on whether the selected sending method requires plain text content or HTML content.

Following recent migrations, we can now safely allow more editing in the automated message templates. When editing a template, you can now always change:

- the template name
- the recipient type (guest / owner / other)
- the sending method

← Back Edit message templates

Help Search

Last edit: 11/07/2026, 02:55

Preview Save

General

Name of template

1 - THANKS FOR YOUR BOOKING

Description

1 - THANKS FOR YOUR BOOKING - EMAIL

Send to

☐ Guest ☐ Owner ☒ Other

Email addresses

test@guestready.com X

Sending method

Personal email

Content Display variables + Add translation

Default language (English)

Subject

THANK YOU FOR YOUR BOOKING AT {{ property_headline }}

Content

⚠ You are using an HTML sending method: don't forget to use
 tags for newlines, <a> tags for links, etc.

```
<!DOCTYPE html>
<html>
<head>
<meta charset="UTF-8">
<title>Welcome to {{ property_headline }}</title>
</head>
```

9 - Check-in steps in message templates

We've improved how the check-in steps variable works in your automated message templates.

Before, adding `{{ check_in_steps }}` to a template printed a messy block of raw data. Now it renders as clean, ready-to-use text — each step numbered, with its photo link included. Just drop `{{ check_in_steps }}` into your template, and you're good to go.

There's also a new `{{ check_in_steps_raw }}` variable that gives you the raw list of steps so you can loop over them and format them however you like. You'll find a ready example in the variable picker in the template editor.

Note: Emails are HTML, so the plain-text version won't show line breaks there. In email templates, please use `{{ check_in_steps_raw }}` with your own formatting (adding a line break after each step).

10 - New: Delete automated message templates

You can now delete automated message templates you no longer need, directly from the Templates page (Automated messages).

11 - New smart trigger condition for the guest invoices

We added a new smart trigger condition "Guest invoice is generated (delaying)" to delay the sending of an automated message until the guest invoice is generated.

This is to make sure the invoice is properly generated before sending an automated message that includes the guest invoice.

12 - New suggested smart trigger to send the guest invoice

We added a "Guest invoice" suggested smart trigger. Selecting it prefills the form to send the guest invoice 1 day after check-out, with the "Guest invoice is generated" condition so it only sends once the invoice exists, expiring after 7 days for any length of stay.

The screenshot displays the configuration interface for an automated message. On the left, a form is pre-filled with the following details:

- Length of stay*:** Any length of stay
- When should this be sent to the guest?:** 1 Days After Check-out
- Apply conditions:** Guest invoice is generated (delaying)
- Expires after:** 7 Days
- Mark as a check-in notification:** (unchecked)

A red box highlights the configuration form, and a red arrow points from the "Guest invoice" suggested trigger in the list on the right to the "Guest invoice is generated (delaying)" condition in the form.

On the right, a list of suggested triggers is shown, each with a plus icon:

- Reception check-in instructions
- Check-in instructions reminder
- Access code changed
- Arrival message
- Single-night stay instructions
- Check-out instructions
- Guest invoice** (highlighted with a red box)
- Review request
- Upselling request created
- Upselling request approved
- Upselling request declined
- Upselling request accepted

The "Guest invoice" trigger is highlighted with a red box and contains the description: "To send the guest invoice 1 day after check-out, after the invoice is generated".

13 - New smart trigger for 5-star platform reviews

We've added a new smart trigger event, condition, and a ready-made suggested trigger that let users automatically send messages after a guest leaves a 5-star review on a booking platform.

14 - New smart trigger event: Manual sending

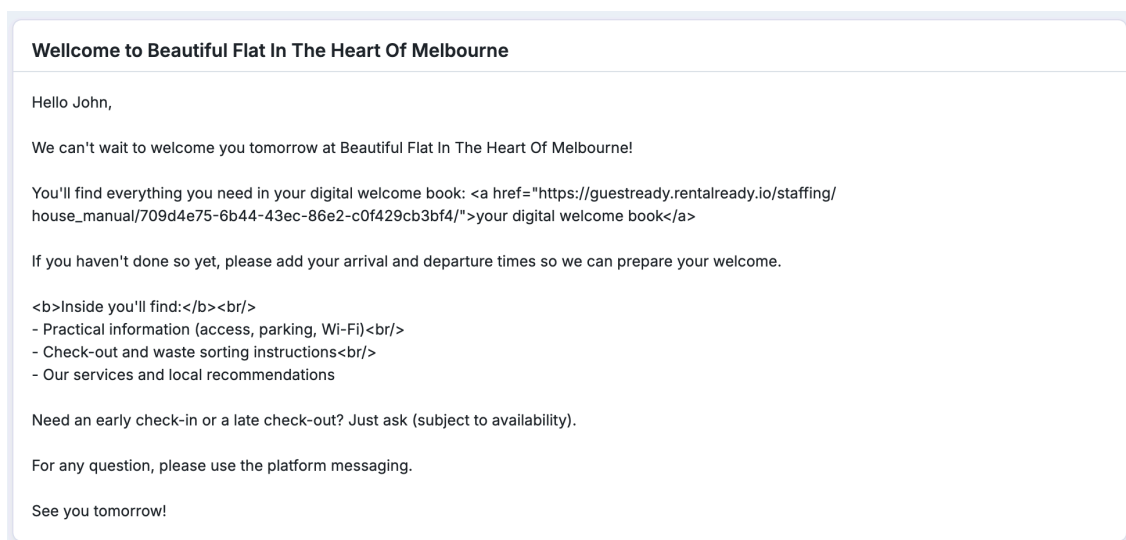
We added a new smart trigger event "Manual sending" that allows you to set up a template to be sent manually only. There is no automation linked to this smart trigger event. It only makes the templates available for manual sending on the reservation detail page, under "Automated messages".

15 - New smart trigger event "Pre-check-in form submitted"

We added a smart trigger event that allows you to automatically send a message when the pre-check-in form is submitted by the guest.

16 - Message template preview now matches plain text messages

When previewing a message template, the preview now decides whether to render HTML based on the template's sending method instead of guessing from the content. For plain text sending methods, any HTML written in the content is shown as raw text with the tags visible, exactly as the guest would receive it — so users can immediately see when a template is broken. Templates sent as HTML, such as emails, still render as before.



Missions

1 - Weekly View update - your filters now stick

Until now, every time you refreshed the page your filters were cleared and you had to select them all over again — not anymore! What's new:

- Your filters (and the week you're looking at) are now saved in the page link.
- Refreshing the page keeps everything exactly as you left it.
- You can bookmark a filtered view, or copy the link and share it with a colleague — they'll see the same filters applied automatically.

2 - Cleaning missions - small fix for cancelled reservations

When a reservation was cancelled before the guest's stay, the linked cleaning mission was getting its date changed (moved to the day after) right before it was cancelled. So the cancellation email showed a different date than the original one — which could make it look like a cleaning on that new date was cancelled, when in fact a real, separate mission on that day was still active. This led to a cleaning being skipped by mistake.

Now: when a reservation is cancelled before the stay, its cleaning mission now keeps its original date and is simply cancelled — no more date shuffling. The cancellation notifications will show the correct, expected date, so there's no confusion with your other missions.

HomeReady

1 - New in HomeReady: Download all files from a ticket at once

You can now download all the photos and documents attached to a ticket in one go - no more saving them one by one.

2 - Ticket update: link a Mission after creation

You can now link a Mission to a ticket even after it's been created - not just when you first open it.

Previously, the Mission field was locked in the edit form, so you couldn't add or change it later. That's now fixed!

3 - Major Events Ticket Tracking Improvements

We've improved how tickets are tracked on the Property page. Now, all newly created tickets are automatically added to the Major Events tab on the property page, regardless of where they were created (mission, property page, Maia etc).

4 - Ticket IDs now included in Incident exports

When you download a CSV export from the Incident table, it now includes a new Ticket IDs column. If an incident has linked tickets, their IDs will appear there (comma-separated), so you no longer need to look them up separately.

Reservations

1 - Display Custom Upselling Name in Upselling Requests

We've made a small improvement to the Upselling Requests page: the name of the Custom Upselling is now displayed under each custom upselling request in the Upselling Requests table, making it easier to identify and manage requests.

