

PMS RentalReady Releases 08.2026 (August)

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RentalReady apps

1 - Release - Owner mobile app 5.5.3: Android 16 support and two iOS fixes

RentalReady API

1 - Generate a KeyNest collection code for a mission

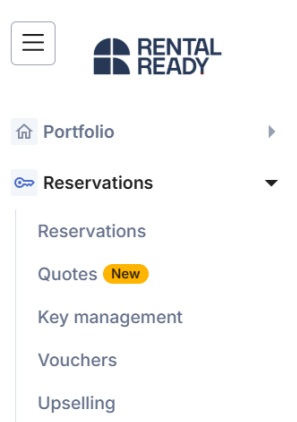
Integrations

1 - Smart lock select now shows the Akiles site name

General

1 - "New" badge in RentalReady

We introduced the "New" badge in RentalReady. It was added on 04/08/2026 to the Quote page.



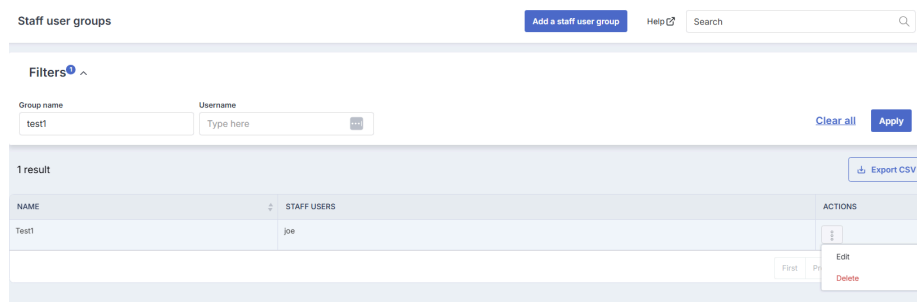
Users

1 - Faster staff users table

We've improved the loading time of the staff users table, which now loads significantly faster. The slowdown was noticeable for property managers with many staff users, and even worse for users with access to multiple offices.

2 - Staff user groups can now be deleted

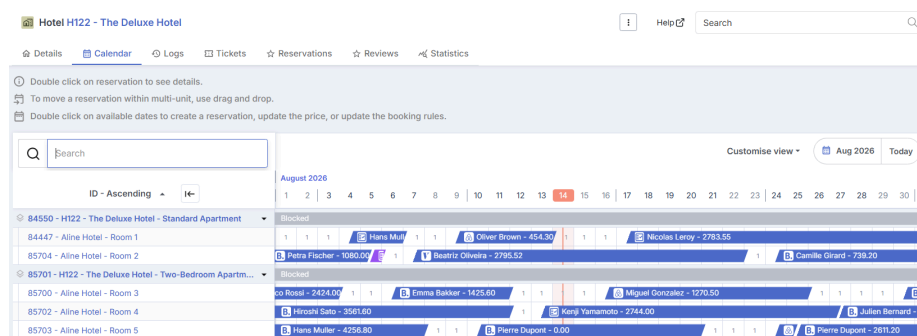
Staff user groups could only be created and edited. Users with the new permission *"Delete staff user groups"* can now delete a group.



Calendar

1 - Hotel calendar: room types now show the bed type (Standard Twin Room, not just "Standard Room")

On the hotel and inline calendars, room types that differ only by bed type all showed the same label: a Standard Twin Room and a Standard Double Room both previously displayed "Standard Room", which was very confusing. Now, they show the full/correct room type name.



2 - Clicking a property now opens its calendar instead of its details page

The hotel calendar and the inline calendar both list your properties down the left side, and each row links out to that property.

Before: Clicking a row opened the property's Details tab, so you had to switch tabs to get to its bookings.

Now: It opens the property's Calendar tab directly, in a new tab, so you go straight from the overview to the property's own calendar.

Channel manager

1 - Booking.com card settings

Two new toggles on the property, under Rental Form → Platforms → Booking.com only.

1. Ask the guest for the card security code (CVC) - Booking.com asks for the 3 or 4 digit code at booking.
2. Let staff view the guest's card details in the Booking.com extranet.

Booking.com stores these on the hotel, so switching either one on roomtype sets it for the hotel and syncs the value across roomtypes in RR.

Note: These toggles only work on hotels that support credit card payments. It will have no effect on hotels that use Payments by Booking.com.

Booking.com only

Require guest address
Requests Guests to provide address
☐

Require guest contact number
Requests Guests to provide Phone Number
☐

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. Not sent at all for a property synchronised for rates and availability only.
☐

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
☒

Save

2 - Booking.com: En-suite bathrooms are now shown as en-suite

A property's bathrooms can be configured as Dedicated, Shared, or Private, and can also be marked as En-suite.

Previously, Booking.com only received the bathroom type, meaning an en-suite bathroom was displayed there as a regular dedicated bathroom, without indicating that it was attached to the room. Now, we also sync the en-suite information to Booking.com, so guests can see when a bathroom is directly attached to the room.

