

PMS RentalReady Releases 09.2026 (September)

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General

1 - Czech Language Support Added

Czech is now available across RentalReady and the Direct Booking Website. Czech-speaking users can work in RentalReady in their own language, and guests can browse and book in Czech.

Calendar

1 - Improvements to iCal notifications

iCal error notifications have been improved: notifications now use the standard office notification email. The iCal UI now displays a warning for three scenarios:

- Everything is configured and notifications will be sent.
- No notification email is set, so notifications will not be sent.
- The notification toggle is disabled, so notifications will not be sent.

Notifications

Notification email

Email notifications will be sent to this address

☐ Email notification for new reservation

☐ Email notification for last-minute reservation

☐ Email notification for cancelled reservation

☐ Email notification for reservation cancelled on arrival date

☐ Email notification for reservation cancelled during the stay

☐ Email notification for changed reservation

Send an email to the office notification email when the dates of a reservation are changed

☐ Email notification when owners block dates

☐ Email notification when owners unblock dates

☒ Email notification when an inquiry is received on book.guestready.com

☒ Email notification for OTA overbooking

Send an email to the office notification email when an OTA reservation causes an overbooking

☒ Email notifications for iCal, such as overbooking conflicts, failed fetches or unparseable calendars

Send an email to the office notification email when an iCal calendar sync runs into one of these problems

☐ Email notification for security deposit pre-authorization renewal failure

Send an email to the office notification email when a security deposit pre-authorization renewal fails, so the office can follow up with the guest before the hold expires

☐ Email notification for guest registration submission failure

Send an email to the office notification email when a guest registration fails to submit

☐ Agent can send "On my way" notifications

If enabled, allow agents to notify guests when they are on their way. This action will only be allowed for missions overlapping a guest stay.

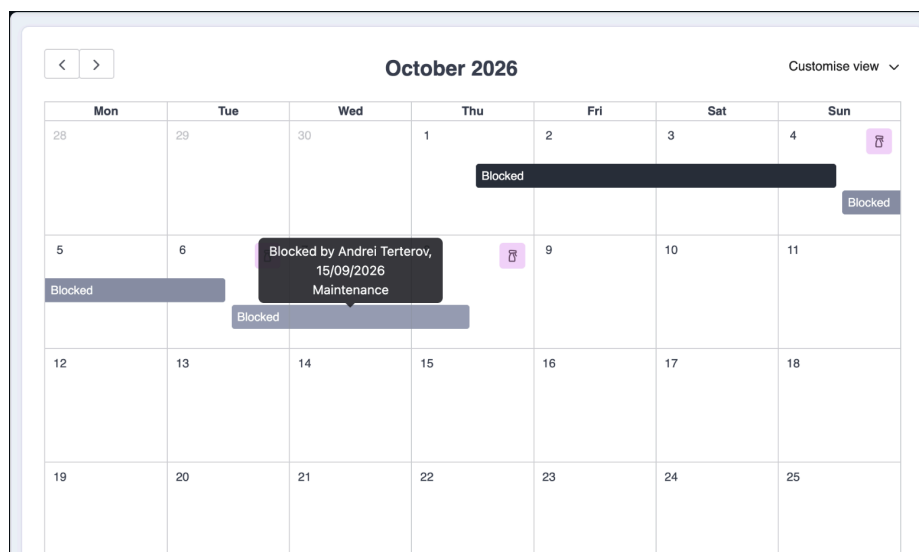
☐ Email notification for new incident

Send an email to the office notification email when a new incident is created

2 - Calendar blocks: see why dates are blocked, and fix the cleanings without unblocking

Blocked dates on the property calendar now tell you who blocked them and why, and you no longer have to unblock and re-block just to change a cleaning.

1. Blocks are coloured by their reason - Owner stay and Blocked by owner show dark, Maintenance and Other show grey. On the property calendar and the inline calendar.
2. Hovering a block shows who blocked it - Blocked by Ada Lovelace, 22/09/2026, above the reason and the note. Owners see it too when they are allowed to see block details.
3. Blocks with different reasons stay separate - Blocking 1 Aug to 4 Aug as Owner stay, then 4 Aug to 6 Aug as Maintenance, used to leave one block labelled Maintenance and the owner stay was lost. You now keep two blocks, each with its own reason, note and cleanings. Overlapping blocks with the same reason still merge into one.
4. Cleaning before and Cleaning after can be edited on an existing block - No more unblock and re-block when an owner changes their mind about the cleaning.



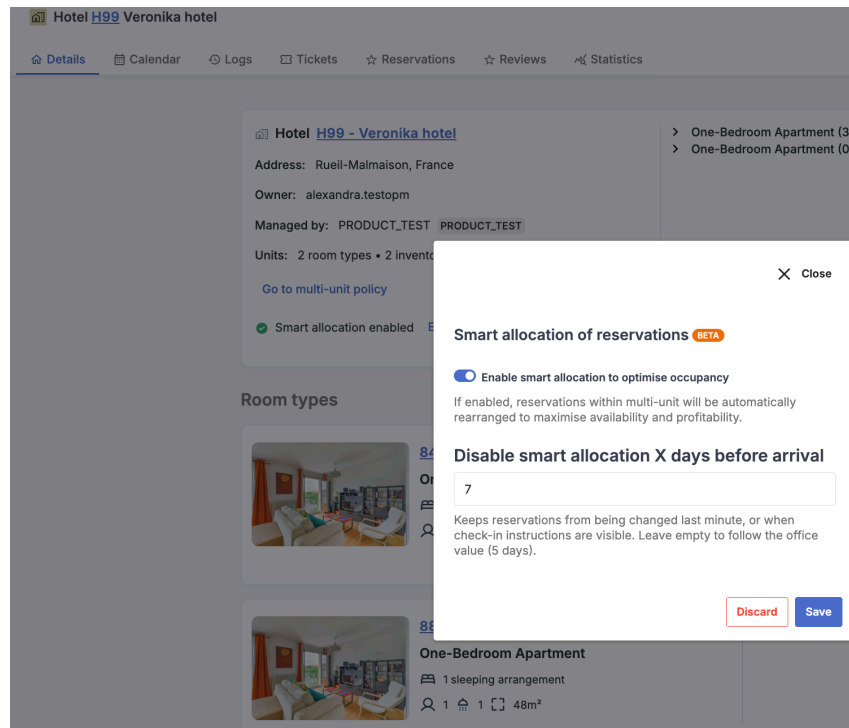
3 - Smart Allocator is now live for all multi-unit hotels

Smart Allocator now works for every hotel. When it's on, RentalReady picks the best room for each new booking so fewer small gaps are left. If a new stay doesn't fit any single room, it moves up to two other reservations to make space, instead of creating an overbooking.