Upselling Help

[Requests](#) [Eligible reservations](#) [Affiliate links](#) [Rules](#) [Office setup](#)

Filters Clear all

11 results Export CSV

REQUEST	STATUS	REQUESTED ON	RESERVATION			PROPERTY	PAYMENT
			ID	CHECK-IN	CHECK-...		
Request 6351 Breakfast	New	25/06/2026 5:09 p.m.	Reservation 2920151 Go to mailbox	19/06/2026	27/06/2026	6211 - Birdland RENTALREADY-FR	-
Request 2655 Late check-out 1 p.m.	New	11/03/2026 3:04 p.m.	Reservation 2313486 Go to mailbox	11/03/2026	13/03/2026	83107 - Boétie Chambre 2 RENTALREADY-FR	-

2 - "Booked at" and "Confirmed at" fields on the manual reservation form

Users can now control when a manually created reservation was booked and confirmed, directly from the manual reservation form:

- Added "Booked at" and "Confirmed at" fields to the manual reservation creation form
- Each field defaults to "Now," but users can toggle it off to enter a specific date and time instead, in the property's timezone
- The "Booked at" date cannot be later than the "Confirmed at" date

Back Create new reservation Help

Number of adults* 0 Number of children 0 Number of infants 0 Number of pets 0 Reservation platform* Platform Booked at ☒ Now Confirmed at ☐ Now In the property timezone	Email* Phone number 06 12 34 56 78 Language English Will be reflected in automated guest communication. Purpose of stay Select Arrival time Select time Check-in is available between 15 - 22 Tentative -----	Calculated based on the City Tax Rules set for this property's location. Cleaning income from guest* 60.00 Cleaning fee charged to guest. Cleaning fee to owner* 60.00 Cleaning fee charged to owner or property manager. Platform fee* Payment fees Extra fees Select a platform to auto-fill extra fees. Total amount charged to the guest 60.00
---	--	--

Reservation comments

Cleaning Internal Type here	Check-in Internal Type here	Check-out Internal Type here
--	--	---

3 - Auto Bed Selection Improvement in the Pre Check-in Form

Previously, if a property had only one bed, it was automatically selected as "Bed needed" on the reservation, even when the office configuration did not require guests to choose beds. Now, if the office configuration does not require bed selection, we no longer automatically select the only available bed.

As a result:

- The reservation will not automatically have a "Bed needed" value.
- "Beds needed:" will no longer appear in the reservation's external comments unless a bed selection is actually required.

4 - "Booked at" date now set on stay extension reservations

For stay extension reservations, the "Booked at" date is now set automatically to the time the reservation is extended. Existing stay extension reservations that were missing a "Booked at" date have been backfilled using their creation date.

5 - Non-blocking quotes

It's now possible to create quotes that don't block dates on property calendars. A reservation will only be added to the calendar once a quote option is confirmed by a staff user.

← Back Create quote Discard Create quote

EUR

Expiry date* 13/07/2026 Expiry time* 05:41

Calendar will become unblocked once quote expires. Timezone is Asia/Dubai

How can the reservation be confirmed?*

☐ Guest needs to pay to confirm reservation

☐ Guest can confirm reservation without paying

☒ Only staff can confirm reservation

While the quote is valid*

☐ Block the dates until the quote expires

☒ Do not block the dates — they stay available for other reservations

This quote allows

☒ Only one reservation

☐ Multiple reservations

Only one property can be booked from the offer. Dates will be unblocked once the quote expires, or one reservation is made.

6 - Double bookings easier to catch

- Inline and Property calendars — when two confirmed reservations overlap on the same property, both bars turn dark orange
- Reservation modal — clicking a flagged reservation shows a "Double booking" alert; support users also get a "Show more" button that opens the Property calendar focused on the check-in month
- Reservation page — the same alert shows at the top of the reservation (support)

Inline calendar Help

Filters [Clear all](#)

ⓘ Double click on reservation to see details.
 📅 To move a reservation within multi-unit, use drag and drop.
 📅 Double click on available dates to create a reservation, update the price, or update the booking rules.

Customise view Jul 2026 Today

ID - Ascending ←

	May 2026	June 2026	July 2026
6211 - Birdland	B. [icon]	Emma Taylor - 298 [icon] James [icon] Oliver Brown - 4309.79 [icon] Julien B [icon] B. Pier	
63348 - Boavista	[icon] M [icon] B. C [icon] T [icon] B. Sofia Per [icon] B. Anns [icon] Wei Zhe [icon] Ren [icon] Mariana Santos - 2308 [icon]		
64430 - Casa Rosa	[icon] Lisa [icon] T Vlad [icon] Carlos Garcia - 1042.5 [icon] Anna Schmidt - 2408 [icon] Pierre Dup		
66355 - Thames Riverside	[icon] Luca Gat [icon] Yuki Tan [icon] T Cha [icon] Sara Nasser - 1266 [icon] B. Sofia Perei		
80581 - Layla	Jack Smith - 110.42 [icon]	B. Fred Dumas - 4481.01 [icon]	
80773 - Andres Test Property	[icon] Lisa S [icon] B. [icon] Jack Smi [icon] Jan D [icon] Alessan [icon] Ahmed Al-Rashid - 2071 [icon] Hiroshi Sato [icon] B.		
82300 - Waterfront 1BR Marina	[icon] Jonh [icon] B. Lisa [icon] Chloe Fran - 12226.40 [icon] Petra [icon] Laura Rodriguez [icon] Chiara Romay		
83118 - Fardah Street	Jonh Doe - 11495.16 [icon]	Fred Dumas - 117990.00 [icon]	B. Angela Rosa - 117990.00 [icon]

7 - Relocated/transferred/moved reservations no longer get reverted by channel-manager syncs

When a reservation is manually moved or relocated to a different property, it now keeps its new property through channel-manager re-imports. Previously, the next sync from the channel could silently send the booking back to its original property.

- Manual move/relocate → preserved across channel syncs.
- Guest changes room type on the channel → booking follows the channel.
- Works for both single-listing setups (e.g. Airbnb) and hotel/room-type setups (e.g. Booking.com).

Known limitation: a booking relocated more than once (A → B → C) reverts to the original property when the channel re-reports it (we plan to fix it in near future).

8 - Upselling prices as a percentage of the nightly rate

We've improved the custom pricing options for managed upsellings (only for Early Check-in and Late Check-out). You can now set prices in two ways:

- Fixed amount - charge a specific price
- Percentage - calculate the price as a percentage of the reservation's nightly rate

You can set a percentage from 0% to 100% for each pricing rule. The price is calculated automatically for each reservation: Reservation price / number of nights x percentage.

🏠 Early check-in

Price setting
Select between specific price or price upon request

☒ Custom price ☐ Pricing on request

Percentage ▼ 70 % if 5 hours ▼ before min. arrival time

[+ Add price setting](#)

📘 The percentage is applied to the nightly price of the reservation (rental income divided by the number of nights)

📘 User can request early check-in up to 5 hours before min. arrival time

Cleaning buffer time (minutes)
Additional time added to the property's cleaning duration between check-out and the next check-in.

60

9 - Quote management updates

- The guest name associated with the quote is now displayed in the quotes table, and you can now search for quotes by guest name
- The quotes page has been moved directly into the sidebar, in the "Reservations" section
- We're working on adding a name field to quotes, this will be released in the next day or two
- We've added the "Quote label" field to the quote creation/edit form. The label is displayed on the quotes table, and users can search by the quote name. The field is optional - if no name is provided, the quote's ID will be displayed in the table instead.

Quotes

Filters ^

Property
Type and select

Office
Type and select

Property manager
Type and select

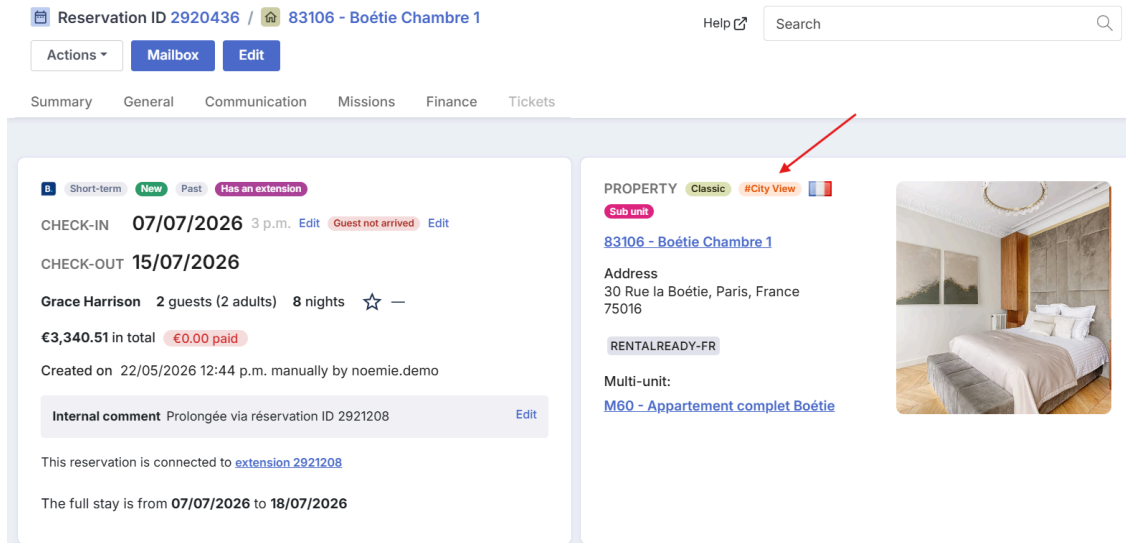
Quote ID, reservation ID, guest name 🔍

2 results

STATUS	QUOTE	START DATE	END DATE	EXPIRES AT
Invalid	Quote 10 Francois Lavie 🔗 Quote URL	04/12/2026	08/12/2026	03/06/2026 9:44
Invalid	Quote 8 Francois Lavie 🔗 Quote URL	10/07/2026	14/07/2026	30/05/2026 2:13

10 - Property tags on the reservation detail page

The property's tags now appear on the property card of the reservation detail page, matching how they already show on the property detail page.