Room type

Double Room with Shared Bathroom
↑ High floor
🛏 Sleeps: **2 adults**
1 double bed
🛏 Room with shared bathroom | 🏙 City view
🌿 Inner courtyard view | 🌬 Air conditioning | 🍽 Dishwasher
☕ Coffee machine | 📶 Free WiFi

Standard Suite
🛏 Sleeps: **2 adults**
1 double bed
🛏 Private suite | 🌿 Inner courtyard view | 🌬 Air conditioning
🌿 Patio | 🚿 Ensuite bathroom | 🍽 Dishwasher
☕ Coffee machine | 📶 Free WiFi

Suite with Terrace
🛏 Sleeps: **2 adults**
1 double bed
🛏 Private suite | 🏠 18 m² | 🌿 Inner courtyard view
🌬 Air conditioning | 🌿 Patio | 🚿 Ensuite bathroom
🍽 Dishwasher | ☕ Coffee machine | 📶 Free WiFi

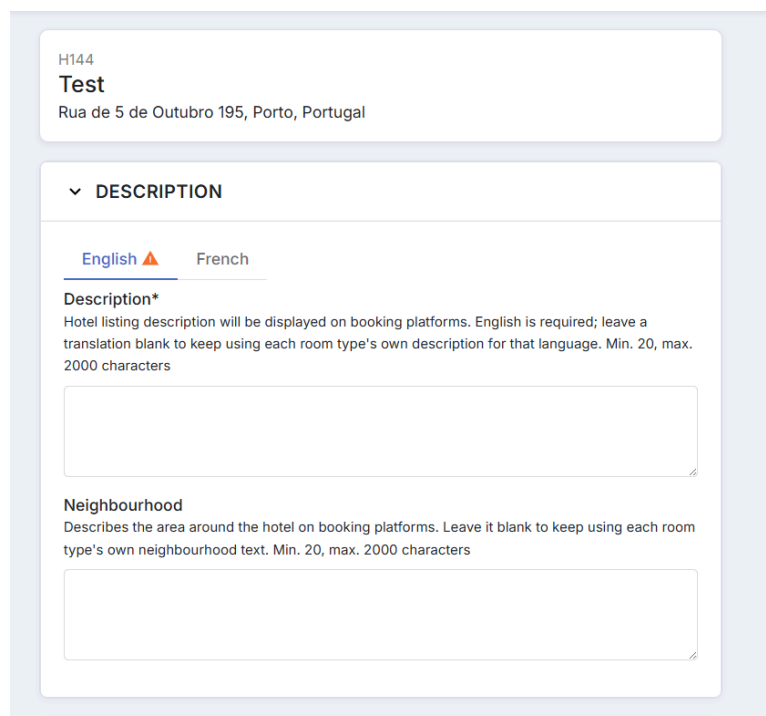
Properties

1 - Hotel description improvements + neighborhood description field

A hotel's description now feeds every room type in the building, so guests see the text you wrote on the Hotel page. Neighborhood is a new field beside it and works the same way.

Fallback logic, per language. Taking French as the example:

- Hotel description has French → guest sees the hotel's French. The room type's own French is ignored, even when it is filled in.
- Hotel description has no French, room type has French → guest sees the room type's French.
- Neither hotel or roomtype has French description → guest sees the hotel's English. The room type's own language beats the hotel's English, so this only applies once the room type has nothing of its own.



The screenshot shows a form for editing hotel information. At the top, there's a header with 'H144', 'Test', and the address 'Rua de 5 de Outubro 195, Porto, Portugal'. Below this is a section titled 'DESCRIPTION' with a dropdown arrow. Under the dropdown, there are two tabs: 'English' (active) and 'French'. The 'Description*' field is a large text area with a placeholder text: 'Hotel listing description will be displayed on booking platforms. English is required; leave a translation blank to keep using each room type's own description for that language. Min. 20, max. 2000 characters'. Below the description field is the 'Neighbourhood' field, also a large text area, with a placeholder text: 'Describes the area around the hotel on booking platforms. Leave it blank to keep using each room type's own neighbourhood text. Min. 20, max. 2000 characters'.

2 - Multi-units: the Back button now returns to the page you came from

On a multi-unit group's edit page, Back always sent you to the Multi-units list, even when you had opened the editor from the group's own detail page. It now returns you to the page you actually came from, and only falls back to the Multi-units list when you opened the editor directly.

3 - Moving guests between rooms in a multi-unit hotel

Moving a guest into another unit of the same room type now follows clear rules, and you can see them right on the reservation.

A new switch: "Enable relocation within multi-unit"

You'll find it on any guest reservation in a multi-unit hotel, in the reservation panel on the calendar. Switch it off and nobody moves that guest to another unit, not a colleague and not automatic allocation once we turn that on. Switch it back on whenever you like. Every change is saved in the reservation history, so it's always clear who changed what.

