

PMS RentalReady Releases 10.2025 (October)

Channel Manager

Airbnb Cancellation Policy Updates (as of 01-10-2025)

What's changed:

- Strict has been deprecated on Airbnb side: listings with Strict will now be Firm
- Limited policy introduced:
 - Cancel 7–14 days before check-in: guest gets 50% refund
 - Cancel <7 days before check-in: non-refundable
- Grace period updated: Guests now have 24h (was 48h before) to cancel for a full refund, if:
 - Stay is less than 28 days, and
 - Check-in is more than 7 days away

You can see the Policies affected by the change of new grace period here: <https://www.airbnb.com/help/article/475>

"Street car park" amenity on Airbnb

Street car park amenity is now mapped with Free street parking, on Airbnb.

Minimum Stay Propagation Changes for Airbnb

Previously:

- `default_min_nights` was always set to 1
- The Length of Stay (LOS) settings were used to define the minimum stay for each night.

Now:

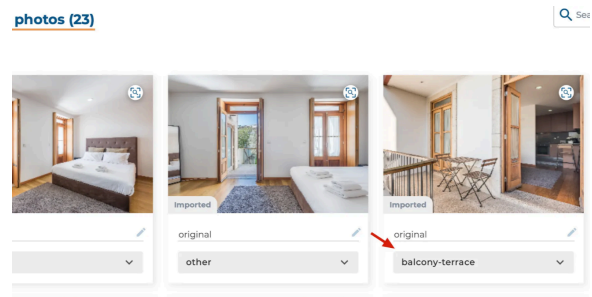
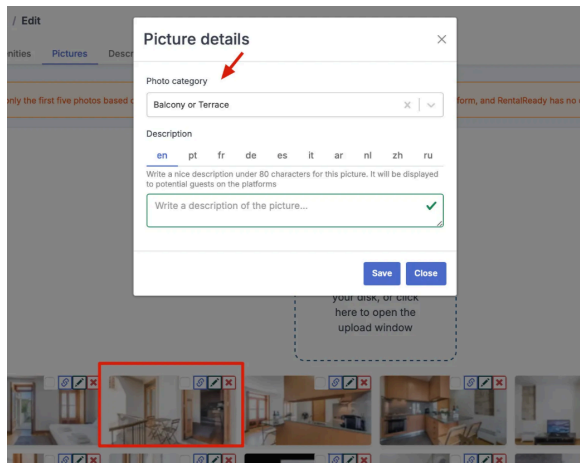
- `default_min_nights` will match the value set in RR
- LOS settings will still be used to define the minimum stay for each night.

Why this change: Airbnb listings in Valencia, where local regulations require a minimum 10-night stay - were being automatically blocked after creation because `default_min_nights` was set too low.

This update ensures a more accurate 1-to-1 alignment between RentalReady and Airbnb settings, helping prevent such issues and improving synchronisation reliability.

Photo tags on NextPax

We now push RentalReady photo tags to NextPax



Property

Beds fix for rooms that do not support subrooms

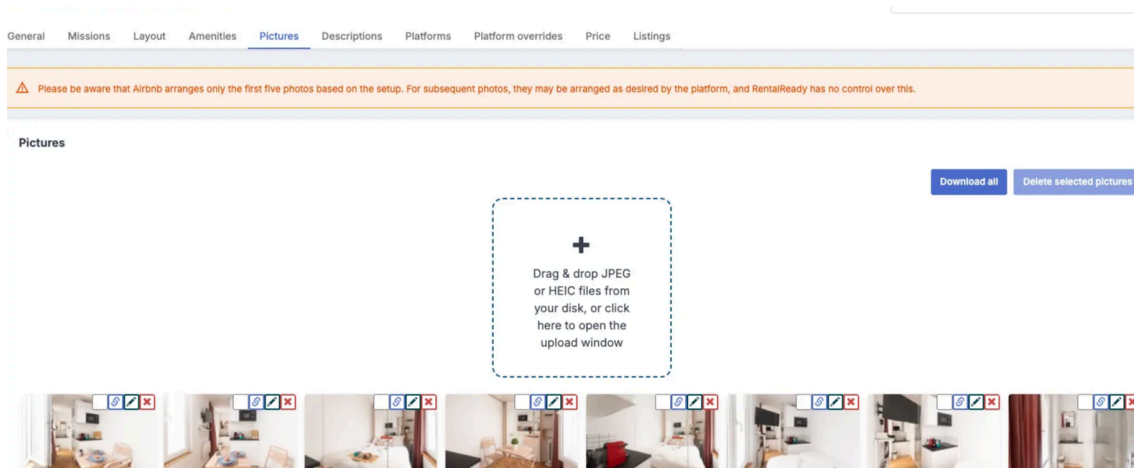
We've rolled out a fix that now allows beds from RentalReady to be correctly set for all room types in Booking.com. Newly supported room types:

- Quadruple Room
- Triple Room
- Twin Room
- Double Room
- Single Room
- Studio
- Family Room
- Twin or Double Room
- Dormitory Room
- Bed in Dormitory
- Tent

Onboarding simplification - Listing photos auto convert

We have disabled the upload of any format not managed by RentalReady. We now:

- allow JPEG and HEIC format
- auto-convert HEIC files to JPEG upon upload so it match expected format by RentalReady and OTAs



Simplified onboarding - auto-compression of files too heavy

We now compress automatically files too heavy to be imported as it is in RentalReady, so user does not need to compress it on his side and upload it again to RR. It applies to

- Amenities files
- Property media

Self Check-In set up simplified

When a property is set to Self check-in "ALWAYS," the default check-in agent of the property is automatically set as UserAgent.