It never moves Airbnb reservations, reservations checking in within the next few days, reservations with relocation switched off, or reservations someone has already moved by hand.

How to turn it on: On the hotel's Details page, next to "Smart allocation disabled", open the settings and switch on "Enable smart allocation to optimise occupancy". In the same pop-up you can set how many days before arrival it stops moving a reservation. If you leave it empty, the hotel uses the office value (5 days by default).

You'll only see this if your user has the "Can access Smart Allocation (beta)" permission.



Channel Manager

1 - Travel cot and wifi now show on your Vrbo listings

Travel cot and Baby crib amenities now appear on the Vrbo listing under Baby & toddler, shown to guests as "Travel crib". Either amenity produces the same entry, so only one of them needs to be ticked.

Wifi now also answers Vrbo's own wifi question. The listing shows Free wifi alongside Internet - before, only "Internet" came through, so guests filtering for wifi could miss the property.

2 - Allow request to book if higher than max nights

For Airbnb, it is now possible to switch on/off Allow request to book if the booking is higher than the max nights. Before, it was always on, so people could always create this request to book. For future propertiess, it will be always switched off by default.

Property 64430 - Casa Rosa / Edit

Help Search

General Guest instructions Missions Property layout Amenities Pictures Descriptions **Platforms** Platform overrides Price Listings

Maximum arrival time
Enter a natural number and valid hour format, eg. 23 for 23h. Use 01, 02, or 03 to indicate 01:00, 02:00, or 03:00 the next day; this requires the office to allow arrivals after midnight. Otherwise, maximum arrival time must be at least the minimum arrival time.
22

Minimum check out time
Enter a natural number and valid hour format, eg. 10 for 10h
Eg. 10

Maximum check out time
Enter a natural number and valid hour format, eg. 12 for 12h
Eg. 12

Check-in price (including VAT)
Enter the price of a check-in

Mailbox instructions (BO)
Instructions displayed in the mailbox (except for pre-approval)
Write instructions here

Instant Book welcome message
Require guests to read and respond to a message before they confirm their reservation. Maximum 400 characters.
Welcome! Please confirm you have read the house rules.

You can set up the review template through Configuration/Templates.
☒ **Enable automatic reviews from host to guest**

Allow booking request past minimum advance time
☒

Allow request to book above max nights
☒

3 - Vrbo: set a minimum guest age per property

You can now set the minimum age of the guest booking a property on Vrbo, for example 21 instead of Vrbo's default of 18.

Where to find it: Rental form → Platforms → Guest control → Vrbo only → Minimum guest age

Something to note: It applies to the person booking only. They can still travel with younger guests.

Ask the guest for the card security code (CVC)
Booking.com asks the guest for the 3 or 4 digit security code at booking. Shared with every property mapped to the same Booking.com hotel, and only takes effect when the property is onboarded with Booking.com with Credit Card. Not sent at all for a property synchronised for rates and availability only.
☐

Let staff view the guest's card details in the extranet
Your staff can open the guest's card on the reservation in the Booking.com extranet, not in RentalReady. Shared with every property mapped to the same Booking.com hotel, and only takes effect when the property is onboarded with Credit Card. Booking.com may still hide it on migrated extranet accounts.
☐

Display Full Address on Listing
Display the Full address publicly on your Booking.com Listing. Note that the address will still be available via Booking.com Maps
☒

Vrbo only

Minimum guest age
Minimum age of the guest booking, published on the Vrbo listing. Leave empty to apply Vrbo's account default of 18.

Save

4 - Airbnb: see which listings are about to be removed

Airbnb puts low-quality listings in pending removal and removes them on a set date unless they are fixed or an appeal succeeds. The Listing synchronisation dashboard now shows it, so you can act in time:

- A red Pending removal badge under the listing status. Click it to open the listing's issues page on Airbnb
- The (i) next to it shows the removal date and the appeal deadline
- Pending removal is a new option in the Listing status filter
- Maia Insights can answer it too, e.g. "which Airbnb listings are pending removal?"

Something to note:

- Airbnb doesn't send the removal reasons. The badge opens Airbnb's listing issues page, which needs you logged in to the Airbnb account that hosts the listing
- Airbnb's quality data is refreshed about every 2 days, so a new pending removal can take up to 2 days to appear

Details		
	LISTING STATUS ⓘ	CREATED
	Suspended Pending removal ⓘ	4 January 2023, 4:2 p.m.
	Suspended Pending removal ⓘ	14 July 2026, 3:46 a.m.
	Suspended Pending removal ⓘ	14 August 2026, 11:0 a.m.

Mailbox

1 - Conversations no longer open with a creation note

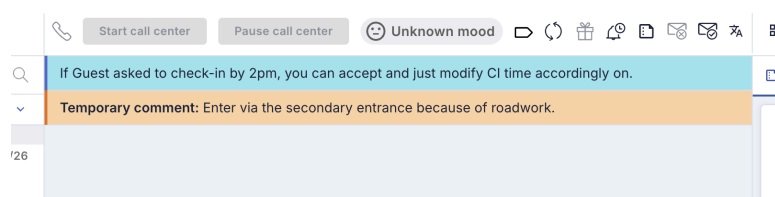
Before, every conversation the mailbox created opened with an internal note - "This conversation has been created from ChannelManager" followed by a long identifier, or the same line naming a reservation, a WhatsApp number or a support conversation.

Now, a conversation created from a channel manager thread, a reservation, an inbound WhatsApp message or a support conversation opens with nothing in it.

2 - The property's Temporary comment is now visible

When a property has a Temporary comment, it now appears as an *orange banner* right at the top of the conversation, together with the other notes.

Where does it come from? Straight from the Rental page > *General* tab > *Temporary comment*. Edit it there and the mailbox picks it up right away.



3 - The mailbox now keeps itself up to date

Before, the conversation list and the conversation you were reading only changed when you reloaded the page or switched filter. What changes:

- New messages and events appear as they arrive in the conversation you have open, usually within a second.
- The list keeps itself current. A conversation that arrives appears. One already there updates its message preview, its unread state, its flag, its snooze and who it is assigned to.