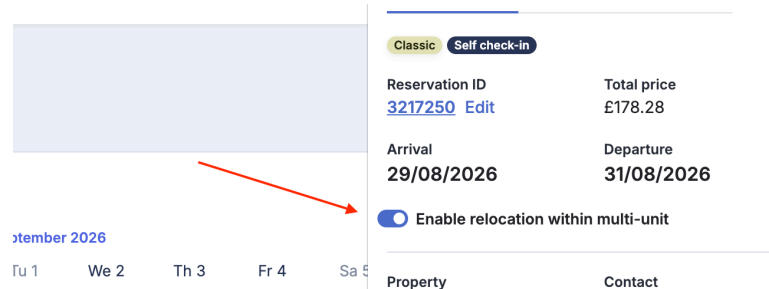
Two cases where the switch stays locked:

- Airbnb reservations. A room change made here never reaches Airbnb, so your guest would still see the original room's check-in details and door code. We can't correct that from our side, so we stop the room change from happening by accident.
- Check-in within the next 5 days. By then your guest has most likely already received their check-in instructions.

If you drag a locked reservation on the calendar: You'll get a short message explaining why, with a link to the reservation's transfer page. That page still works, so you're never stuck. Dragging on the calendar simply stops being the quick way to do it, which makes the move a decision rather than a slip of the mouse.

After you move a guest by hand: The switch turns itself off. That way nobody moves the same guest again without a second look. Turn it back on any time you want the reservation freely movable.

Changing the 5-day window: Office settings, then the Multi-unit section. Anyone who can edit an office can change it, and the new value applies to every hotel in that office unless a hotel has its own.



4 - Platform markup sort order

We've improved the Markup page by introducing a fixed sort order for the main platforms.

They will now always appear in the following order:

- Airbnb
- Booking.com
- Vrbo
- Direct booking website

5 - Property status - your own platform bookings no longer block a deactivation

Deactivating a property from the Property status screen closes its calendar. The screen used to refuse while the property had any future reservation, whatever platform it came from - so a long tenancy pushed into RentalReady only to hold the calendar had to be cancelled first, deactivated, then set back to confirmed. Cancelling a reservation resets its financials, voids its city tax payment links and can notify the guest, so that workaround told every downstream system a real booking had fallen through.

Missions

1 - Smart scheduler feature to send guest notifications removed

Previously the smart scheduler had a system to automatically send an automated message to the guest for missions that can be scheduled during the guest stay. This system was not used, and it was quite unreliable / legacy so we have removed it from RentalReady.

Note that the field `notification_template` has also been removed from the mission template / smart scheduler API.

Automated messages

1 - New smart trigger conditions to avoid sending reminders right after confirmation

We added 2 new smart trigger conditions:

- Reservation was confirmed more than 12 hours ago (delaying)
- Reservation was confirmed more than 4 hours ago (delaying)

These conditions are meant to be added to reminders sent X days before check-in. E.g. reminder to fill the pre-check-in form or pay the city tax.

The idea is to avoid sending the reminders too early when we get a last-minute reservation.

The screenshot shows a configuration interface for automated messages. A red box highlights the 'Apply conditions' section, which contains a single condition: 'Reservation was confirmed more than 12 hours ago (delaying)'. Below this, there is explanatory text: 'Delaying conditions will temporarily delay sending the message until the condition is met.' and 'Disabling conditions will permanently disable the message if the condition is not met at the scheduled sending time.' Below the conditions section, there is an 'Expires after' section with a text input set to '2' and a dropdown menu set to 'Days'. A note explains: '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 past reservations.' At the bottom, there is a checkbox labeled 'Mark as a check-in notification' with a description: 'Allows automations to understand that this is the notification that sends the check-in instructions to the guests. E.g. to trigger the display of check-in instructions in the guest space when sending the first check-in notification.' A blue button at the bottom right says 'Save and apply now'.

2 - Mid-term payment due smart trigger

We've added a new smart trigger event and condition that let users automatically remind guests ahead of each mid-term instalment. What's new:

- Added a "Mid-term payment due" smart trigger event, which sends the message before an instalment's due date, at whatever lead time users choose (15 days, 30 days, up to 60 days before).
- The message repeats for every instalment of the stay, each one timed from that instalment's own due date
- Added a "Mid-term instalment not paid" smart trigger condition, which skips the message if the guest pays before it goes out.
- The reservation page lists the message only for the instalment currently due, and stops listing it once the payment plan is fully paid.

What's Changed: Replaced the "Resend payment request to guest" action with "Open automated messages" on the mid-term Missing payments table, for accounts migrated to smart triggers.

Note: Disabling the message on a reservation stops it for the whole stay, not only for the instalment currently due.

3 - Smart Trigger Performance Optimization

We optimized the Smart Trigger list and edit form to improve performance when working with large numbers of properties and offices. The Smart Trigger list and edit pages now loads faster when triggers have many properties or offices.

4 - Smart Triggers for owner reservation notifications

Owner reservation notifications are now handled through Smart Triggers. The following notifications are covered:

- Reservation confirmed
- Reservation cancelled
- Reservation dates changed
- Reservation moved — when a reservation is moved to another property or unit belonging to the same owner
- Reservation relocated — handled by two events: one for the property the reservation leaves and one for the property it is relocated to

We migrated the existing legacy owner email settings to Smart Triggers. Every owner who previously had one of these notification checkboxes enabled now has the equivalent Smart Trigger configured automatically. Existing email templates were migrated as-is, so owners will continue receiving the same content in the same language.