Nevertheless, the user could update the default agent, so we disabled the default agent field for all properties with "ALWAYS" as the self-check-in option.

Reservation parameters validation

Negative values can no longer be entered in these fields:

- Minimum advance time (in hours)
- Minimum arrival time
- Maximum arrival time
- Check-in price (including VAT)
- Check-out price (including VAT)

- Cleaning fees charged to the owner (including VAT)
- Platform cleaning fees charged to guests (including VAT)

This ensures consistency with the validation already applied to **city tax** and **reservation deposit** fields.

Display multi-line fields in hotel information

On the hotel detail page, under "Hotel information" > "Access", all the fields now support multiple lines. URLs are also supported and will be clickable.

✓ ACCESS

Information is not shared with guests. Empty fields will be hidden.

Does the building have any of these access points?

Select all that apply

- ☒ Building code
- ☒ Building badge key
- ☒ Smart lock
- ☒ KeyNest
- ☒ Spare key
- ☒ Lift code

Building code 1

#1905#

Building code 2

Code test line 1
Code test line 2

Building badge key

Badge test line 1
Badge test line 2

Smart lock

Smart lock test line 1
Smart lock test line 2

KeyNest

KeyNest test line 1
KeyNest test line 2

Spare key

- All keys are stored in the Wifi and Electrical Room
- The key box is mounted to the back of the door. Code: 19672024
- Keys are hung up and should have a coloured tag with the door name

Lift code

Lift code test line 1
Lift code test line 2

Fix for save issues in the hotel information form

On the hotel detail page, under "Hotel information" > "Edit", we made various fixes to fields that had save issues when adding translations or when adding long text.

Step-by-step check-in instructions

It's now possible to add step-by-step check-in instructions for guests. These will be displayed in the guest space, and are also available to use in notification templates

Guest space:

- For upcoming or ongoing reservations, guests will see a link "How to check in?" in their guest space, under the "Booking" tab
- The restrictions on displaying check-in instructions will stay the same as now (guest needs to have filled in the pre check-in form, instructions will only be shown a certain number of days before check-in based on office setup, access codes need to have been generated, etc. etc.)
- Clicking on the link will open a panel where guest can view check-in steps one by one

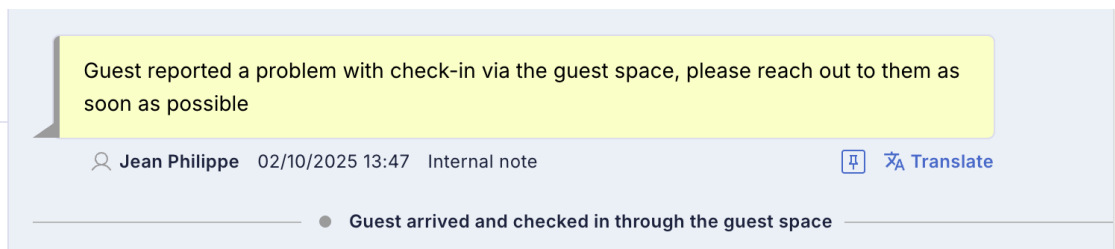
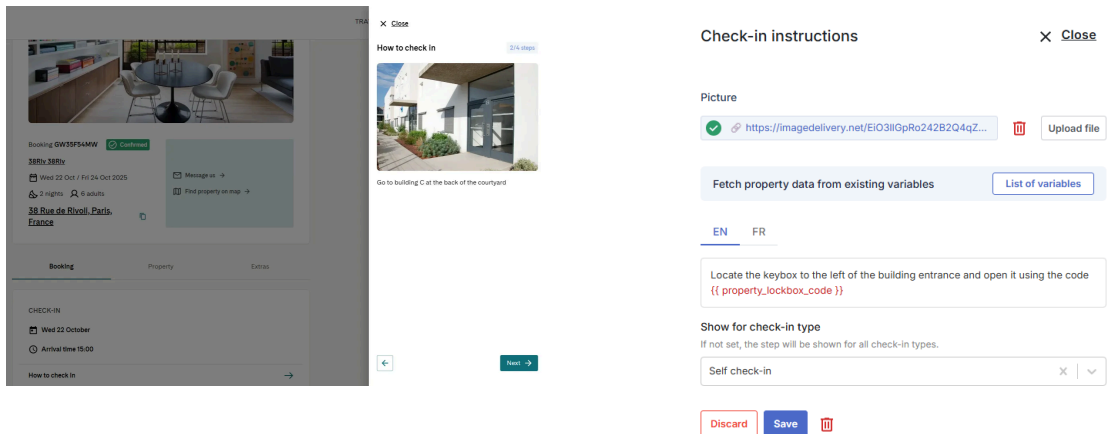
RentalReady:

- Check-in steps can be created or updated via the rental form (via property detail page > "Edit", then go to "General" tab and "Check-in instructions" section)
- They can also be created or updated via the property onboarding panel, by clicking on the "Setup instructions" button in the "Guest instructions" section
- You can use template variables in the check-in steps, the variables are exactly the same as for notification templates
- By default, all check-in steps will be shown for all types of check-in (in person or self check-in), however it's also possible to set up a step to only be shown for a specific type of check-in, via the field "Show for check-in type"

Notification templates:

- Check-in steps can be included in notification templates by using the template variable `check_in_steps` :

```
{% for step in check_in_steps %}
  {{ step.content }}
{% endfor %}
```



Removed the old Onboarding / Offboarding pages

We made some changes in the Platform & Listings Page

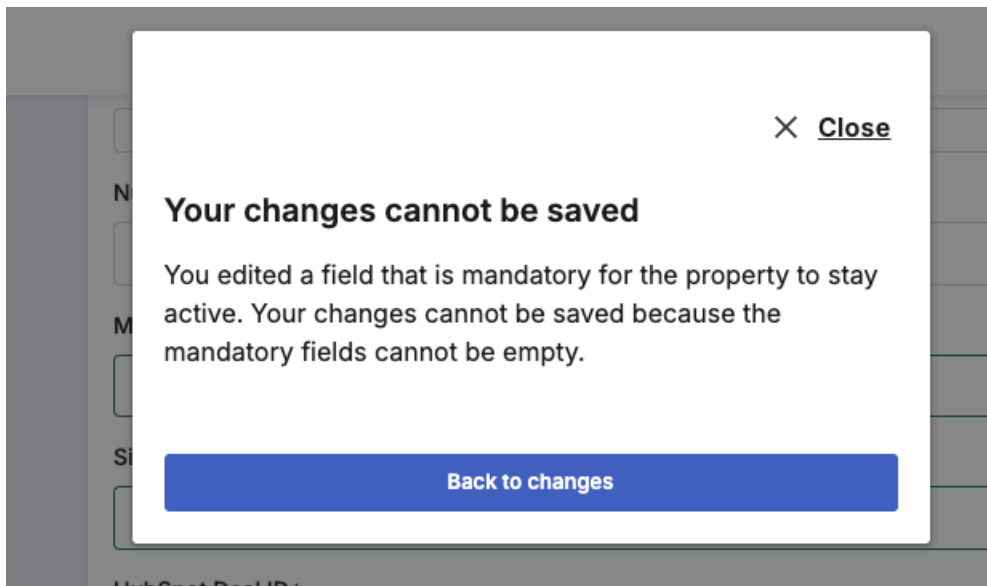
- We removed the deprecated Platform onboarding and Platform offboarding pages.
- We moved the Listing synchronisation and Platform notifications tabs under the Properties page
- We removed the Platforms & Listings options from the side menu.

Dialog modal that prevents deactivating the property status on the Property setup form

The property setup form (not the edit form) is designed to fill out the mandatory fields of a property until it is activated. If any field in the form is empty, the property status becomes inactive.

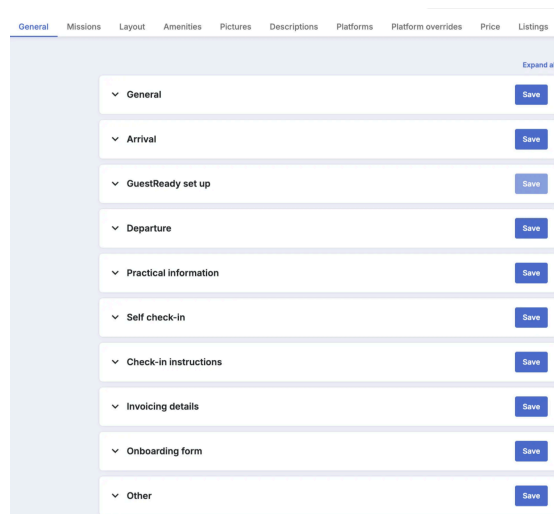
We encountered issues when a user tried to update an active property, left some fields empty, and accidentally deactivated the property.

To prevent these issues in the future, we added a dialog modal. If the property was activated before the user updated the form and there are unfilled form fields, the user cannot submit the form and will see the dialog message. Now users won't accidentally deactivate any property!



Rental form's general tab collapsible cards

We've revamped the general tab on the rental form to use collapsible cards for an easier and more organized view. Also you can quickly expand and collapse the forms with a button (if you need to quickly find a field make sure to expand them all).



Multi-Unit - Expedia listing link

We added the Expedia listing link for Multi-Unit in the detail page.