- You can see a colleague take a conversation. Assignments are announced now, so a conversation that has changed hands stops looking free.
- Your place is kept. Your scroll position and the conversation you are reading stay where they are while the list changes underneath.

A note on tabs you leave open: A tab you are not looking at stops updating on purpose - there is no point keeping a list live that nobody is reading. The moment you come back to it, it catches up with everything it missed. The same happens after your connection drops and returns.

Properties

1- Configure cancellation policies in properties

On a Direct Booking Website, guests can cancel free of charge up to a certain number of days before arrival. Until now, this window was fixed at 42 days, and changing it required RentalReady support. Users can now configure the free cancellation window themselves directly through the RentalReady UI. What's new?

- Per office - there is now one Free cancellation (days) field for each direct booking website the office sells on. If an office uses multiple booking sites
- Per property - the same field is available on the property's direct booking website card. This value overrides the office-level setting for that specific property

The configured number of days is used both for the cancellation deadline shown to the guest and by the automatic refund job.

Also fixed:

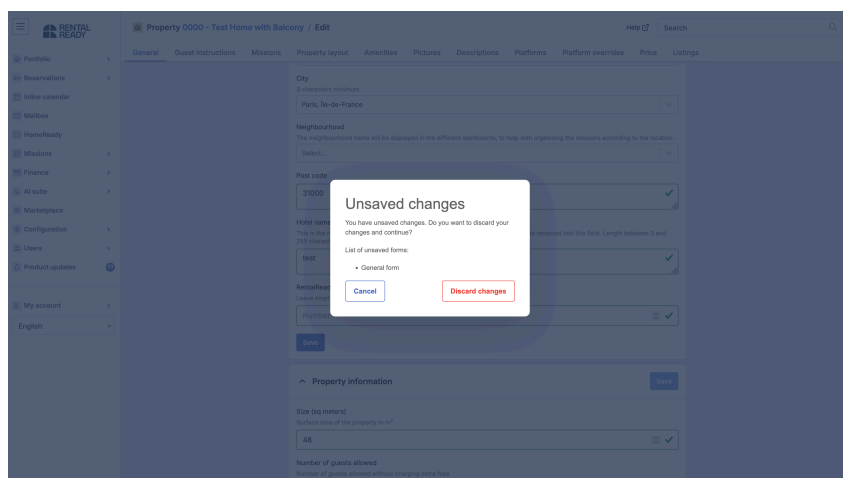
- The cancellation deadline is now calculated in the property's timezone instead of always using UTC.
- Fixed the hardcoded "free cancellation policy 5 days prior to arrival day" text from the DBW cancellation page.

2 - Unsaved changes pop-up

We have refreshed the "Unsaved changes" pop-up's actions and background on the property form.

What changed:

- Cancel on the left keeps you on the form, edits intact
- Discard changes lets you leave without saving
- The page behind dims to dark blue instead of a white haze



3 - Self check-in instructions fields now shown when self check-in is "Possible"

What we changed:

- When self check-in is "Possible", the rental & guest instructions forms now show the "Self check-in instructions" fields (English and local language) and the key location photo. Until now these were shown only for "Always".
- The key deposit fields (which were only shown when check-in was "Possible") are being deprecated and will only be shown if they contain data - they won't appear on new properties.

What happens next:

- We're working on an automated cleanup for all properties that will remove placeholder data like "N/A" or "pas d'info" from the key deposit fields, and they will become hidden from the UI.
- Users can also clean up themselves: move the text into "Self check-in instructions", clear the key deposit fields and save. The fields are no longer shown after that.
- Key deposit fields will be removed from the API

^ Self check-in
Save

Self check-in
Possible

Self check-in key deposit (English) Optional ⓘ
When and if arrival is self check-in, please indicate where the guest needs to leave the key upon departure. This text will be integrated in a sentence in an email template.
1. Upon arriving at the address, you will see a sign indicating that you are at "Cavalhadas House," which will indicate the entrance - https://youtu.be/h0GwTR6vxiY
Self check-in key deposit (local language) Optional ⓘ
When and if arrival is self check-in, please indicate where the guest needs to leave the key upon departure. This text will be integrated in a sentence in an email template.
1. Chegando à morada, verá um sinal que indica que está na "Cavalhadas House" que lhe indicará a entrada - https://youtu.be/h0GwTR6vxiY

Self check-in instructions (English)
Self check in explanation (this field will be displayed in the guest template once payment is confirmed, please describe each action step by step. Be exact and as precise as possible, and use English).
Text...
Self check-in instructions (local language)
Self check in explanation (this field will be displayed in the guest template once payment is confirmed, please describe each action step by step. Be exact and as precise as possible, and use local language).
Text...

Self check in key location Optional ⓘ
Add a picture of the usual padlock/key location
Choose file No file chosen

Lockbox code Optional ⓘ

Self check-in property access Optional ⓘ
You can add here a link to be shared with the guests

Save

4 - Main units are in the Available properties search

What was happening: Main units of multi-unit properties were hidden from the Available properties search, so only their sub-units appeared in the results.

What changed: Main units now appear alongside their sub-units. Each result also shows what kind of property it is in the badge.

How to tell which properties belong together: Hover over the Main unit or Sub-unit badge to see which multi-unit the property belongs to, for example: Main unit of Baker Street 12 and Sub-unit of Baker Street 12.

Available properties
Help
Search

83107 - Boétie Chambre 2
339.3 € in total with fees
3 1 2 120 m² 5.0
Platform listing
30 Rue la Boétie, Paris, France 75016 RENTALREADY-FR
Previous check-out 7 September 2026
Previous cleaning 7 September 2026, 2 p.m. Mission 3 weeks, 6 days to selected check-in
City View
Sub-unit

83105 - Appartement Boétie
977.5 € in total with fees
3 3 2 120 m² 5.0
Platform listing
30 Rue la Boétie, Paris, France 75016 RENTALREADY-FR
Previous check-out 30 August 2026
Previous cleaning 30 August 2026, 2 p.m. Mission 1 month to selected check-in
City View
Main unit

Main unit of Appartement complet Boétie

Reservations

1 - Guest mood updates - jump straight to what the guest said

Until now, the guest mood history told you that the mood changed, but not why. Now it takes you there. Now, Open the guest mood badge → Details, and click any mood change. The mailbox opens on that conversation, scrolls straight to the moment the mood changed and highlights it for a few seconds - even if it happened hundreds of messages ago. It works both from the mailbox and from the reservation page in bnbstaff.