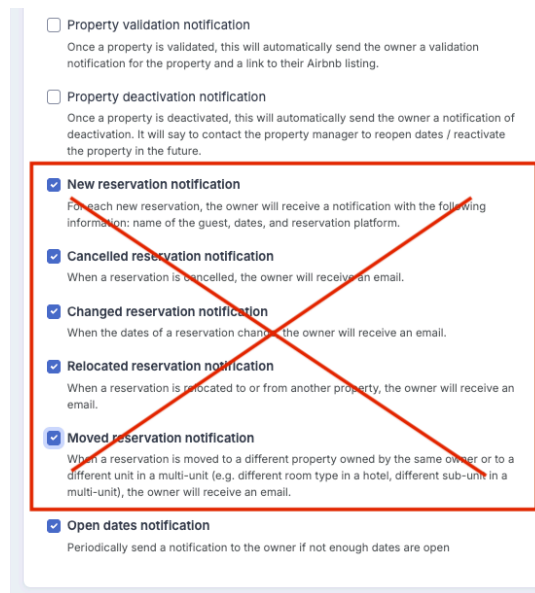
We also added new variables to the template editor:

- Owner figures — reservation revenue, commission, and the owner's net earnings

- Reservation changes — previous arrival and departure dates, the property the reservation was moved from, and the reservation status
- Owner-facing contacts and branding — office and property manager contact email and phone number for owners, owner signature, contact colour, and logo

The old owner notification checkboxes have been removed and are no longer used.

No additional setup is required. Some of the newly migrated Smart Triggers are already being triggered and sending owner notifications successfully.



The image shows a screenshot of a notification settings interface. It contains several checkboxes for different types of notifications. A large red 'X' is drawn over the entire screenshot, indicating that these settings are deprecated or no longer used. The visible options are:

- ☐ **Property validation notification**
Once a property is validated, this will automatically send the owner a validation notification for the property and a link to their Airbnb listing.
- ☐ **Property deactivation notification**
Once a property is deactivated, this will automatically send the owner a notification of deactivation. It will say to contact the property manager to reopen dates / reactivate the property in the future.
- ☒ **New reservation notification**
For each new reservation, the owner will receive a notification with the following information: name of the guest, dates, and reservation platform.
- ☒ **Cancelled reservation notification**
When a reservation is cancelled, the owner will receive an email.
- ☒ **Changed reservation notification**
When the dates of a reservation change, the owner will receive an email.
- ☒ **Relocated reservation notification**
When a reservation is relocated to or from another property, the owner will receive an email.
- ☒ **Moved reservation notification**
When a reservation is moved to a different property owned by the same owner or to a different unit in a multi-unit (e.g. different room type in a hotel, different sub-unit in a multi-unit), the owner will receive an email.
- ☒ **Open dates notification**
Periodically send a notification to the owner if not enough dates are open

5 - Smart trigger condition to check if a guest made a taxi transfer request

We added a smart trigger condition that can be used to delay a message until a guest has made a taxi transfer request via the pre-check-in form. The goal is to schedule a message e.g. 3 days before check-in with an expiration of 4 days, with the condition "Guest requested a taxi transfer (delaying)", to watch if the guest requests a transfer at any point between 3 days before check-in and the check-in date, and send the automated message if so.

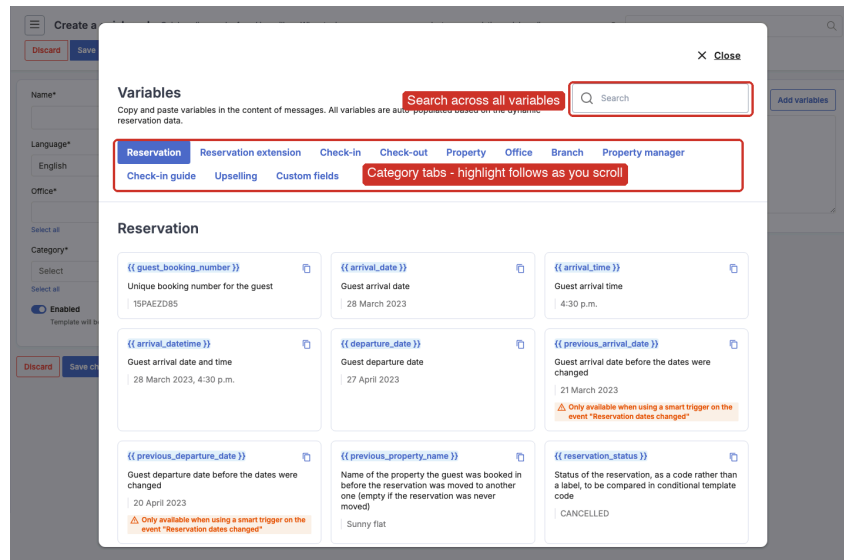
6 - Redesigned variables picker

Every automated message template, quick reply, rental agreement, Airbnb auto-review template and check-in guide step can include variables like `{{ guest_first_name }}` that fill in automatically per reservation. Until now, finding the right one meant scrolling through a long static list and copying it by hand.