Units: 2 room types • 10 inventories

 Listing connected to Booking.com ✓

 Listing connected to Expedia ✓

[Go to multi-unit policy](#)

Missions

Total missions in the Weekly mission view

We added:

- The total number of missions next to the week header
- The total number of missions per day, next to Day header

Weekly mission view

Get overview of all missions planned per week

Filters ▾

October 20 – 26, 2025 ⁽¹³¹⁾						
20 Mon (34)	21 Tue (11)	22 Wed (12)	23 Thu (30)	24 Fri (19)	25 Sat (18)	26 Sun (7)
TBC  85700 Aline Hotel - Room 3	TBC  83030 Rio House	TBC  85700 Aline Hotel - Room 3	TBC  84312 T2 22 RUE DE LA MARNE	TBC  83030 Rio House	TBC  63348 Boavista	11:00  84313 T3 RUE PERRAULT
TBC  64430 Casa Rosa	11:00  6211 Birdland	11:00  85702 Aline Hotel - Room 4	TBC  80581 Layla	TBC  64430 Casa Rosa	TBC  83030 Rio House	11:00  84313 T3 RUE PERRAULT
TBC  80581 Layla	11:00  6211 Birdland	11:00  85700 Aline Hotel - Room 3	TBC  83031 Rio Room 1	TBC  80581 Layla	11:00  83030 Rio House	11:00  6176 38Riv
TBC  82300 Waterfront 1BR Marina Vie	11:00  84314 T3 RUE PERRAULT #2	11:00  6176 38Riv	TBC  83032 Rio Room 2	TBC  82300 Waterfront 1BR Marina Vie	11:00  84314 T3 RUE PERRAULT #2	15:00  84313 T3 RUE PERRAULT
TBC  83119 Oceana Luxury Room 1	11:00  85704 Aline Hotel - Room 2	11:00  85702 Aline Hotel - Room 4	11:00  6211 Birdland	TBC  83160 Oceana Luxury	11:00  84447 Aline Hotel - Room 1	15:00  6176 38Riv

Agency assignment in cleaning dashboard

Agencies can now assign themselves to missions in the cleaning dashboard — previously it was only possible for agencies to assign missions to their agents, not to the agency itself

Unified Mailbox

WhatsApp channel display in mailbox

WhatsApp only allows businesses to send messages within 24 hours after an incoming message. To follow this rule, the WhatsApp channel will automatically be hidden in conversations where the last incoming WhatsApp message is older than 24 hours. You can still view the conversation but won't be able to send new WhatsApp messages after this window.

Guest notifications

New guest notification template variable

We have added a variable for the guest notification templates, to display the owner's gender.

<code>{{ cleaning_fees_charged_to_guests }}</code> Cleaning fees charged to guests 350.00 €	<code>{{ owner_first_name }}</code> Owner first name John	<code>{{ owner_phone_number }}</code> Owner phone number +61327053031
<code>{{ owner_gender }}</code> Gender of the owner: M, F M		

Direct Booking Website

City tax

We have removed the city tax calculation from the search.

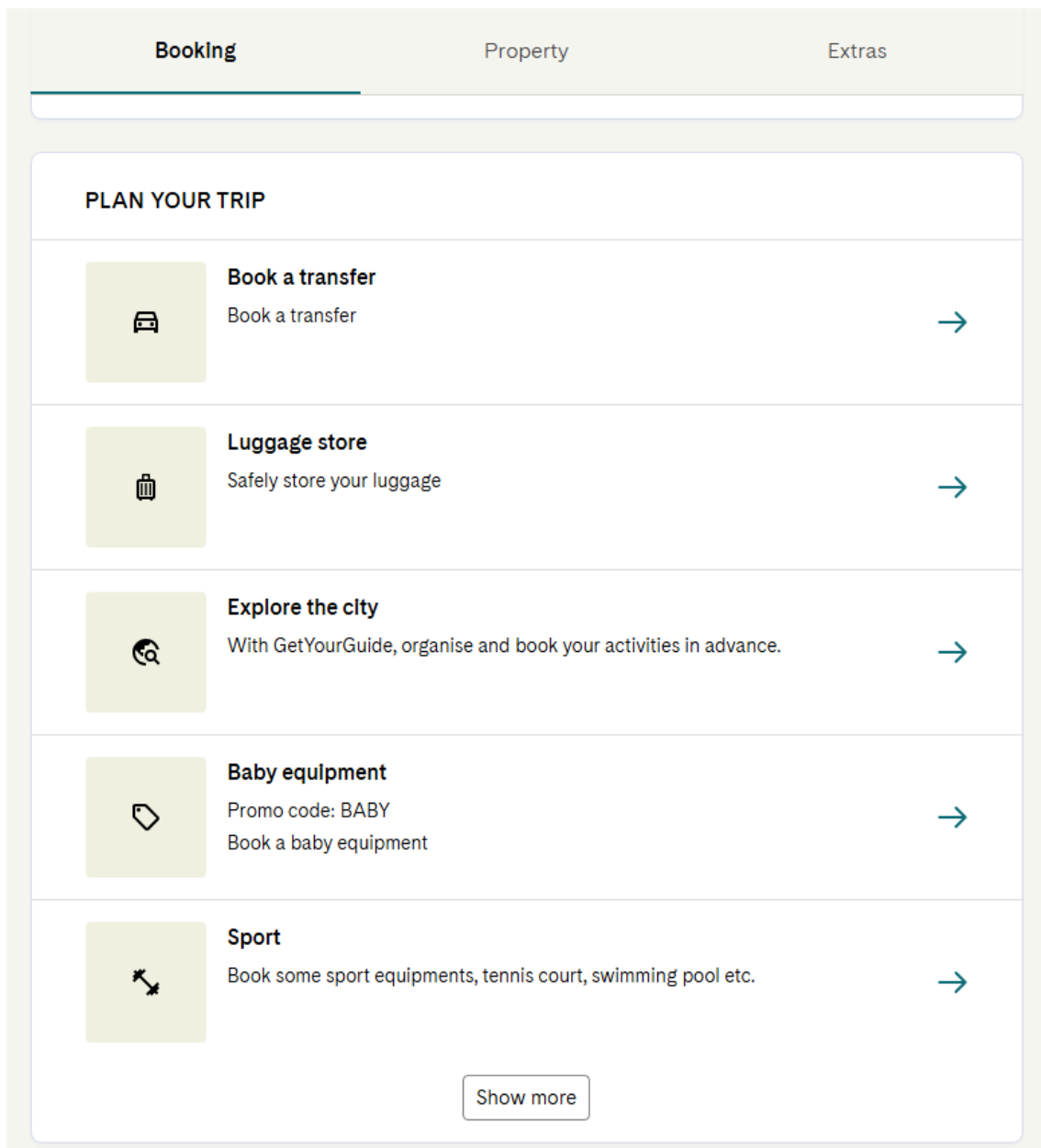
Previously it was using the old logic and calculation, so the city taxes were not matching with what was displayed at property level upon check-out.