11 - Conditional automatic approval for early check-in / late check-out upselling

Users can now exclude specific key strategies from automatic approval of early check-in / late check-out requests:

- When a rule is set to "Automatic" approval, a new "Key strategies excluded from automatic approval" multi-select lets users pick key strategies to leave out
- The list only shows for Automatic approval and is hidden for Manual
- A guest request on a property using an excluded key strategy falls back to the manual flow and stays pending until a staff member reviews it
- Excluded strategies are listed in the rule's summary view

12 - Filter reservations by meal plan

The reservations page now has a Meal plan filter, so you can quickly find bookings with or without breakfast.

Reservations Help

[All reservations](#) [Mid-term reservations](#) [Reservations to complete](#)

Filters 2 ^

Check-in date

From - To

Check-out date

From - To

Owner

Type and select

Property

Type and select

Reservation type

Select

Reservation status

Select

Meal plan

✕ Breakfast

Breakfast ☒

None

Platform

Type and select

Guest

Type here

Property manager

Type and select

Office

✕ REMOTE-PT

Cancelled within 5 days of check-in?

Select

Key strategy

Select

Is this a stay extension?

Select

Creation date

From - To

Is a relocation?

Select

Is special offer?

Select

Tags

Type and select

[Clear all](#)

[Apply](#)

464 results [Export](#)

RESERVATION										FINANCIALS				FINANCIALS (DETAILS)									
ID	CREATED AT	G...	CHECK...	CHECK...	P...	P...	O...	O...	P...	C...	R...	R...	O...	P...	P...	C...	C...	P...	P...	V...	Cl...		

Guest reviews

1 - Guest review tables

We've updated the guest review tables, adding sorting and building more info into the table. These changes apply to the guest reviews page, the single-property reviews page, and the multi-unit property reviews page.

The same improvements now apply to the property reviews table on Owner space.

Reviews Help

11 results [Export CSV](#)

REVIEW	RESERVATION	REVIEW DETAILS	TICKETS	AC...
☐ Review 512761 ★ 5 / 5 RentalReady review form 25/03/2025 5:28 a.m.	Resv. 151793 Johnathan Doe 4.80" avg. From 18/03/2025 To 21/03/2025 3 nights Good mood	✓ Comment 25/03/2025 2:28 a.m. Test review ✕ Private comment ✓ Reply 24/04/2026 1:01 p.m. test See details ★ 5.00 Value for money ★ 5.00 Communication ★ 5.00 Facilities ★ 5.00 Check-in ★ 5.00 Cleanliness	Cleaning 2528221 Check-in 3097531 • UserAgent Ticket 314762	Details
☐ Review 473802 RentalReady review form 12/12/2024 5:47 p.m.	Resv. 1624313 Voronika Test 4.80" avg. From 10/12/2024 To 11/12/2024 2 guests 1 nights Good mood	✕ Comment ✕ Private comment See details → Reply	Cleaning 2716921	Details
☐ Review 458447 ★ 5 / 5 RentalReady review form 04/11/2024 4:45 p.m.	Resv. 1556032 Ivan Rostovsky 4.80" avg. From 01/11/2024 To 03/11/2024 1 guests 2 nights Good mood	✓ Comment 04/11/2024 1:45 p.m. test2 abcdef ✕ Private comment See details → Reply ★ 2.00 Value for money ★ 2.00 Communication ★ 2.00 Location ★ 2.00 Facilities ★ 2.00 Accuracy ★ 2.00 Check-in ★ 2.00 Cleanliness	Cleaning 2572017	Details

Guest mood

1 - Accuracy update

We've just shipped the first round of improvements to *Guest Mood* (the good/bad signal on reservations).

The signal was flagging *too many* reservations as BAD, and once a reservation went BAD it *never recovered* — even after the guest was happy again. That made it hard to trust. Now, it's decided automatically from the *guest's own recent messages*:

- Flags *BAD only when the guest is clearly unhappy* (a real complaint or frustration) — not for routine messages like "what time is check-out?"
- Can now *recover* — if the guest turns positive again, the mood goes back to good
- Tied to the *right reservation* — a complaint no longer marks the guest's other bookings

Guest Space

1 - Check-in instructions now show text before photos/videos

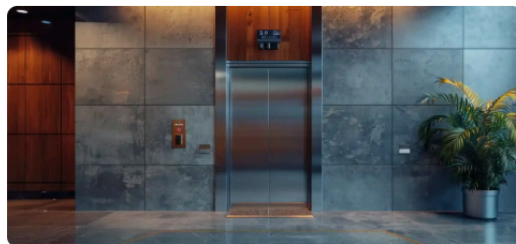
On DBW, guests opening the check-in instructions now see each step's text before its photo or video, making the instructions easier to follow at a glance.

✕ [Close](#)

How to check in

1/3 steps

To the right of the entrance hall, take the elevator to the 20th floor.



2 - Easier-to-find check-in instructions

- Reservation detail page - "How to check in" was an inline text link that was easy to miss; it's now a proper button, matching the one on the reservation list.
- Reservation list - clicking "How to check in" now takes guests straight to the reservation detail page with the check-in instructions modal already open - no more hunting for where to click next.

Booking

Property

Extras

BEFORE YOUR ARRIVAL

Add details required for check-in

!

Missing details

Make sure you check all the marks below, **no later than 25 July at 08:00 GMT+2**. Only then can we provide you with the check-in instructions.

✓

Booking paid

?

Add missing details →

CHECK-IN

📅

Mon 27 July

🕒

Arrival time 15:00

📄

How to check In

3 - Guest registration now pre-fills the main guest from the pre-check-in form

For properties in Portugal, the online check-in asks guests to register every traveller with the authorities (SIBA). Until now that step opened with an empty guest list - and since guests had just typed their details into the pre-check-in form, most assumed they were already covered and only added their companions. Now:

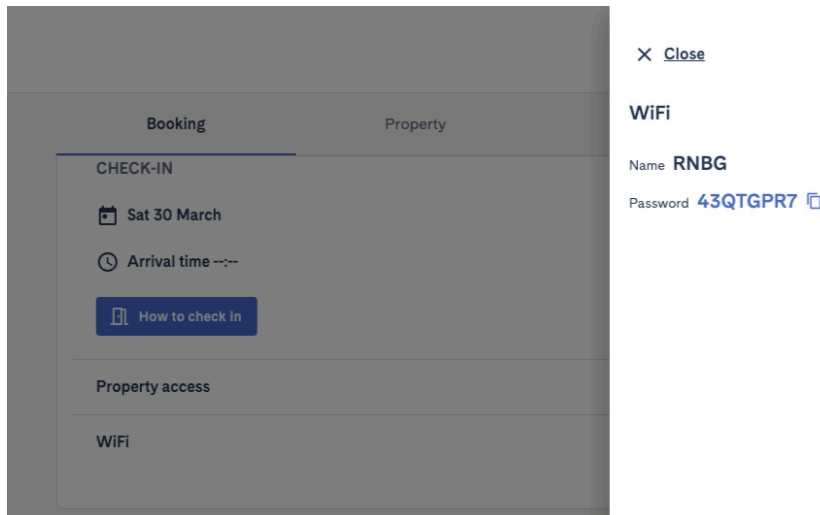
- The first guest slot in the registration list is now labelled "You", making it clear the main guest must register themselves too.
- Opening it pre-fills the form with what the guest already gave us in the pre-check-in form: name, travel document number, nationality, country of residence and country of issuance.
- The guest only completes the few fields SIBA needs that the pre-check-in form doesn't ask for (date of birth, place of birth, place of residence, document type) and saves.

Nothing is sent to SIBA until the guest completes and saves their details.