One thing to know: The links only work for mood changes recorded from September onwards.

2 - Guest mood is now in the inline calendar

You can now see how a guest is feeling straight from the inline calendar.

The screenshot displays the 'Inline calendar' interface. On the left, a search bar and a list of reservations are shown. Each reservation row includes a status badge (e.g., 'Blocked', 'Unknown mood'). A red arrow points to the 'Blocked' badge for reservation 83160. On the right, a sidebar provides details for reservation 83160, including the guest's name, contact information, and a 'Details' link for the mood.

3 - Guest mood page - the actions menu has been reordered

We've changed the order of the actions menu (the button at the end of each row on the Guest mood page).

One small fix alongside it: "Go to mailbox" now only appears if you have access to the Mailbox

The screenshot shows the actions menu for the Guest mood page. The menu is a vertical list of buttons: 'Open a ticket', 'Go to mailbox', 'Assignments', 'Hide', and 'Cancel auto-review'.

4 - Delay to the owner reviews

We added the ability to delay the owner reviews (reviews posted on guest profile by host after guest's stay). Users can now choose how many days after checkout the automatic review should be posted:

- the maximum delay is 13 days, since platforms allow reviews to be posted for up to 14 days after checkout.
- by default delay is set to 0 days.

5 - Promotion information on reservations + filtering

We've added the filtering capability for direct booking website promotions: Early Bird and Last Minute on the Reservations page to find reservations with these promotions applied.

On the reservation detail page, you can also now see which promotion were applied to reservations made through the DBW.

The screenshot shows the 'Reservations' page with various filters and a list of results. A pink arrow points to the 'Promotion' filter dropdown, which is open and shows options: 'Last Minute' (checked), 'Early Booker' (checked), 'Mobile Rate', 'New listing discount', and 'Top-rated guest discount'. The 'Owner' filter is also visible, with a dropdown menu open showing 'Type and select'.

2 results

RESERVATION										FINANCIALS				FINANCIALS (DETAILS)	
ID	CREATED AT	GU...	CHECK...	CHECK...	PLA...	PR...	OW...	OF...	PLA...	CU...	RE...	RE...	OW...	PR...	PR...
2423114	24/02/2026 8:54 p.m.	John Doe	07/09/2026	14/09/2026	BOOK....	77857 - Mohd	John Doe	GR-PORTO		EUR	508.8	456.50	267.88	112.3	0

6 - Upselling rules can now send requests for manual approval instead of declining them

Automatic upselling rules now have a new setting for requests that can't be approved automatically: instead of being declined, they can now be sent for manual approval.

The new setting: On an upselling rule set to automatic approval there is a new field: "When a request cannot be approved automatically".

- Decline the request - the default, same as today
- Send it for manual approval - the request goes through the manual approval flow.

The field only appears when the approval type is automatic. Manual rules already send every request for review.

What changes with "Send it for manual approval":

- Early check-in: guests can request it even if the cleaning before their stay isn't done or an extra mission is booked before check-in
- Late check-out: guests can request it even if an extra mission is booked before check-out or another reservation checks in that day
- Daily limit reached (all rule types, custom included): the request waits for review instead of being declined
- When every condition is met, the request is still approved automatically, as before

In these cases the guest space tells the guest their request will be reviewed. The request appears as New on the Upselling requests page, where the user approves or declines it as usual.

Approval type

☐ Manual approval ☒ Automatic approval

☐ Enable daily limit for approved requests
If enabled, you can set max. volume to be sold per day within this setting

Key strategies excluded from automatic approval
Requests for properties using one of these key strategies are never approved or declined automatically, they follow the manual approval flow.

Type and select

When a request cannot be approved automatically
With "Send it for manual approval", guests can still request the service when the operational conditions are not met or the daily limit is reached, and the request waits for a decision instead of being declined.

☐ Decline the request ☒ Send it for manual approval

☐ Automatically cancel unpaid requests
If enabled, an approved request that has not been paid is automatically cancelled the selected number of days after the check-in time.

[Request will be automatically approved or declined by the system](#)

UPSELLING

Early check-in

- ✓ Can be available for guest
- ✓ Can be available for staff
- ✗ No active early check-in request
- ✗ Previous cleaning is completed
- ✓ No extra missions until check-in

Unmet conditions are sent for manual approval

Late check-out

- ✓ Can be available for guest
- ✗ Can be available for staff
- ✓ No active late check-out request
- ✗ No reservation on check-out day
- ✓ No extra missions until check-out

Automated messages

1 - Legacy mid-term payment notifications are migrated to Smart Triggers

We migrated the existing legacy mid-term payment rules to Smart Triggers. Every office that previously had these notifications configured now has the equivalent Smart Trigger set up automatically, with the same timing, the same templates and the same platform scoping.

Mid-term payment notifications handled through Smart Triggers:

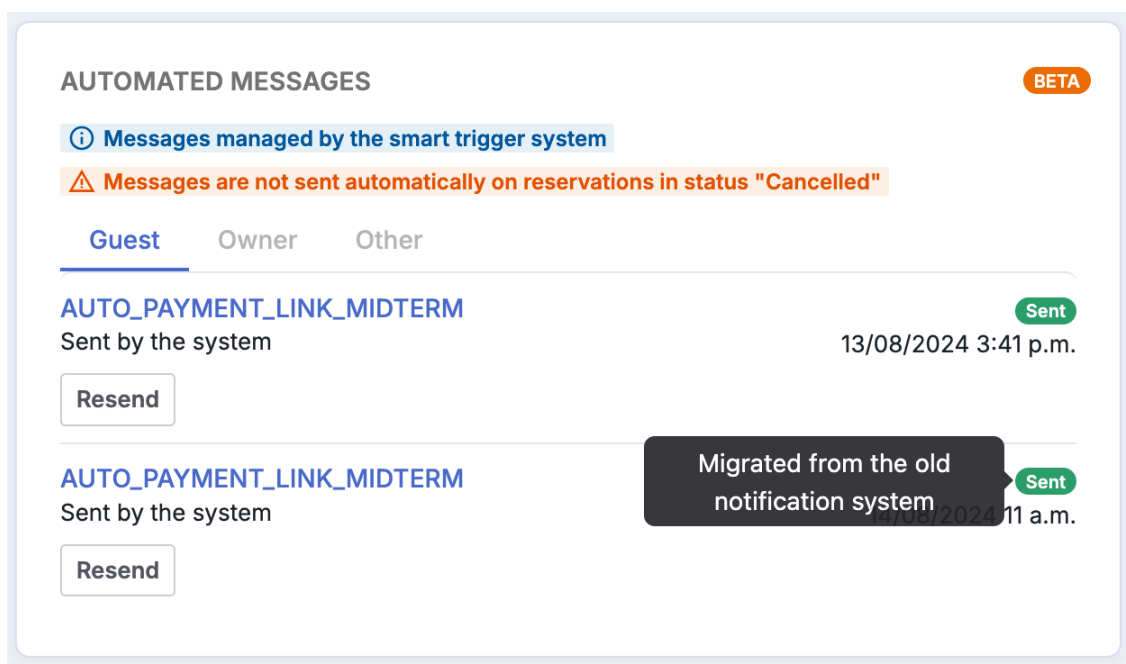
- Mid-term payment request
- Mid-term payment reminder