For performance reason, we cannot display the new calculation at search level.

Guest Space

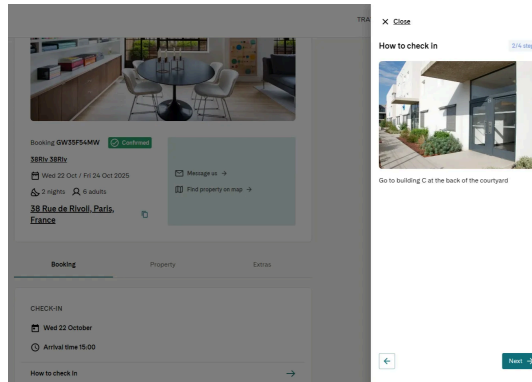
Upselling updates on direct booking website's reservation tab

We've added the "plan your trip" section to the top of the reservation tab on the reservation page so users are more directly exposed to our upselling options.



Check-in instructions moved to separate panel

Check-in instructions (new and old versions) and property access instructions are now displayed in a separate panel in the guest space.



Cancel upselling requests action

We have added a method to cancel pending upselling requests from the details page.

When cancelled, the request's payment link will be voided. The status is also displayed in guest space.



Guest space / Pre check-in form: Hide property street number from address

We have added an office setup to hide the property street number from address in the pre check-in form.

Once enabled, the number from the property address will be hidden in Pre Check-In form. The field is set to false by default.

Owner

Owners table UI update

We've removed the "Amount in wallets" column from the owners table.

Why ? The column was always showing 0, as money is automatically charged to the platform's VIBAN. It was creating unnecessary clutter and potential confusion.

Cleaner UI for owners' balances. No functionality changes ; backend and other systems are unaffected.

Price permissions management added to owner detail page

It's now possible to control pricing permissions per owner.

We have added "Owner can update daily price in his owner space" and "Owner can change minimum and maximum price in their owner space" checkboxes.

Permissions

- ☒ Owner can see guest phone number in their owner space
- ☒ Owner can see guest personal email in their owner space
- ☒ Owner can see global calendar in their owner space
- ☒ Can see checklist results
- ☐ Owner can see mid-term contract with guests in owner space
- ☒ Owner can edit the daily prices in their owner space
- ☒ Owner can change minimum and maximum price in their owner space

Owner space - Reservations page

Before:

- The detailed reservations table was only on the old Accounting page
- Past & future bookings were hard to track; no quick summary view in the new version

Now:

- The old Reservations page was moved to a new section, available 'Reservations' from the side-bar
- Filters, exports, and all functionalities remain

ID	Start date	End date	Rental income	Commission	Channel fees	Net earnings	Origin	Invoices	Channel invoices	Expected payout amount	Payout amount	Status
2083343	02/10/2025	05/10/2025	£300.00	£60.00	-£211.0	£218.90	Unknown	2 invoices	—	£218.90	£0.00	PENDING
Thames Riverside Reservation: Fred Dumas 2 adults, 0 children 3 nights Platform: Booking.com												
2083429	30/09/2025	01/10/2025	£300.00	£60.00	-£0.00	£240.00	Unknown	1 invoice	—	£240.00	£0.00	PENDING
Private Courtyard House Reservation: Jack Smith 4 adults, 0 children 1 night Platform: Airbnb												
2100054	30/09/2025	02/10/2025	£222.30	£44.46	-£37.79	£140.05	Unknown	2 invoices	—	£140.05	£0.00	PENDING
Thames Riverside Reservation: Xiaomel Liu 1 adult, 0 children 2 nights Platform: RENTALREADY PMS												