4 - WiFi details now in the check-in card

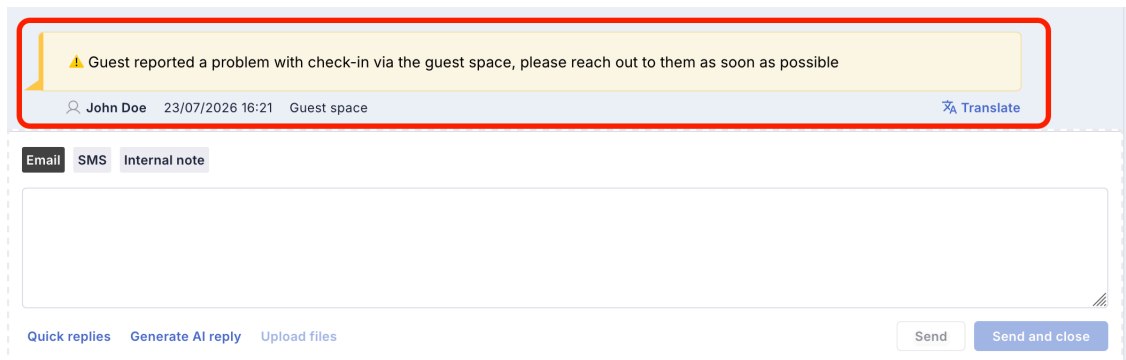
- WiFi item is now in the check-in card - right below "Property access" on the reservation detail page, so everything needed at the front door is in one place.

- One-tap password copy - opening it shows the network name and password with a copy button, no more typing long passwords by hand.



5 - Check-in problem reports now arrive as guest messages

When a guest reported a problem with their check-in from the guest space, it used to arrive in the mailbox as an internal note. Since it wasn't a guest message, it didn't get the same priority from, and the guest couldn't see it in their own inbox at all. These reports now come through as regular guest messages.



6 - "Extras" tab is now "Upgrade"

We've renamed the upselling sections in the guest space so they're consistent across tabs:

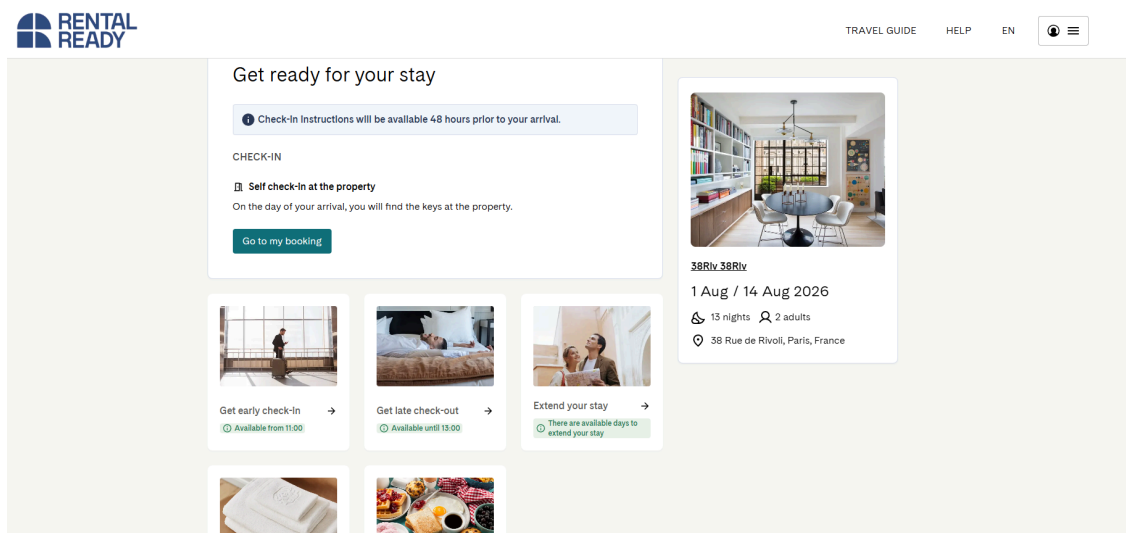
- "Extras" tab is now "Upgrade" — same place, same options, clearer name for what it offers.
- "Plan your trip" (Booking tab) is now "Upgrade your stay" — the list itself is unchanged.
- "Extra services" is now "Upgrade your stay" — the header of the card offering early check-in, late check-out and other extras. The renamed card also appears on the payment success and online check-in feedback pages.

On the Upgrade tab, upselling options are now shown as a single list with descriptions (expanded by default) instead of the previous icon tiles.

7 - Upselling options on the pre check-in confirmation page

After a guest completes the pre check-in form, the confirmation page now shows:

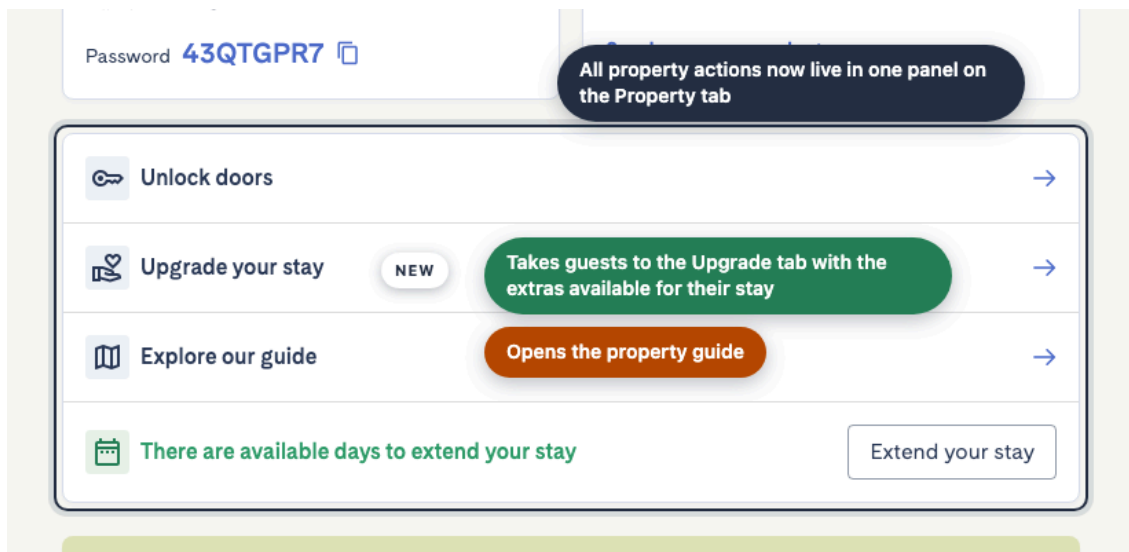
- Cards to request early check-in, late check-out or a stay extension, each only shown when available for that reservation, with the available times (e.g. "Available from 11:00").
- Custom extras configured for the property (welcome basket, etc.) as cards in the same row.
- The status of existing requests (pending / confirmed / not possible) on the card itself, linking to the request details where the guest can cancel.
- The partner links section now uses the same list layout as the reservation page.



8 - Property tab quick actions

The Property tab in the guest space now groups all property actions into a single panel:

- Unlock doors, Upgrade your stay, Explore our guide and Extend your stay now appear together at the top of the Property tab — each option only shows when it applies to the reservation
- New "Upgrade your stay" option takes guests straight to the Upgrade tab, with the extras available for their stay
- The property guide banner is now the "Explore our guide" option — it opens the property guide as before