The message history was migrated as well, so a guest who was already asked to pay for an instalment will not be asked again.

What this changes for you:

- When mid-term messages are sent is now visible on the reservation Automated messages panel
- Mid-term payment notification settings are now configured on the Smart Trigger

The office Payment triggers settings no longer control when these are sent the Smart Trigger's own schedule does. The legacy mid-term payment triggers and their configuration will be removed in a coming release.



2 - Activate your own WhatsApp templates without contacting Support

Setting up a WhatsApp template used to involve four steps, but only three of them were self-service. Creating the template on Meta, synchronising it with RentalReady, and mapping its variables could already be done by users. The final step - activating the template for use in automated messages - still required contacting Support.

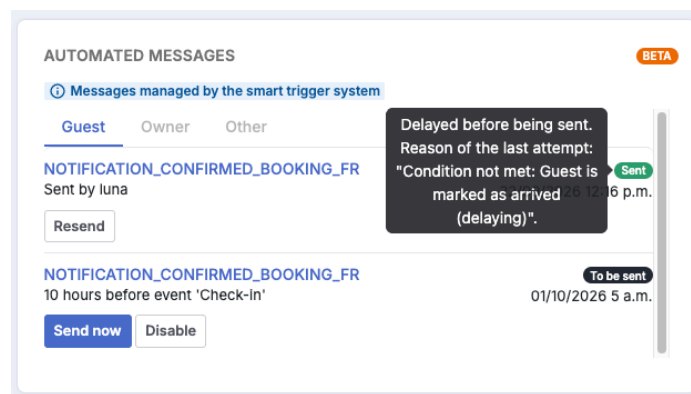
That last step is now self-service too. A new Create automated message template action is available in the **...** menu on the WhatsApp templates page. Once created, the template is ready to be used in Smart Triggers - no support and no waiting.

It also handles languages automatically. If the same template exists in multiple languages on Meta, all supported language versions are picked up and linked in one go.

3 - Delay reason is now preserved after a Smart Trigger is sent

Before, when a Smart Trigger message was delayed because one of its conditions was not met yet, that reason was visible only while the message was still waiting. Once the message was eventually sent, for example manually, the audit no longer showed why it had been delayed before.

Now, when a delayed Smart Trigger message is finally sent, the audit now keeps the reason from the last failed attempt: "Delayed before being sent. Reason of the last attempt: ..." Messages that were never delayed stay exactly the same, without any help text.

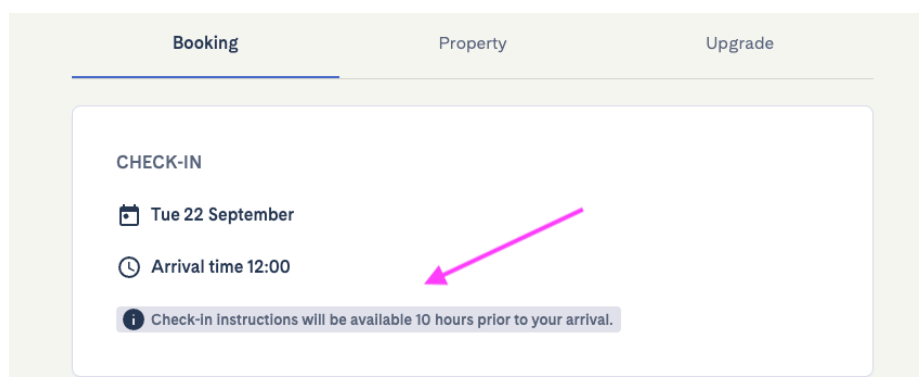


Guest Space

1 - Check-in instructions send time from Smart Triggers

In the Guest Space, the time shown for when check-in instructions will be sent is now taken from Smart Triggers. The trigger marked as sending the check-in instructions determines the timing shown to the guest. If more than one trigger is marked, the earliest scheduled trigger is used. This way, the timing shown in Guest Space matches the notification that is actually scheduled. Once the check-in instructions have been sent, the alert is no longer shown in Guest Space.

We also added the same alert to the Booking tab on the reservation details page, so it is clearer for guests when they can expect to receive their check-in instructions.



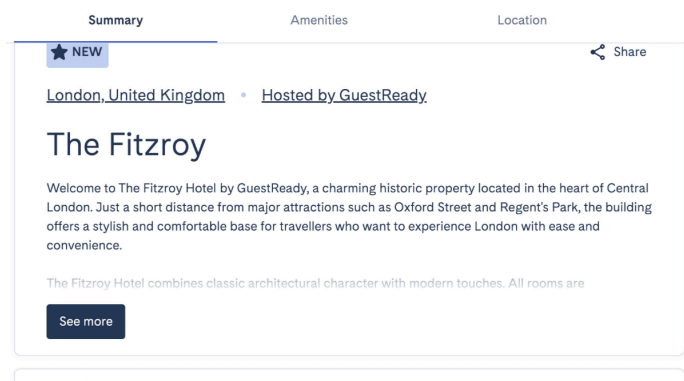
Direct Booking Website

1 - Hotel description at the top, plus a new Neighbourhood section

- The hotel description now sits directly under the hotel name, at the top of the direct booking website's page, trimmed to a few lines with a See more link. Guests read what the building is before they scroll into the room list.
- The About section at the foot of the page is now a Neighbourhood section, showing the hotel's neighbourhood text. It only appears when there is neighbourhood copy to show, so hotels without it get no empty section.