What's new?

- *Search* - type anything (a name, a word from the description) and the list filters instantly across all categories
- *Category tabs* - jump straight to Reservation, Check-in, Property, Office and the rest.

- *Click to copy* - click any variable card and it is copied to your clipboard, ready to paste. The window closes and a confirmation appears



Reservations

1 - Promotion information on reservations + filtering (only for Airbnb)

- You can now use the new promotion filter on the Reservations page to find reservations with specific promotions applied.
- On the reservation detail page, you can also see which promotions were applied to each reservation.

Please note:

- This is currently supported only for Airbnb, as we depend on each OTA providing promotion information in their reservation data. This means that the filter will only show options for airbnb promotions.
- We pulled this information for every reservation in the future, and that has ended 2 months in the past. (The system will now automatically update going forward)

Note: A reservation can have multiple promotions applied, so the individual promotion counts should not be added together.

The screenshot shows the 'Reservations' management page. It includes a sidebar with filters for Check-in date, Check-out date, Owner, Property, Reservation type, Reservation status, Promotion, Meal plan, Platform, Guest, Property manager, Internal offices?, Cancelled within 5 days of check-in?, Key strategy, Is this a stay extension?, Is a relocation?, Is a special offer?, and Tags. Below the filters, there is a table with 292,477 results. The table has columns for ID, CREATED AT, CHECK-IN, CHECK-OUT, P... (Platform), O... (Owner), C... (Cancellation), R... (Rate), S... (Status), and P... (Property). The first row shows a reservation for 320931 on 14/08/2026 at 10:13, with a check-in of 14/08/2026 and a check-out of 17/08/2026.

The screenshot shows the 'RESERVATION' details page. It displays the total reservation amount as R\$510.24, with R\$510.24 paid. The reservation ID is 3207999, and the guest booking ID is YZLOJE8Y6. The platform is Airbnb, and the reservation was created on 14/08/2026 at 1:36 a.m. The cancellation policy is Flexible. A table of promotions is shown, including Mobile Rate and Top-rated guest discount. Below the promotions, there is a table of extra fees with columns for Extra fee name, Amount, and Paid to. The first row shows a 'Test' fee for 40.00, and the second row shows a 'Test management fee' for 25.00.

2 - Extra fees on quotes

Extra fees can now be added to a quote, the same way they can be added to a reservation on the reservation form.

Only fees configured on that property for the quote's reservation platform can be added. Fee amounts auto-fill from the property's configuration and follow the accommodation fare, since some fee types are a percentage of it. An amount typed by hand is never recalculated

The screenshot shows the 'Create quote' form. It includes a sidebar with navigation links for Portfolio, Reservations, Quotes, Key management, Vouchers, Upselling, Last check-ins, Guest reviews, Owner reviews, Blacklist, Inline calendar, Mailbox, HomeReady, Missions, Finance, AI suite, Marketplace, Configuration, Users, Product updates, My account, and English. The main form has sections for General (Quote label, Reservation dates, Number of adults, Number of children, Number of infants, Number of pets, Reservation platform, Currency, Expiry date, Expiry time), Guest information (First name, Last name, Company name, Guest email, Language), and Price (Price, City tax, Cleaning income from guest, Cleaning fee charged to guest, Cleaning fee to owner, Platform fees, Payment fees, Total amount charged to the guest). A table of extra fees is shown at the bottom, with columns for Extra fee name, Amount, and Paid to. The first row shows a 'Test' fee for 40.00, and the second row shows a 'Test management fee' for 25.00.

3 - Upselling priced on the reservation cleaning fee

Custom upselling rules can now take the cleaning price from the reservation instead:

- Added a "Reservation cleaning fee" option next to "Custom price" when creating or editing a custom upselling rule
- Selecting it replaces the price field and the per request / per stay / per day / per person options with a short explanation
- The price offered to the guest matches the cleaning fee recorded on their own reservation, in that reservation's currency, and is charged once per request
- The rules list and office setup show "Reservation cleaning fee" for these rules, instead of a price setting with no amount

- The price is fixed when the guest submits the request, so changing the reservation's cleaning fee afterwards does not affect requests already made

4 - Guest Mood: four moods, a history, and you can set it yourself

The mood badge already moved with the guest's messages. What it couldn't do was tell you why it said what it said, show you where the stay had been, distinguish "we don't know" from "all fine", or let you correct it when you knew better than the machine. All of that is now possible.

What gets read. Only the guest's own messages - our replies never count. Each new message from the guest is scored, weighing mainly their last message or two with the earlier conversation as context. A phone call, a site visit or a refund is invisible to it: if it didn't happen in the message thread, the mood doesn't know about it. That's what Set mood is for.