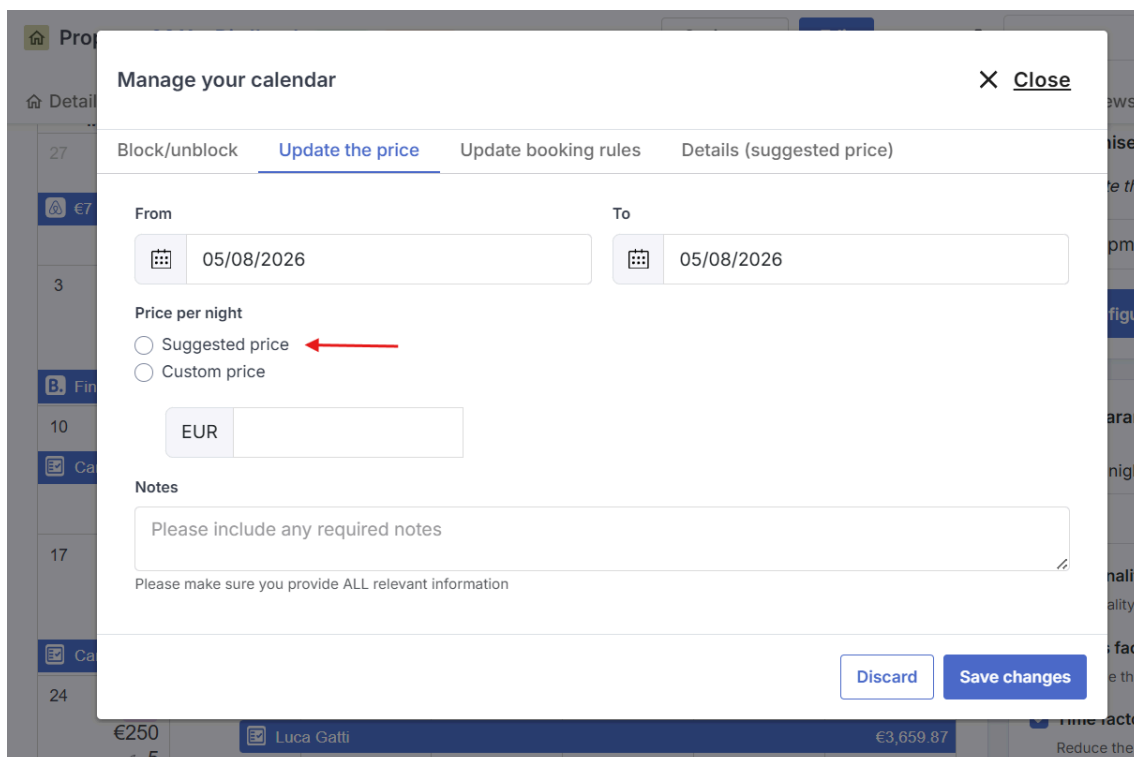


Pricing

1 - Renamed [PM] Computed price label to Suggested price

Previously, it could go a bit weird, to have something like "RentalReady PMS computed price".

We've simplified this by renaming it to a single, consistent label: Suggested price.



2 - Top-rated Guest Discount is now available for Airbnb

You can now create a discount specifically for Top-rated Guests on Airbnb. This discount targets guests who:

- Have an average rating of 4.8 or higher
- Have received at least 3 reviews on Airbnb

Eligible guests will automatically receive a 15% discount, helping you attract experienced, highly-rated travelers and increase your property's appeal to some of Airbnb's most trusted guests.

3 - Direct Booking Website Promotions

Now you can create promotions for Direct Booking Websites. Currently, two promotion types are supported:

- Early Booker - A discount for guests who book well in advance. You set how many days before check-in the booking must be made to qualify.
- Last Minute - A discount to fill the calendar close to the stay. You set the window in hours before check-in during which the promotion applies.

When a reservation qualifies for an active promotion, the discount is automatically applied throughout the booking journey:

- The discounted nightly price is shown in the search results.
- The discounted accommodation price is displayed on the booking page.
- The promotion is applied automatically during checkout.
- The guest invoice includes a separate Promotion discount line, making the saving clearly visible.

Promotions also work together with vouchers.

- The promotion discount is applied only to the accommodation price (fees and cleaning fees are not discounted).
- After the promotion has been applied, guests can still use a voucher, which is calculated on top of the already discounted price.

€235 / night

 Free cancellation policy up to 5 days before check-in date.

 Early bird discount applied

 03 Nov → 10 Nov

 1 Guest

Send reservation enquiry

All fees are included. No registration required

Price for 7 nights

€1,828.20

Early bird discount

- €182.82

Total price

€1,645.38

+ Add discount voucher

4 - Markup now loads quickly when you activate a property

Activating a property now provisions its markup settings within seconds to a few minutes, instead of waiting behind the global job queue that could build up during bulk onboarding.

5 - Night-Capped Properties Now Priced for Revenue per Allowed Night, Not Occupancy

~1,300 properties have a legal short-stay cap (90 nights/year in London, 120 in Paris). The pricing algorithm now treats that cap as the strategy: protect rates and sell the limited nights at their best value, instead of discounting to fill the calendar. Now:

- On capped properties, discounts are suppressed (premiums are kept), and the 1-night-gap and checkout discounts are off - every skipped discount is logged in the price computation details
- Only guest short stays count against the cap: owner stays and mid-term bookings (91+ nights in the UK, 28+ in France) no longer consume it, so a fully-used cap still sells mid-term
- The cap resets each calendar year - next January is priced on its own fresh allowance

Only applies where **Night cap factor** is on with a yearly cap below 360 (in Property → Calendar → pricing settings, seasonality factor no longer required). Set the property's mid-term threshold there too, or every booking keeps counting.

Owner

1 - Owner report: monthly statements with staff validation and automatic email delivery

Until now, the Owner report was generated on the fly: owners could see their transactions the moment the data existed - including a month still in progress - and staff had no way to review the numbers first. Each office can now switch to monthly statements: one saved statement per owner per month (PDF and CSV), which staff can review and validate before owners see the data, and which can be emailed to owners automatically.

Choosing **Monthly** opens three more options:

- Generate report date - the day of the month when the previous month's statement is produced. Set it to 4 and the June statements are generated on 4 July.
- Require staff validation before owners see the month's statement - owners do not see a month's transactions until staff validate that month's statement. Anything owners could already see stays visible - the gate applies only from the moment you switch it on.
- Email owners their statement automatically - with validation on, the email goes out the moment staff validate the month; with validation off, it goes out a chosen number of days after the month closes. The email shows the period with its gross income, fees and net payout, plus links to view the statement online or download the PDF / CSV. Like other owner emails, it can be customised per property manager.

New Statement validation tab for staff:

The Owner accounting page has a new Statement validation tab. It lists each owner's monthly statement with its status - pending or validated - with filters by period, owner, office and status. From there you can validate or un-validate statements one by one or in bulk, download the PDF / CSV (or a bulk ZIP), and copy shareable statement links. Un-validating a month hides it from the owner again.

Owners keep their usual Transactions page - same filters, same exports. Validation only controls which months' data is visible to them; staff always see everything.

2 - Owner mobile app 5.5.2: Analytics, notification settings

A new version of RentalReady Owners (5.5.2) is out on the App Store and the Play Store. It brings two sections owners only had on the web owner space:

New - Analytics section: The Analytics page of the owner space is now available in the app, in the same in-app webview as Accounting and Reservations — owners no longer have to open a browser to see their performance dashboards.

- Where to find it: side menu → Analytics
- Who is this for? Owners who already have access to Analytics on the web owner space. The entry is gated by the same permission (**see_owner_performances**), so owners without it don't see the menu item — no separate mobile permission to grant.

New - Owners manage their own push notification settings: Owners can now turn their own push notifications on and off from the app — New reservation and Reservation cancelled. Until now these notifications could not be controlled by the owner at all.

- Where to find it: account menu → Settings (between "My profile" and "Change password")

- Who is this for? Every owner on both apps.

Finance

1 - Credit notes get their own heading

Office invoice settings control how each document type looks - per invoice-type tab you set the heading, extra information and VAT name that end up on the PDF. But credit notes never had a heading of their own: they simply reused the invoice's title. Now:

- Every invoice-type tab in the office invoice settings now has a Credit Note Title field, right below Invoice Title. Credit notes are headed with this title instead of reusing the invoice's.
- Clean defaults: leave the fields empty and the invoice is headed "Invoice" and the credit note "Credit Note" - no more blank or misleading headings.
- Clearer labels on the documents themselves: the document number now reads "Invoice Number" / "Credit Note Number" (previously just "Invoice" / "Credit Note"), a credit note labels the reversed invoice's number as "Original Invoice Number", and the date label is now simply "Date" instead of "Creation date".

NB: headings are stamped when a document is generated - invoices and credit notes issued before this release keep the heading they were created with. The new titles apply to documents generated from now on.

Invoice settings - RENTALREADY-DUB

Help  Search 

Commission Cleaning Platform fee Payout adjustment Payment link Extra fee Guest invoice

Invoice settings

☒ Active
Invoices are generated for this category only when active.

Invoice generation

Generate invoices at*

☒ Check-in date
☐ Check-out date
Applies to short-term reservations only. Mid-term reservations are not affected.

Invoice Title

Credit Note Title

LIVE PREVIEW

RENTAL READY

Invoice

Property Manager Name
PM Business Ltd
12 Invoice Street, London NW1 0NE
United Kingdom
GB123456789
+44 20 7946 0001

Owner Name
Owner Holdings SCI
14 Rue de la Paix, 75001 Paris
France
FR12345678901
+33 1 42 00 00 01

Original Invoice Number COMMISSION-2026-1
Date 03/07/2026

Description BOOKING-COMMISSION-204768

Description	Quantity	Taxable value	VAT Rate	VAT Amount	Amount
Commission Fee Per Booking	1	£136.08	20.0%	£27.22	£163.30

2 - You are alerted when a security deposit pre-authorization renewal fails

Automatic security-deposit pre-authorization renewals sometimes fail (for example, the guest's card has insufficient funds). Until now, no alert was sent. So the team responsible for the reservation usually found out only after the hold had already lapsed and deposit coverage was lost.

Now they are notified immediately — while the hold is still live — so they can follow up with the guest in time.

This was enabled on all offices.