Period start date	Period end date	Number of nights	Number of guests	Rental income	Commission	Channel fee	Total net earnings
01/10/2025	05/10/2025	6	7	£822.30	£164.46	-£58.89	£598.95

Owner space - Payout reports

Before:

- ZIP exports used outdated templates and branding didn't match with the property manager

Now:

- ZIP exports generate individual PDFs with the new payout statement template
- Branding (logo & sender info) reflects each Property Manager
- Validated in EN, FR, PT, ES

Owner Space fixes & improvements

1/ Platform fees

- Platform fees always display in Owner Transaction reports
- VAT is calculated only when applicable, ensuring numbers match invoices

2/ Mid-term cleaning fees

- Full cleaning fee is assigned to the first period; subsequent periods show zero
- VAT automatically recalculates based on this new allocation
- Short-term reservations remain unaffected

3/ Transaction reports UI

- PDFs show the exact filtered period selected (transaction date, check-out date, or both)
- Columns fixed to prevent overlapping, improving readability

4/ Reservation editing

- Editing reservations from owner space is no longer possible

Owner space - Old accounting page removed

After launching the new accounting page a few months ago, we kept the old one accessible to give everyone time to get familiar with the new version.

During this period, we've worked hard on many improvements based on your feedback and owners' input from the popup surveys. The old accounting page has been completely removed.

Pricing

Promotion & Rate Rule Tracking History

You can now track the full history of promotions and rate rules in RentalReady, giving you better visibility and control over changes!

- History Tracking – View a complete log of changes for both promotions and rate rules, including:
 - Creation and deletion events
 - Modifications to conditions, discounts, or booking windows
 - Automatic changes triggered by settings
 - User that made changes

This update provides full traceability, simplifies debugging, and improves reporting for promotions and rate rules.

- Access: Go to Property History → Related Objects History → Promotions History | Rate Rules History to see all changes in one place.

Note: History tracking starts from 09-10-2025; past changes were not stored.

The screenshot shows the 'Rental Platform Promotions History' interface. It includes a filter section at the top with a 'Filters' dropdown and a 'Type here' input field. Below the filters, there are two buttons: 'Clear all' and 'Apply'. The main table displays 2 results. The first result is for a promotion named 'Early Booker test' with ID '3881', created on 2025-10-08 at 10:41:52. The second result is for the same promotion, updated on 2025-10-08 at 10:41:53. The 'CHANGES' column for the second result shows a detailed list of changes, including 'active weekdays', 'additional dates', 'booking lead time', 'customer name', 'excluded dates', 'ID', 'rate stay through', 'name', 'non-refundable', 'period', 'reservation platform', 'stay date end', 'stay date start', and 'target channel'. Each change is listed with its 'From' value.

DATE (UTC)	USER	PROMOTION ID	PROMOTION NAME	CHANGES
2025-10-08 10:41:52.000778	mark@pms.com	3881	Early Booker test	Promotion 3881 was deleted
2025-10-08 10:41:53.000449	mark@pms.com	3881	Early Booker test	Promotion 3881 was created - active weekdays (Field active weekdays in the database) From: -- to: [Mon, Tue, Wed, Thu, Fri] - additional dates (Field additional_dates in the database) From: -- to: -- - booking lead time (Field booking_lead_time in the database) From: -- to: 28 - customer name (Field customer_name in the database) From: -- to: Early Booker test - excluded dates (Field excluded_dates in the database) From: -- to: -- - ID (Field id in the database) From: -- to: 3881 - rate stay through (Field rate_stay_through in the database) From: -- to: -- - name (Field name in the database) From: -- to: early_booker_promotion - non-refundable (Field non_refundable in the database) From: -- to: -- - period (Field period in the database) From: -- to: 00000 - reservation platform (Field reservation_platform in the database) From: -- to: 6 - stay date end (Field stay_date_end in the database) From: -- to: 28 February 2026 - stay date start (Field stay_date_start in the database) From: -- to: 1 February 2026 - target channel (Field target_channel in the database) From: -- to: public

Running repricing of rental on markup change

Before: we had a bug when markup was changed it didn't reprice the property, causing delay in applying markup on OTAs.

Now: markup change schedules property repricing, so in 1-2 min new prices with markup should be already pushed to OTAs.

Extra Fees history logs added

Before

Extra fees added, edited, or removed at office or rental levels had no history tracking. PMs could not see past changes.

Now

All changes to extra fees are logged at both office and rental levels.

Logs are visible in the existing office and rental history pages, making investigations easier.

History for: property - 0000

Related objects history ▾

Rental platform settings history

Property pricing configuration history

Listing history

Property description history

Amenity logs

Room layout history

Rate rules history

Promotions history

Extra fees history

Check-in instruction history

Finance

City Tax Rules update – New fields to comply with new Edinburgh Visitor Levy

Context: City tax rules allow you to define how local taxes are applied to bookings. With the introduction of the Edinburgh Visitor Levy, we've added new options to make rules more precise and flexible.