Each message is scored as one of four things, and where the mood lands depends on the score and on where the stay already was:

- A complaint or distress → **Bad mood**. Always, from any state.
- Thanks or praise → depends where you were. From **Bad mood** it goes to **Improving mood**, not straight to good. From **Improving mood** a second positive takes it to **Good mood**. From **Good mood** it stays there.
- A routine question or arrangement - check-out times, key codes, "ok" → nothing changes. The mood stays exactly where it was.
- Genuinely mixed - clear praise plus a small gripe they're not asking anyone to fix → **Mixed mood**.

Five labels you'll see:

- **Good mood** - nothing negative
- **Improving mood** - the guest was unhappy and things are turning around
- **Bad mood** - the guest is unhappy
- **Mixed mood** - mixed signals, no clear trend
- **Unknown mood** - nobody and nothing has judged this stay yet

Automatic host reviews cancel themselves: Until now, someone had to spot an unhappy guest and press *Cancel automatic review* in time. Now it happens on its own: if the guest was in a bad mood

during the last 30% of their stay, or is still in a bad mood when the review is due, the automatic review is cancelled and shows as **Cancelled** on the reservation.

JOHN DOE
Good mood PREVIOUSLY BAD
Manually set by nick.tsepetzidis · Issue resolved with guest · 7 Aug, 10:42

Guest had water leakage but it was fixed and they are now happy.
We fixed the issue, and the guest is happy

MOOD HISTORY

- Good mood** 6 Aug, 16:58
Manually set by nick.tsepetzidis · Issue resolved with guest
Test: I fixed the issue!
- Improving mood** 6 Aug, 17:20
Manually set by nick.tsepetzidis · Other
test
- Bad mood** 7 Aug, 10:23
Manually set by nick.tsepetzidis · Mood was inaccurate
There is water all over the place
- Good mood** 7 Aug, 10:42
Manually set by nick.tsepetzidis · Issue resolved with guest

[Open in Mailbox](#) [Close](#)

JOHN DOE
Good mood PREVIOUSLY BAD
Manually set by nick.tsepetzidis · Issue resolved with guest · 7 Aug, 10:42

Bad mood 7 Aug, 10:23
Manually set by nick.tsepetzidis · Mood was inaccurate
There is water all over the place

Good mood 7 Aug, 10:42
Manually set by nick.tsepetzidis · Issue resolved with guest
We fixed the issue, and the guest is happy

SET MOOD

Good mood **Select reason**

Note Optional
Type here

A reason is required. [Set mood](#)

[Open in Mailbox](#) [Close](#)

Pricing

1 - Release Update: Early Bird & Last Minute Promotion Discount Range on DBW

From now on, it is possible to create Early Bird and Last Minute promotions on DBW with a discount ranging from 1% to 99%. Previously, these promotions required a minimum discount of 10%, following the same validation as OTAs.

2 - Airbnb blackout dates: keep your best nights out of a discount

Airbnb discounts apply to every night, so a property gives away the same percentage on a sold-out weekend as on a quiet Tuesday. Now you can exclude specific nights and let the discount run on the rest. This already worked for VRBO and Booking.com promotions, and now works for Airbnb.

Airbnb's limits: 30 blackout dates per calendar year for each discount, up to 2 years in advance. The picker counts your selection per year and turns red before you go over.

3 - Pricing tool: Show history now covers every factor, and shows deletions

The pricing algorithm history used to lose track of anything you removed. It now records every pricing factor, and a deletion stays on the page with who did it and when.

Finance

1 - City tax now follows who actually holds the money

Every reservation now records what the platform did with the city tax charged to the guest. Booking.com and Airbnb tell us this per booking, and the channel manager passes it through; other channels are treated as paying it out to us.

What changed:

- Guest invoices - the city tax line appears only when the platform passed the money to us. Airbnb no longer bills a tax Airbnb already collected: the reported reservation went from 239.07 EUR to 230.00 EUR. Booking.com gained the opposite fix - when the tax is paid out to us and we remit it, the line is kept instead of dropped.
- Payout acceptance - an Airbnb pass-through city tax lands on the reservation as splittable money, instead of being booked separately, outside the split.
- Split, expected amount and owner statement - all three read that same state, so what we expect from a platform, what the split distributes and what the owner sees can no longer disagree.
- City tax rules - editing a rule no longer overwrites an amount a platform charged. It recalculates only reservations where no platform collected the tax.

2 - Payment links: a new guest page, and a plain explanation of the security deposit

Every payment we ask a guest for outside the booking itself - the security deposit, city tax, damages, extra services - goes out as a payment link. The guest opens a page, pays by card, and lands on a confirmation. Those pages have been rebuilt.

- The payment page now matches the reservation payment page: booking summary with the property photo, dates, guests and city on the left, card and billing details on the right, under the property manager's own logo and colours.
- On a phone the booking summary collapses behind a Booking summary bar, so the card form is the first thing the guest sees instead of being pushed a screen down.
- The title says what the payment is for - Validate security deposit, Pay city tax, Pay for extra services - and an extra-services link names the service in the amount row, e.g. Extra services - Early check-in instead of a bare Extra services.
- Both pages carry a language selector.
- A link that has been voided or already paid now gets a proper branded page, instead of a single line of text on a blank background.
- The security deposit now explains itself. Now one explanation, written from what the system really does. It is different for a hold and for a charge. Offices that collect the security deposit through Swikly are not affected - that method has its own pages and does not go through payment links.