3 - Payment link Statements: more clarity for legal purpose

When a guest pays a payment link, the document they get is a Statement, not a fiscal invoice (the real guest invoice runs after checkout). Until now that Statement showed a VAT line and was labelled like an invoice, so some guests and property managers treated it as one. It is now clearly a Statement.

BEFORE:

- The Statement PDF showed a VAT line, with a VAT figure that did not reflect the guest stay.
- The download button said "Download Invoice as PDF"
- The payment success page read "Invoice from property manager".

NOW:

- The Statement shows no VAT - taxable amount and VAT are always 0, and the total equals the full amount paid
- The "Statement" title is larger
- A new "This is not an invoice." line sits at the bottom - fixed/cannot be edited or removed
- The button reads "Download Statement as PDF"
- The page reads "Payment Link from property manager"

Notes: Applies automatically to every new payment link Statement - City tax, Security deposit, Reservation payment, Damages, Other. Extra Services payment links are unchanged: they stay real Invoices, still show VAT, still labelled Invoice. Statements generated before 26 June 2026 are not re-rendered - only Statements produced from that date carry the new layout.



Statement

GuestReady Dubai

GuestReady Vacation Homes Rental LLC
Dubai
United Arab Emirates
100440060000003
+97145711200
AE880260001015618281101

IRINA PLAKHOVA

Damac Zada tower, 303, Dubai
00000, Dubai
United Arab Emirates
+971555211295

**Original
Statement
Number
Date**

STATEMENT-PAYMENT_LINK-2026-152
05/07/2026

Description

PAYMENT_LINK-154536 -
Security deposit

Description	Quantity	Taxable value	VAT Rate	VAT Amount	Amount
Security deposit (refundable)	1	AED0.00	0.0%	AED0.00	AED600.00

VAT Rate	Taxable value	VAT Amount
0.0%	AED0.00	AED0.00

Taxable value	VAT Amount	Total
AED0.00	AED0.00	AED600.00

This is not an invoice.

4 - Turn off deposit renewals

When an office takes security deposits through Stripe, the deposit is a temporary hold on the guest's card, not a charge. Holds expire after 7 to 30 days, so the system can auto-renew them before they lapse.

- Before: office rule set to "Never" hid the renewal toggle. Properties under that office could still place Stripe holds, and those holds kept auto-renewing with no visible off-switch. The only workaround was to flip the office to "Always require", untick the toggle, then flip it back.
- Now: if the charging method is Stripe, the renewal toggle is always visible and the PM can untick it directly, without touching the "When to require" rule.

5 - Invoices CSV export now breaks VAT down by rate

The Invoices table export now splits each invoice's net, VAT and gross by VAT rate - one row per rate, plus a new VAT rate column. All the existing columns (serie, date, category, type, sender, receiver, description) stay.

serie	emission_date	category	type	sender	receiver	description	vat_rate	net_amount	vat_amount	gross_amount
COMMISSION-2026-809	2026-07-29	Commission	Invoice	RentalReady PMS - RentalReady P	mane.dupont - N/A - None	BOOKING-COMMISSION-2920583	20.0%	287.50	57.50	345.00
GUEST_INVOICE-2026-28144	2026-07-29	Guest invoice	Invoice	mane.dupont - N/A - None	Emma Taylor	GUEST-BOOKING 2920583	0.0%	108.88	0.00	108.88
GUEST_INVOICE-2026-28144	2026-07-29	Guest invoice	Invoice	mane.dupont - N/A - None	Emma Taylor	GUEST-BOOKING 2920583	20.0%	1194.16	238.84	1433.00
COMMISSION-2026-810	2026-07-30	Commission	Invoice	RentalReady PMS - RentalReady P	oliver.evans - N/A - None	BOOKING-COMMISSION-2920193	20.0%	85.17	17.03	102.20
COMMISSION-2026-811	2026-07-30	Commission	Invoice	RentalReady PMS - RentalReady P	oliver.evans - N/A - None	BOOKING-COMMISSION-2920365	20.0%	57.33	11.47	68.80
COMMISSION-2026-812	2026-07-30	Commission	Invoice	RentalReady PMS - RentalReady P	james.bethany - N/A - None	BOOKING-COMMISSION-2920501	0.0%	624.40	0.00	624.40
COMMISSION-2026-813	2026-07-30	Commission	Invoice	RentalReady PMS - RentalReady P	jean.dupont - N/A - None	BOOKING-COMMISSION-2920651	20.0%	481.50	96.30	577.80
CLEANING-2026-38	2026-07-30	Cleaning	Invoice	RentalReady PMS - RentalReady P	test test	BOOKING-CLEANING-2920479	0.0%	234.00	0.00	234.00
GUEST_INVOICE-2026-28353	2026-07-30	Guest Invoice	Invoice	jean.dupont - N/A - None	Hiroshi Sato	GUEST-BOOKING 2920651	20.0%	2147.50	429.50	2577.00
COMMISSION-2026-814	2026-07-31	Commission	Invoice	RentalReady PMS - RentalReady P	jean.dupont - N/A - None	BOOKING-COMMISSION-2920574	20.0%	108.33	21.67	130.00
GUEST_INVOICE-2026-28469	2026-07-31	Guest invoice	Invoice	jean.dupont - N/A - None	Anna Schmidt	GUEST-BOOKING 2920574	20.0%	288.33	57.67	346.00

6 - The invoice settings preview now matches your office details

When you set up an office's invoices settings, the live preview panel shows a sample invoice so you can see how your settings will look on a real document before saving. The preview now mirrors the office's own configuration:

- Amounts show in the office's own currency (EUR, CHF, AED and so on) instead of always pounds.
- The real VAT rate for the document being previewed: guest invoices use the guest VAT rate, cleaning invoices the cleaning VAT rate, and every other document the standard office VAT rate.
- Text renders in the office's default language instead of always English.
- When the property manager is the sender, the sender block shows the office's real business name, address, VAT number and phone, matching the logo, which already showed the real one. When the owner is the sender, owner details stay as sample placeholders.

Invoice settings - RENTALREADY-DUB

Help
Search

Commission
Cleaning
Platform fee
Payout adjustment
Payment link
Extra fee
Guest invoice

Invoice settings

☒ Active

Invoices are generated for this category only when active.

Invoice generation
Generate invoices at*

☒ Check-in date
☐ Check-out date

Applies to short-term reservations only. Mid-term reservations are not affected.

Invoice Title

Credit Note Title

LIVE PREVIEW

RENTAL READY

RentalReady PMS

67 Rue de Chabrol

75010, Paris

France

FR38 888 888 888

Invoice

Owner Name

Owner Holdings SCI

14 Rue de la Paix, 75001 Paris

France

FR12345678901

+33 1 42 00 00 01

Original

Invoice Number

COMMISSION-2026-1

Date

31/07/2026

Description

BOOKING-COMMISSION-204768

Description	Quantity	Taxable value	VAT Rate	VAT Amount	Amount
Commission Fee Per Booking	1	AED163.30	0.0%	AED0.00	AED163.30
VAT Rate		Taxable value		VAT Amount	
0.0%		AED163.30		AED0.00	

Preview uses sample placeholder data.

7 - Shorter, cleaner Payment request links

Every reservation has a Payment request link that lets the guest pay for their stay online. Until now that link carried a long, ugly identifier - hard to read, hard to share, and easy to mistrust when it lands in a guest's inbox.

The Payment request link now uses the same short identifier we already use for city tax, reviews and arrival-time links. The link is far shorter and looks like a normal, trustworthy URL.

Before: `.../reservation_payments/reservation/b1d33898-8ad0-4839-b848-f8fe4b282733/pay/`

Now: `.../reservation_payments/reservation/aVfB7kQ2mNp9wXsT3rLzYd/pay/`

8 - City tax: percentage rules now respect the "Maximum number of nights" limit

City tax rules set to `Charge with = Percentage` were ignoring their Maximum number of nights limit unless a Maximum cap per night was set as well, so the percentage was applied to the whole stay and long stays were over-taxed. The nights limit now caps the taxed part of the stay on its own.

Edinburgh's visitor levy is the case that surfaced it - 5% of rental income, limited to 5 nights, no per-night cap. A 7-night stay on 1753.00 GBP was charged 87.65 where it should have been 62.61. The calculation detail on the reservation now spells out the capped portion, e.g. `1252.14 x 5.00% (5/7 nights)`.

Artificial Intelligence

1 - Maia now understands Information to Guests

You can now ask Maia Insights questions and pull reports that include the Information to Guests notes - in both English and the local language - as a filter or data point.

Information to Guests is the free-text guidance saved on each property (Wi-Fi, parking, appliance and access instructions, house rules...) that's meant to be shared with guests. Maia can now read it in both languages.