Now:

- New optional **From / Until dates** : apply a rule only to stays within a specific date range, ensuring precise application for the levy

- New charge type: **per night** : calculate taxes at the property level, regardless of bedrooms or guests

Notes: The Edinburgh Visitor Levy applies only to bookings created from 1 Oct 2025 for stays starting on or after 24 Jul 2026. The new date fields ensure accurate application.

← [Back](#) **Charging rule**

Property manager*
Type and select
▼

Name of rule*

Country*
Type and select
▼

From date
Select date
Optional: the rule applies only to stays whose check-out date falls within this range. Leave empty to apply for all years.

Until date
Select date
Optional: the rule applies only to stays whose check-out date falls within this range. Leave empty to apply for all years.

Select affected months*

Select months when the rule applies. Without dates, the rule applies every year for these months.
[Select all](#)

☐ Set as default
Default means the rule will be applied automatically to all new properties.

Charge type*
☐ Per adult / per night
☐ Per room / per night
☐ Per night

Charge with*
☐ Fixed
☐ Percentage

Maximum number of nights

☐ Deactivate city rule for mid-term reservations
Note that in that case, city tax for mid-term reservations will be zero.

☐ Apply to existing reservations
If checked, the new city tax amount will be updated for existing bookings as well as future ones.

New fields to apply start and end dates

New charge type: « Per night »

City Tax – Old set up removed

We have removed the old "City Tax" field at rental (*platforms* tab). The field was deprecated a while ago. All city tax setup must now be done through City Tax Rules.

If you haven't already, please make sure the correct rules are created and applied to each property.

General Missions Layout Amenities Pictures Descriptions **Platforms** Platform overrides Price Li

Minimum arrival time
Enter a natural number and valid hour format, eg. 12 for 12h

Maximum arrival time
Enter a natural number and valid hour format, eg. 23 for 23h. Maximum arrival time must be greater than minimum arrival time

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

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

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

City tax (including VAT)
Enter the price of the city tax per night. Leave the city tax field empty if you want to use default office value.

Payment link expiration logic refined

Before: All unpaid payment links were automatically deleted after 3 months; regardless of their category. This included security deposit links, which could cause issues for mid-term reservations lasting longer than 3 months.

Now: Payment links in the security deposit category will no longer expire. All other unpaid links will still be deleted after 3 months.

New Payout Adjustments categories

Property Managers can now better classify adjustments with owners. Two new categories have been added:

- **Local Tax** - to cover all tax-related adjustments in a simple and flexible way
- **Termination Fee** - to standardize early termination charges and make reporting easier

← [Back](#) Edit payout adjustment

Type*

Charge

Cleaning

✓ Maintenance

Improvement/Furniture

Quality Check

Resolution adjustment

Onboarding fee

Utility bill

Unit permits

Reservation cancellation

Advance Payment for Decoration Project/Equipment

Decoration Project/Equipment

Commission Offer

FinOps

Pest control

Deep cleaning

Guest Request

TPL Insurance

Service Charge

Local Tax

Termination Fee

Others

Supplier name

Service fee note

Visible to the owner

Internal note*

Please add reservation ID if this charge or refund is related to a reservation

☐ Send invoice to finance team

New Resolution category: City Tax

A new category has been added to the Resolution: City tax

- Why: Many resolutions in RentalReady relate to city taxes. Users can now select this category when closing resolutions.
- Impact: Simplifies categorization and improves reporting accuracy.

Category*

Damages

Cancellation costs

Shortened stay

Extra service

Platform Full Refund

City tax

Check-in issue

Maintenance issue

Cleaning issue

External Factors

Listing Accuracy

Bank payment compensation

Other

Assignees

Users

Cancel

Confirm

New invoice in RR for Platform Fee

RentalReady now generates separate Platform Fee invoices whenever the OTA or platform does not keep the platform fee

Before: We didn't have proper platform fee invoices, and VAT on these fees was often missing or incorrect.