Now, the description leads the page, and the accordion slot at the bottom is used for the neighbourhood instead.

Both fields are per language. English is required for the description; leave a language blank and that room type's own text is used for that language instead.



Summary

Amenities

Location

This accommodation is managed by GuestReady

At GuestReady, we provide guests with comfortable stays and help hosts manage their properties within professional standards. We bring together the feeling of home and hotel-like service.

Best rate
Get the best deals by booking directly with us.

Best cancellation policy
Book directly and enjoy maximum flexibility.

24/7 Priority support
Round-the-clock assistance just for you.

Do you have a question about your reservation?
Sign in through your email and contact us through the [Inbox](#).

+ Good to know

– Neighbourhood

Located in one of the region's most cosmopolitan and vibrant areas, this accommodation places you in the heart of Matosinhos Sul, synonymous with quality of life, where modern architecture meets the Atlantic breeze. The energy here is invigorating and relaxed: in the morning, you see surfers walking to Matosinhos Beach (just a few minutes away on foot) and families enjoying the vast stretch of sand or the seaside promenade.

The neighbourhood is world-famous for its Gastronomy. Matosinhos is affectionately known as Porto's "dining room", and you will be surrounded by the best fresh fish and seafood restaurants in the world, where street grills perfume the air with tradition. Furthermore, you are steps away from the City Park (the largest urban park in the country), connecting nature's green to the sea's blue, and the iconic "Anemone" sculpture (She Changes). The award-winning Leixões Cruise Terminal and the House of Architecture are also must-visits in the area.

Missions

1 - Guest mood badge now on the mission pages

The guest mood badge (only the badge) is now also shown on:

- *Check-in missions* - next to the guest's name
- *Check-out missions* - next to the guest's name
- *Cleaning missions* - next to the guest's name

Agents see it too: These pages are open to the agents doing the mission, so check-in, check-out and cleaning agents now see the badge as well.

GUEST ARRIVES ON

09/01/2027

4 Nights

2 Guests

Guest name
John Doe

Reservation platform
BOOKING

Reservation ID
2425583

2 - Checklist Templates configuration has been revamped

The rules table is gone. You now make four choices, top to bottom, and RentalReady writes every combination behind the scenes:

- Mission type - cleaning, check-in, check-out, extra. One per template, preselected so you can start straight away.
- Subtypes - pick as many as you need, or leave empty to cover all subtypes. The field is hidden entirely for mission types that have no subtypes (Check-in and Check-out).
- Branch, office or property - pick the level you want. Choosing one greys out the others, with a hint telling you to clear your selection to use a different level, so a template can never end up scoped two ways at once.
- Leaving a level empty means "all" - all offices, all properties, all branches.

Underneath, a new info banner tells you what you have built, for example "Template applies to Cleaning missions / all subtypes, all properties within office TEST". It updates as you choose, so you can check the scope without reading a single rule.

A tasks card instead of a list of steps:

- Steps are now called tasks, and they are grouped by category. Tasks without a category sit together under Uncategorized, so nothing gets lost.
- Add task opens a dedicated window, with Save and add more button for building a long checklist in one go.

Turn a template on or off: A new Enable checklist template switch decides whether agents see it. A template that is switched off is skipped when RentalReady picks the checklist for a mission, which falls through to the next template that matches.

Your work is protected:

- A template must keep at least one task - saving an empty one is blocked with a clear message.
- Leaving the screen with unsaved changes asks before discarding them.
- A confirmation appears once the template is saved, and editing an existing template takes you back to the templates list.
- Field errors are shown next to the field that needs fixing instead of as one message at the top.

3 - Checklist templates are easier to manage from the list page

See where each template applies: The Checklist Templates list now shows the scope of every template directly in the table. You can see the Office, Property, and, for GuestReady internal offices, Branch where each template applies. Templates that apply everywhere show All.

Duplicate templates instead of rebuilding them: You can now duplicate a checklist template directly from the list. The copy is created as `<template name> - COPY` and opens immediately so you can adjust it.

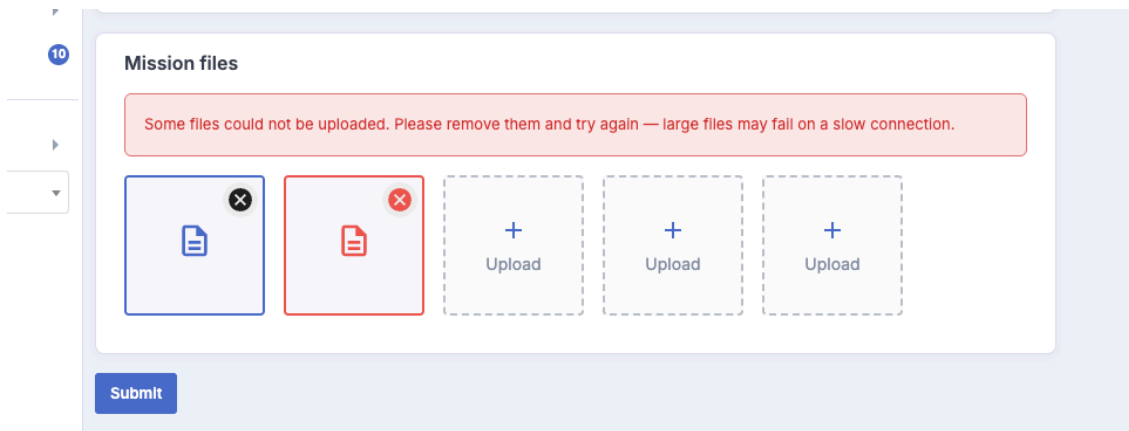
Templates are easier to remove: You no longer need to remove assignment rules one by one before deleting a template. Now you can remove the template directly, and its assignment rules are deleted with it after confirmation.

Office filtering is more accurate: When filtering by office, the list now also includes account-wide templates that apply to that office, not only templates explicitly scoped to it.

4 - Mission files: a clear error when an upload fails

File uploads now happen directly on the mission form. While a file is uploading, you'll see a spinner and you can cancel it with the x. The mission cannot be saved until all uploads are finished. If an upload fails, instead of sending the user to the Internal Server Error page, we now show a clear error directly on the file and keep the rest of the form untouched.

There is also no new maximum file size - the change is only about handling failed uploads in a safer and clearer way.