Maia will return the actual guest notes, making it easier to review and audit what you share with guests across your portfolio.

2 - Maia now has full amenity details

Amenities system was refactored and changed recently, structured data was added. For example: Parking got fields like `parking_type/private_parking`. Now, Maia sees all fields now, metadata fields included.

Details are still guarded by *Details are displayed in Guest Space* and *Details are not displayed in Guest Space*.

Close

Parking

Private parking?

Yes

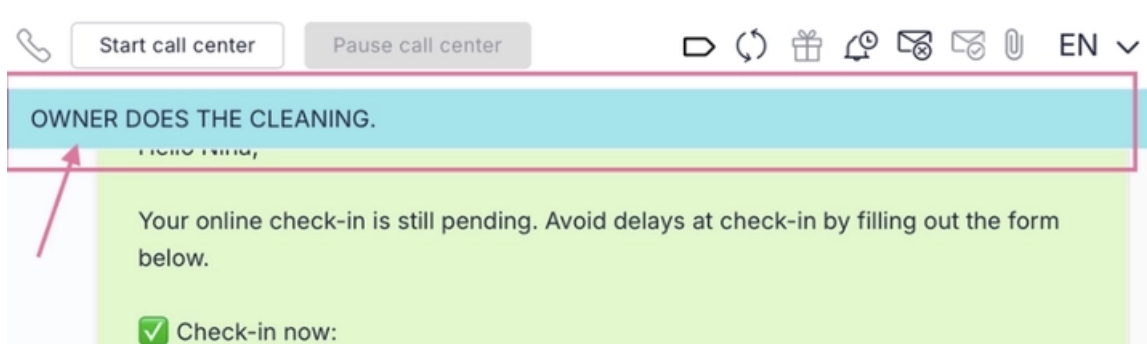
Details are not displayed in Guest Space

Update amenity

3 - Maia Now Reads the Property Mailbox Blue Banner

The blue banner staff write above each conversation in the mailbox is now visible to Maia, so its answers can reflect that property-specific note instead of ignoring it.

Only the blue banner is fed to Maia. The property "Temporary comment" (red text) and the mid-term mailbox instructions were deliberately left out, because in practice they are used as internal scratchpads (credentials, internal pricing, offboarding notes) with no guest-shareable value.



Analytics

1 - Analytics dashboard is now in the Portfolio menu

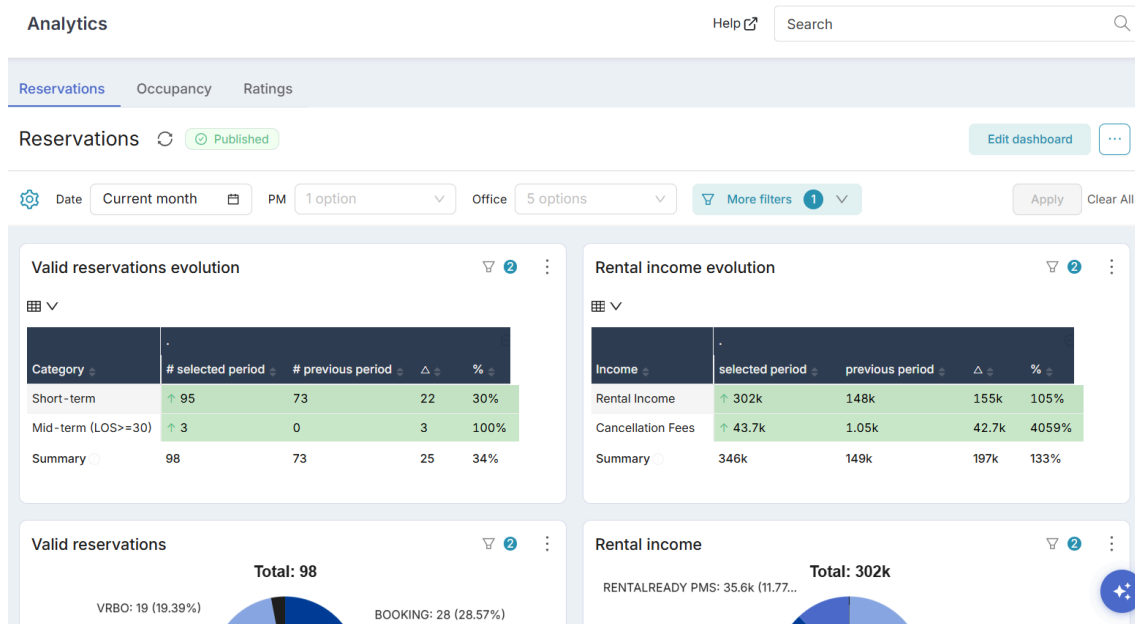
The Analytics dashboard embeds our Superset analytics directly inside RentalReady, giving back-office users portfolio-level reporting across three tabs - Reservations, Occupancy and Ratings. It already existed, but the only way in was a direct URL, so most people never knew it was there.

What's new? It now has a permanent home in the sidebar, so it is one click away instead of a URL you have to know:

- New Analytics entry under the Portfolio menu.
- The page was tidied up to match the rest of RentalReady - the headline now reads Analytics (it used to show the default "RentalReady"), and the tabs use our standard underlined tab bar, like on Properties and Reservations.

Where to find it: Portfolio → Analytics

Who is this for? Users who already hold the **Can view analytics dashboard** permission. Nothing changes for anyone else - the entry only appears if you already had access, so no new data is exposed.



RentalReady Apps

1 - Staff mobile app 2.0.0 (01/07/2026)

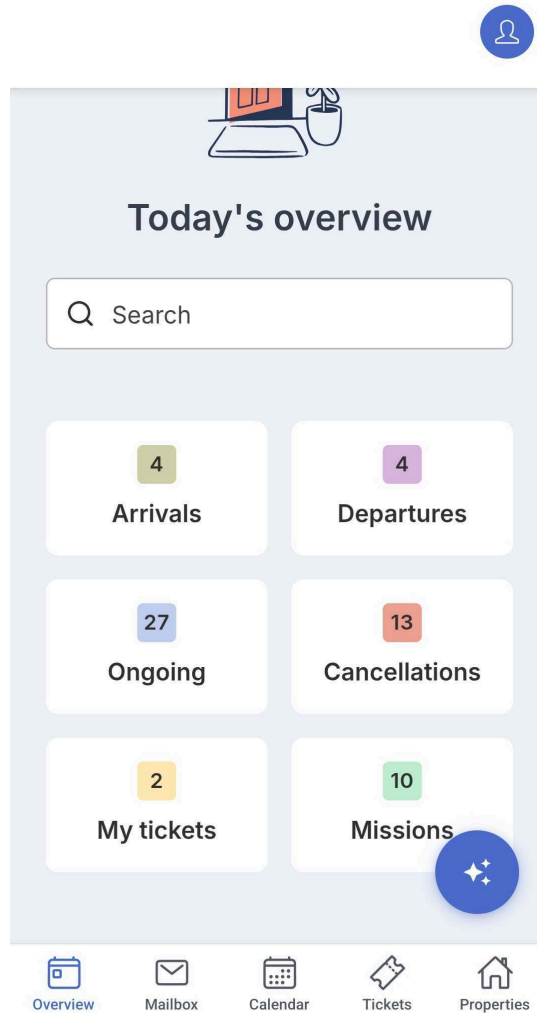
We have added two major changes to the staff mobile app: a redesigned navigation layout and a two-factor authentication (2FA) login flow. This brings the app's sign-in security in line with the web app and makes day-to-day navigation faster.

New bottom navigation bar: The old side drawer menu has been replaced with a bottom tab bar, so the main sections are always visible and one tap away:

- Replaced the side drawer with a bottom tab bar for quicker access to every main section
- Merged the two stacked headers into a single bar, with the account menu moved into it
- The bottom tab bar is automatically hidden in landscape mode to give more room to the content

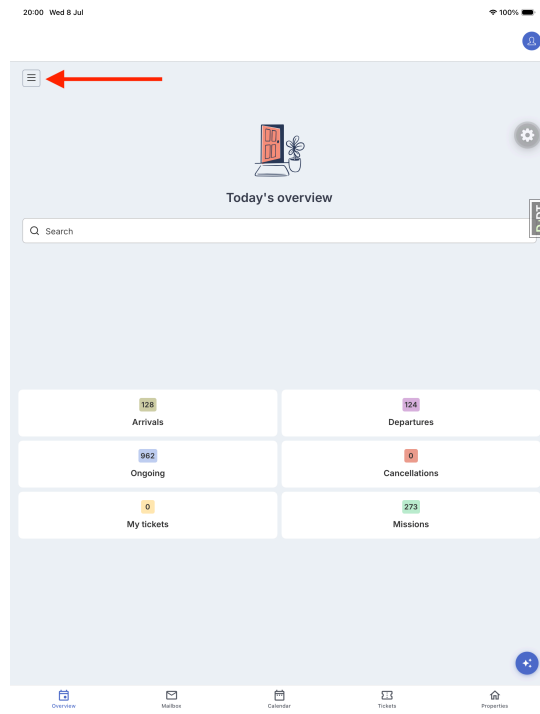
Two-factor authentication at login: Staff accounts that have 2FA enabled are now asked for a second verification step after entering their username and password, before reaching the app. This matches the 2FA options already available on the web app.