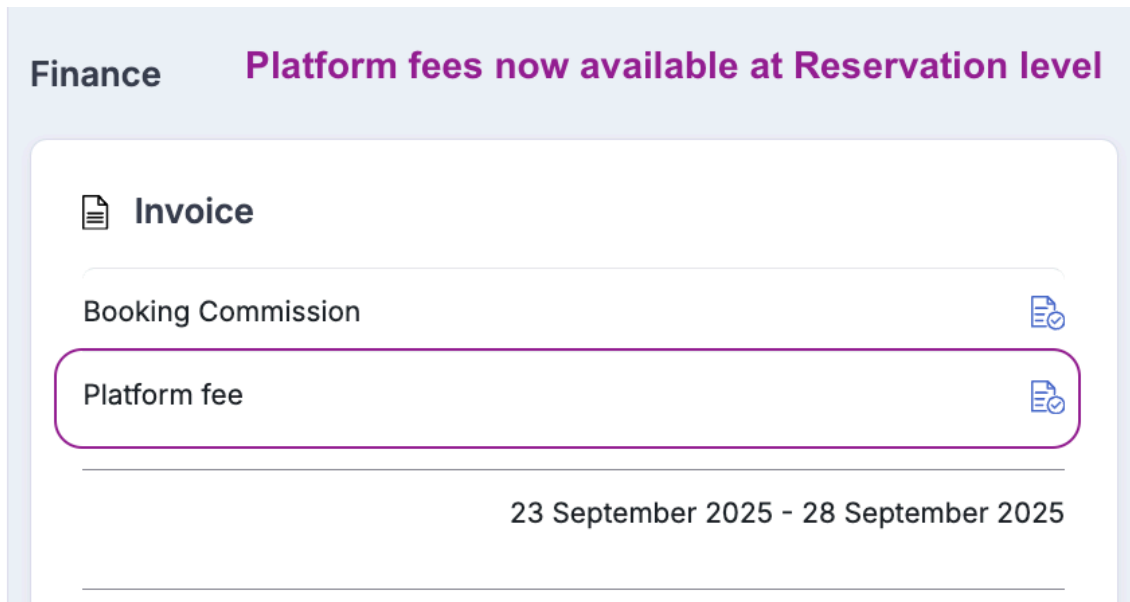
Now:

- A dedicated "Platform Fee" invoice is created for each applicable reservation
- The invoice includes a detailed breakdown of Net, VAT, and Total amounts
- VAT is automatically calculated when the platform applies VAT
- For mid-term reservations, invoices are split proportionally just like other reservation-related invoices

Notes:

- Direct booking websites and white-label platforms must show VAT on their platform fee invoices, as the property manager is the issuer
- OTAs like Airbnb or Booking.com manage their own platform fee invoices — these are excluded from RentalReady

Migration: Past invoices were not created.



Artificial Intelligence

Maia bug fixed: no more duplicate actions

A bug has been fixed where Maia would repeatedly reply to or flag a conversation when a guest sends multiple messages in short succession. Maia now checks for new messages from the guest before taking action. If a newer message is detected, Maia aborts the current action. Only the action based on the latest message received will be executed, ensuring Maia does not reply to or flag the conversation multiple times simultaneously.

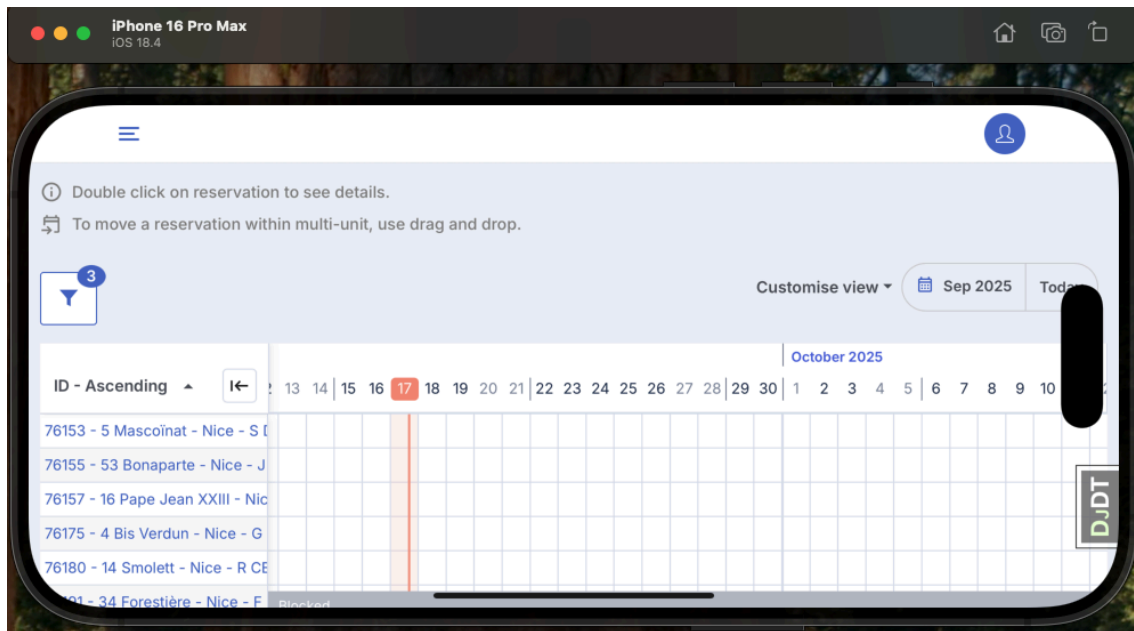
RentalReady Apps

RentalReady PMS App - version 1.5.0

We released version 1.5.0 of the RentalReady PMS app on 23-10-2025.

In this update, we enabled landscape mode, which is especially helpful for the Inline calendar.

Additionally, we added a notifications "settings" screen. Now you can choose which push notifications you want to receive.



RentalReady PMS App - version 1.6.0

We released version 1.6.0 of the RentalReady PMS app on 30-10-2025.

In this update, we applied a fix for notification token issues.

The users who are not getting notifications at the moment should do the following:

1. Download the new version of the app (v1.6.0) from the App Store or Play Store
2. Re-open the app to trigger the synchronisation with the server