Finance

1 - City tax rule changes are now logged on the property History page

Each property now has a City tax rules history log, covering every rule the property has ever been linked to:

- Assigned and removed - when a rule was attached to the property, and when it was taken off
- Created, edited and deleted - the charge, the maximum cap, the affected months and the validity dates, with the old and the new value side by side
- Deleted rules stay readable - the name and the charge values it was deleted with are kept in the log, so you can still explain what a booking was charged

2 - Office security deposit settings

The office form is where you decide how security deposits are collected for every property of the office: by Stripe (a temporary hold on the guest's card, or a full charge), by Swikly (a card imprint managed outside RentalReady), or not at all. Until now the section showed every setting whatever the method, including Stripe-only options that did nothing for a Swikly office.

The section now adapts to the Collection method you pick, so you only see settings that actually have an effect:

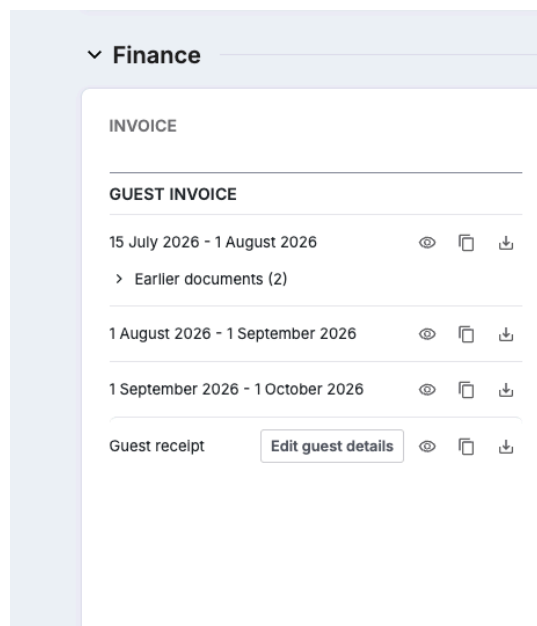
1. Stripe - everything, as before: when to collect, payment-link timing, Pre-authorisation (release and renewal), Capture and Damage protection.
2. Swikly - the Stripe-only settings disappear: Capture, the automatic renewal of the hold, and Damage protection. The release delay stays, under a Deposit timing heading, because it is also sent to the booking platforms as the deposit return window.
3. No security deposit (or Swikly with **Never collect deposit**) - only the method, the guest warning checkbox and a note that automatic collection is disabled.

3 - Mid-term invoices are now monthly, independent of the payment system

Every mid-term reservation is now invoiced per calendar month, at every office, regardless of the payment system setting:

- Commission, platform fee and guest invoice: one invoice per month, each a proportional share by nights, so the periods sum back to the full stay amount
- City tax, vouchers and promotions: billed once, on the first period
- Cleaning fee and PMS commission: one invoice for the full amount, not prorated

Invoices follow the office's invoice timing (check-in or check-out), the same setting short-term uses. The payout split is now used for payouts only, and a change to the stay (amount, dates, guest details) automatically credits and reissues the affected period invoices.



Artificial intelligence

1 - Maia Insights - Amenity Counts Now Match the Amenities Tab

Ask Maia about a property's amenities and you get the same list, in the same words, as the Amenities tab.

2 - Maia - Now Reads the Property's Missions

Maia can now read a property's missions, so it can tell a guest when the property is cleaned on their arrival day, what happens when they leave, and which visits are scheduled while they are staying:

- Maia reads three groups of missions: the turnover clean finishing on the arrival day, the check-out visit and departure clean, and the missions during the stay that a guest would notice
- The office's check-in and check-out policy is always pulled in beside them, so Maia never states a rule without the day's actual schedule, or the schedule without the rule

- Only times are given. Cancelled and archived missions, missions nobody attends, and anything belonging to another guest's stay are all excluded

3 - Maia - Now Uses Amenity Details Even When They Are Not Shown in the Guest Space

Maia now reads an amenity's details and notes whether or not the office publishes them in the Guest Space and holds back the access and operating parts from guests who have not booked yet.

- MAIA reads an amenity's Details, structured information, Extra information and Internal note regardless of that toggle, so it answers with what a staff member would know
- A guest who has not booked yet sees what the property has title, brand, model, the room it is in but not how to reach or operate it. Once a booking exists, everything is shown as before
- An Internal note that looks like it holds credentials, door codes, key locations or phone numbers is dropped whole for every guest, booked or not. Links are removed from amenity text, keeping the words around them

4 - Maia - Improved Availability Answers

We reworked how MAIA answers availability questions. Two things changed: it reports availability night by night instead of one verdict on the whole range, and it can now tell a guest when the property is actually free around their stay rather than only what the policy says.

5 - Maia Insights on the Inline calendar

The Maia Insights widget is now available on the React pages of RentalReady: inline calendar, Property Hub, property form, issue form, agents pages, and all other pages under except the dashboard.

6 - Maia Insights can tell you why a guest receipt is missing

Ask Maia why a reservation has no guest receipt, and she answers with the reason, the facts behind it and what to do next. Until now this question had to go to support.

The guest invoice is a separate document and is not covered.

7 - Maia introduces itself once, instead of tagging every message

Maia introduces itself once, in its first message of a conversation: "Hi Anna, I'm Marie, an AI." Nothing is added to the messages after that.

It introduces itself again in two cases only:

- the first message it sends after a colleague has replied to the guest
- the first message it sends once a conversation turns into a complaint

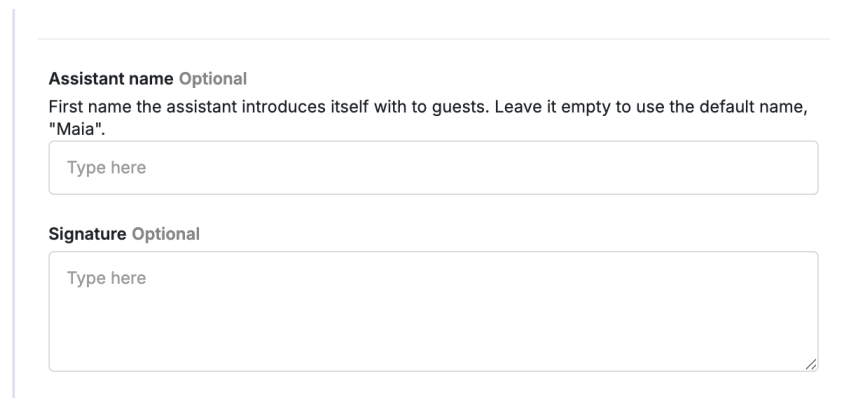
The wording is ours, not the model's. It is translated into the 10 languages the product runs in. A guest writing in any other language gets the same sentence, translated one sentence at a time and checked before it is sent.