Booking TDRR216AV

✓ **Security deposit confirmed**

We have charged the deposit of AED1,000.00. We refund it after your stay ends, or if your booking is cancelled. If damage is reported, we may keep part or all of it.

Security deposit	AED1,000.00
------------------	-------------

[Go to booking](#) [Show receipt](#) [Show financial statement](#)

If you have any questions, contact GuestReady Dubai at dubai.owner@guestready.com or +97145711200.

3 - Agents are now paid on the schedule you set

When payment split is on for an agent, their mission earnings move through RentalReady into their own payment account. Their profile has always carried a "Payment frequency" - per mission, weekly, bi-weekly, monthly - but it drove nothing. The agent form now carries the real schedule, the same way the owner form already does.

"Payment frequency" and "Payment type" are gone off the agent form and the agent page. Payout period replaces Payment frequency. Payment type drove nothing and has no replacement, so the recorded values for every agent were exported and kept before the fields were removed.

Payment details	
Payout period	Per month
Payout day of month	1

4 - City tax: choose which amount a percentage rule is taxed on

City tax rules let you charge a percentage of what the guest pays. Until now that percentage was always applied to the rental income only - cleaning was left out, and the form never said which amount the percentage was based on. Some markets need a wider base: the Edinburgh visitor levy, for example, must include cleaning.

On a percentage rule you can now pick the amount the percentage is calculated on, and the form spells it out with a new **Calculate percentage on** choice.

- Rental income + cleaning fee - The percentage is applied to the accommodation portion - rental income plus the cleaning fee. Optional add-ons the guest chooses (meals, parking, early check-in, and similar) stay excluded.
- Rental income only - by default - The percentage is applied to the rental income alone. This is exactly how rules worked before.

Mailbox

1 - Guest messages now go to the OTA thread of the booking they are about

Before, every message in a conversation was addressed to one OTA thread. When a guest cancelled and rebooked the same property, the OTA opened a new thread for the new booking while the mailbox kept both bookings in one conversation, so the new booking's messages were delivered into the cancelled booking's thread. The OTA accepted them, so the mailbox showed them as sent and nothing looked wrong on our side, while the guest saw a thread with no messages on the booking they actually held.

Now, each booking keeps the thread it was booked in, recorded from the OTA's own inbound messages and preserved when conversations are merged. Automated reservation messages, both the classic templates and smart triggers, are addressed to the thread of the booking they are about, and a reply typed in the mailbox goes to the thread of the guest's most recent active booking at that property.

2 - New in the mailbox: You can now see when a guest's mood changes

The mood badge tells you how a guest feels right now. From now on, the conversation itself tells you when and why it moved - a short line appears in the timeline, right next to the messages that caused it.

3 - Property tags are now visible in the mailbox

The PROPERTY section of the right panel's Reservation tab shows them as badges, in the same colours as the property page, at the end of the row that already holds the office, premium class, self check-in and multi-unit badges.

Call Center

1 - The call center no longer blocks the mailbox while you are on a call

- Before, the call center opened as a modal in the middle of the screen, over an overlay. While a call was running you could not scroll the conversation, open another guest or check anything else without minimising the call first. The "this call is recorded" warning sat in a band across the top of the screen.
- Now, the modal sits in the bottom left corner and the overlay behind it is transparent and clickable, so the mailbox stays visible and fully usable for the whole call. The recording warning moved onto the bottom of the modal itself, next to the call it belongs to.

2 - The mailbox and softphone now tell you when a colleague is already on a call with the guest

While a conversation or the call centre widget is open, a banner at the top of the conversation and a line in the widget above the "Call guest" button name the colleague on the call and how long it has been running. It covers calls in both directions, whether the guest called us or a colleague called the guest, and whichever of the guest's numbers the call used.

3 - The Call from number list no longer covers the call center modal

- Before, opening the "Call from" select floated the list of numbers over the modal, hiding the guest name, phone number and language along with the call actions underneath it, so you picked a number without being able to see who you were about to call.
- Now, the list opens above the select as part of the modal, and the modal grows upwards from the bottom left corner to make room for it, so the guest details and the call buttons stay visible while you choose. A long list of numbers scrolls inside the menu, so the modal still fits on short screens, and opening it no longer scrolls the mailbox behind it.

4 - The call center modal no longer sits on top of the mailbox folders and filters

- Before, the modal opened in the very corner of the screen, over the folder list, the flags and the filters sidebar.

- Now, it opens just to the right of the filters sidebar, so the folders, the flags and the filters stay readable and clickable for the whole call.

5 - A callback where the guest presses nothing at the recording prompt now ends instead of connecting the agent

- Before, when an agent called a guest back and the guest answered but pressed no key at the "press 1 to allow recording" prompt, the call was connected to the agent anyway.
- Now, if no key is pressed the callback ends by itself and the agent is never connected. Voicemail is the one exception: each callback is checked for an answering machine and those are still connected, so agents can still leave a message.