To get this update, please update the app from the app store or play store.



2 - Burger menu hidden on tablets in the staff and host mobile apps

On tablets, a non-functional burger menu icon was appearing in the staff and host mobile apps, but tapping it had no effect since the sidebar it was meant to open isn't available in the apps.



3 - Staff mobile app UI improvements

We've made several UI improvements to the staff mobile app to make the experience smoother across navigation, landscape mode, and modal views:

- Updated the bottom navigation bar icons to use the standard design icon set
- Fixed an issue where rotating the device to landscape left a large empty band at the bottom of the screen
- Fixed a landscape mode issue on the inline calendar where "Load more" button could be cut off while scrolling
- Fixed the side margins in landscape mode so they now match the app background instead of showing gray bands
- When a Maia insight opens, both the top header and bottom navigation bar are now hidden and restored when it closes
- Opening the inline calendar filter modal now hides the bottom navigation bar while the modal is open (before/after photo)



4 - Mailbox now shows the mobile layout on the latest iPads

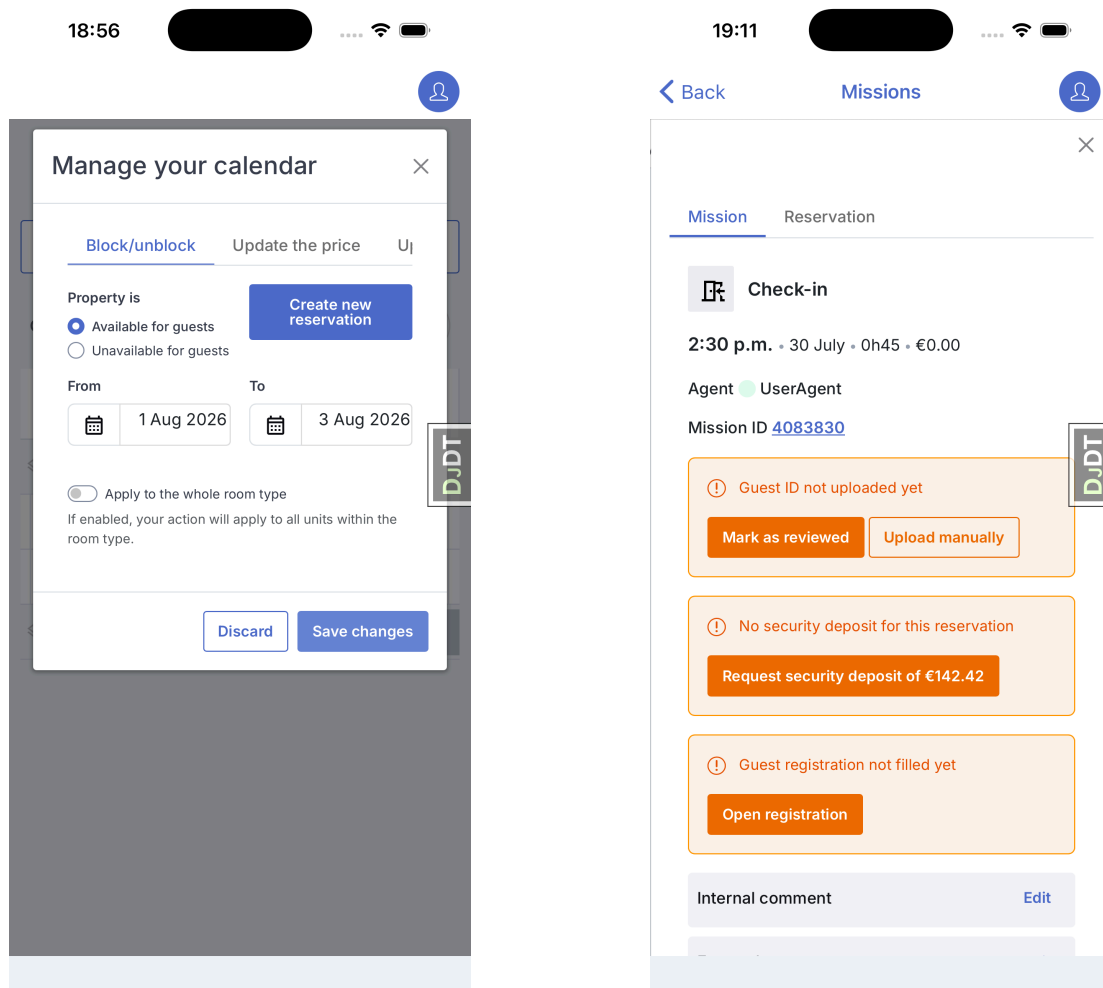
The mailbox was showing the desktop layout on the newest 13" iPads (M4/M5), whose portrait screen is wide enough to be mistaken for a desktop. It now correctly shows the mobile version, both in the staff mobile app and the web browser.

5 - Staff app bottom bar hides when pop-ups open

In the staff mobile app, several pop-ups on the inline calendar and the weekly missions detail view opened with the bottom tab bar still visible. The tab bar now hides while any of them is open, the same way it already did for the inline calendar filters.

Where:

- The reservation detail panel opened by tapping a booking on the inline calendar
- The "Manage your calendar" pop-up used to block or unblock dates and update prices and booking rules
- The "Do you want to move this reservation?" confirmation shown after moving a multi-unit reservation on the calendar
- The mission detail panel on the weekly missions view



6 - Outdated staff mobile app versions now blocked when 2FA applies

Since the 2FA release on the staff mobile app, staff running a build older than 2.0.0 could still log in with only a username and password, skipping 2FA entirely. Those older builds are now rejected at login whenever 2FA applies to the account:

- Staff who have 2FA set up, or whose property manager requires 2FA, can no longer log in from an app version older than 2.0.0 — they'll see a message asking them to update the app
- Staff with no 2FA set up and no mandatory 2FA policy can still log in from older app versions

RentalReady API

1 - Guest documents can now be pushed to a reservation via API

Until now, guest-facing documents on a reservation - contracts, signed rental agreements, mid-term contract files - could only be added through the RR interface or generated by the guest in the Direct Booking Website signing flow. There was no API equivalent, which blocked partners who collect signed documents outside RR from pushing them back onto the reservation.

Partners can now upload, list and delete those documents over the API. Anything pushed via API lands in the exact same reservation-detail sections as a document added by hand, so the property manager sees no difference.

Three new API v3 endpoints, one per document type:

- Generic reservation documents (Contract, Inventory, Legal documents, Other) - `/api/v3/reservation_documents/` - GET, POST, DELETE
- Mid-term contract files - `/api/v3/midterm_contract_files/` - GET, POST, DELETE
- Signed rental agreement PDF - `/api/v3/rental_agreement_signatures/` - GET, POST, PATCH, DELETE

All uploads must be PDF files - other file types are rejected. Documents show up in Reservations → Reservation detail → Documents / Mid-term contract exactly as manual uploads do.

2 - API v3 Swagger now lists the allowed values for fixed-choice fields

Many fields that only ever return a fixed set of values - statuses, types, categories - used to show in Swagger as a plain free-form string, with no hint of what the values could be. Integrators had to ask us what each field returns. Those fields now document their full list of allowed values directly in the schema, so integrators can self-serve. The reservations endpoint is the reference example. It now spells out:

- `reservation_status` - `pending`, `accepted`, `cancelled`
- Swikly deposit `status` - `NOT_PAID`, `PAID`
- Reservation type and ID verification status

The same treatment now covers fields across reservations, Swikly deposits, missions, multi-units, prices, rentals and smart locks, vouchers, and invoicing - including fields built from computed values, not just those mapped straight from a database field.

Where to find it: `/api/v3/schema/swagger-ui/` - open any documented schema (e.g. `Reservation`, `SwiklyDeposit`, `Mission`, `Voucher`) and the covered fields now show a selectable list of values instead of a plain string.

Integrations

1 - Swikly security deposits now run on Swikly's official API

RentalReady now talks to Swikly through their official REST API. When a guest opens their deposit link, the deposit request is created directly in Swikly and the guest lands on Swikly's own secure checkout page. Payment confirmations come back to RentalReady through signed webhooks, so we can verify every status update genuinely comes from Swikly. The switch happens account by account, so each property manager is migrated safely and independently.