The name: There is a new field for the name the assistant introduces itself with. It was filled automatically for 43 offices, taken from the signature they already had: "Marie - GuestReady" gives "Marie". The other 43 introduce Maia as "Maia".

Where to find it: AI suite → Mailbox assistant → Settings, field "Assistant name". The signature field is unchanged and still does what it did.

What will look like a bug and is not:

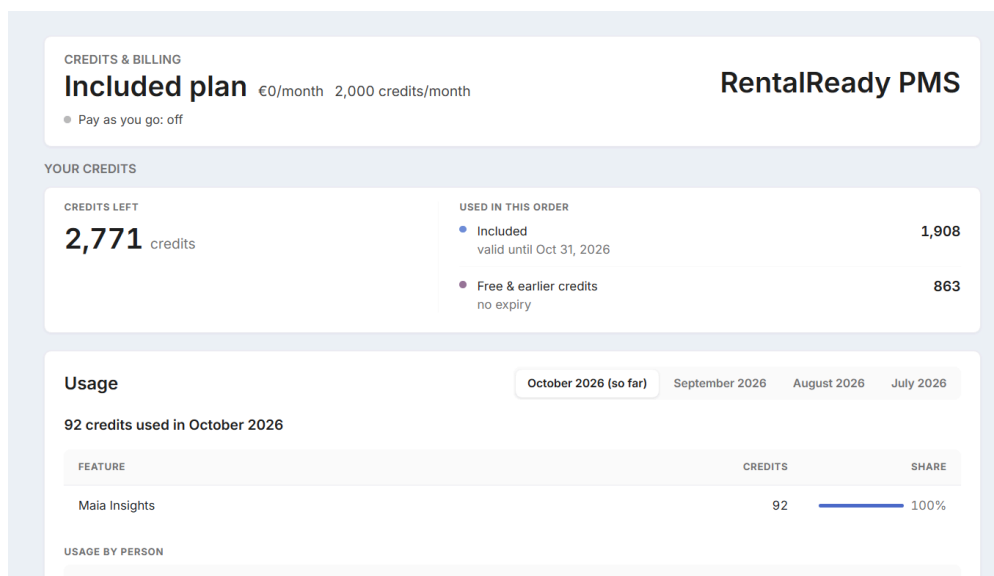
- Conversations that already existed do not get the introduction. Only conversations that start from now on.
- A colleague's reply is still signed exactly like Maia's, so a guest cannot tell them apart from the signature alone.
- 43 offices introduce Maia as "Maia", because their signature had no first name in it to take.



The screenshot shows a settings interface with two sections. The first section is titled 'Assistant name Optional' and includes a description: 'First name the assistant introduces itself with to guests. Leave it empty to use the default name, "Maia".' Below this is a text input field with the placeholder text 'Type here'. The second section is titled 'Signature Optional' and includes a larger text input field with the placeholder text 'Type here'. A small icon of a pen is visible in the bottom right corner of the signature field.

8 - Maia Insights - New page to track credit usage

We have released a page to track the credit usage of Maia Insights with visibility per people and per agent.



Pricing

1 - Promotions can now be managed via API and AI assistants (MCP)

You can now read and manage promotions through the API, allowing partners to integrate promotions into their own systems and automate them based on their workflows or schedules. The same actions are also available to AI assistants through our MCP connection. What you can do now:

- List and filter promotions across your properties by property, platform, promotion type, and stay dates
- Create promotions
- Update existing promotions
- Remove promotions

The API requires:

- pricing:read / pricing:write scopes
- reservation_platform:read to look up platform IDs (retrievable via GET /api/v3/reservation_platforms/)

promotions			^
GET	/api/v3/promotions/	promotions_list	🔒 ▼
POST	/api/v3/promotions/	promotions_create	🔒 ▼
GET	/api/v3/promotions/{id}/	promotions_retrieve	🔒 ▼
PATCH	/api/v3/promotions/{id}/	promotions_partial_update	🔒 ▼
DELETE	/api/v3/promotions/{id}/	promotions_destroy	🔒 ▼

Compliance

1 - Get alerted when a guest registration fails to submit

Guest registrations to the authorities (SIBA in Portugal, for example) are submitted automatically the day after check-in - and sometimes they fail. Until now the only way to hear about a failure was an internal Slack alert, so a failed registration could easily go unnoticed until someone checked the weekly view. Now the office and its staff can be alerted directly.

Two new notification channels for failed guest registration submissions, on top of the existing Slack alert:

1. Email to the office

With Email notification for guest registration submission failure on, the office notification email receives an email with the reservation, property, guest, the error returned by the authority, and a link to review and resubmit.

2. Staff mobile app push - on by default

Staff users of the office get a push notification on their phone pointing to the reservation. Each user can turn it off for themselves in their notification settings.

NB: the email setting is off by default, so nothing changes for offices that do not enable it. Alerts fire on the automatic day-after-check-in submission - a failure during a manual submission is already shown on screen to the person submitting.

Integration

1 - Omnitec integration in RentalReady

We're happy to announce a new integration with a smart lock solution called Omnitec.

2 - Salto Space integration in RentalReady

We're happy to announce a new integration with a smart lock solution called Salto Space.

3 - Answer guests who write to us with their WhatsApp number hidden

Guests write to WhatsApp numbers and the conversation opens in the mailbox beside the reservation, the same as an email or an Airbnb thread. WhatsApp has begun letting people message a business with their phone number hidden: instead of a number we receive an identifier that only we can see. Those guests could not be answered at all. Now they can.

What's new:

1. Your reply reaches them. An answer typed in the conversation goes to the identifier WhatsApp gives us, so a guest who hides their number receives it like anyone else. Attachments as well.
2. Each of them has their own conversation. They used to collect on one single guest, which is why one thread could show messages from several unrelated people, and why nothing could be

sent back out of it. Each guest now gets their own thread, kept apart per office WhatsApp number, so two offices never share one.

3. You can connect one to a reservation. "Connect temporary number" now accepts a guest with no number, so their messages join the reservation thread. Disconnecting reverses it, and the connection lasts until 7 days after the reservation ends, exactly as it does for a temporary phone number.