6 - The status history of an agent is now filterable and paged, and shows how long each status lasted

- Before, the page listed every status change ever recorded for that person, all on one page, showing only the date and the status.
- Now it opens on the last 30 days and pages through 50 at a time, and you can narrow it by date range or by what caused the change. Each row also shows how long they stayed in that status, and the top of the page shows their current status and since when.

Warning: Some of what the page shows is not complete yet, in particular Source, so read Source as indicative for now, and do not treat it as proof.

7 - Call recordings can now be downloaded

Now, every recording has a download button that saves the file to your computer, named after the recording, instead of opening it in the browser. The progress bar is much wider and you can click or drag it to any point — before you press play as well as during — with the elapsed and total time shown next to it, and a 1x / 1.5x / 2x speed setting that stays with you for the next recording you play on the page. Starting another recording now pauses the current one instead of resetting it. All of this is on the Call recordings page and, for the first time, in the "Calls and recordings" block of the reservation page. Recordings that were deleted stay disabled, download included.

8 - A missed call is no longer offered straight back to the same agent

Before, when an agent's phone rang out unanswered, the softphone put them back in the routing pool about a second later, so the routing system offered them the very same caller again fifteen seconds later, and again after that.

Now, a ring that times out pauses the agent for two minutes instead. The top bar shows them as paused with an Unpause button, no call is offered to them for those two minutes - each caller goes to another agent in the meantime - and they return to available on their own afterwards. A pause the agent chose themselves still lasts until they unpause.

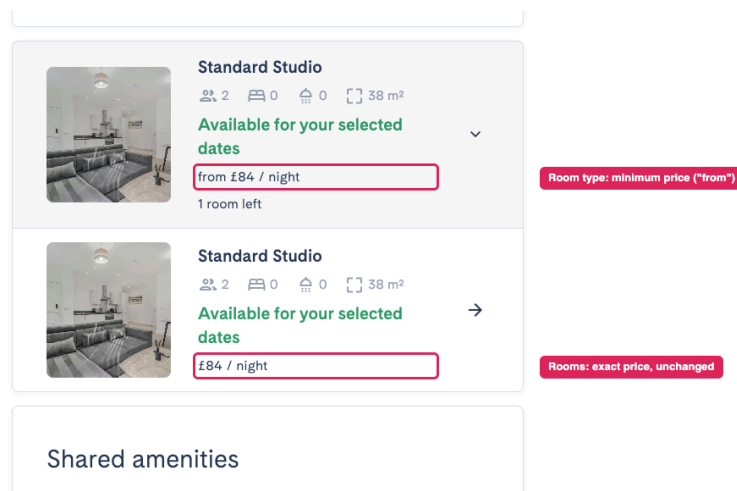
9 - Recorded calls now get a written transcript

A recorded call is transcribed automatically and the transcript stays readable for 180 days, long after the audio is deleted at thirty days. A Transcript button on the row opens the call line by line: a timestamp on every line and the agent and the caller told apart by colour and by a label.

Direct Booking Website

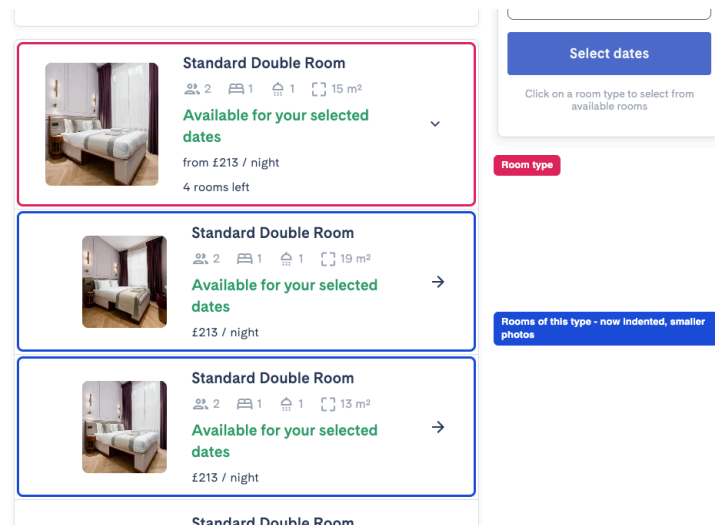
1 - Hotel room types now show a minimum price

On hotel pages of the Direct Booking Website, prices used to appear only on individual rooms - guests had to expand each room type to compare. When dates are selected, each room type now shows from [price] / night, the price of its cheapest available room, so guests can compare room categories at a glance.



2 - Clearer room list on hotel pages

On hotel pages of the Direct Booking Website, expanding a room type showed its rooms styled exactly like the room type headers, making it hard to tell what was a category and what was a bookable room. Rooms are now indented with smaller photos, so the hierarchy is clear at a glance.



Artificial Intelligence

1 - Maia Now Tells Guests Every Message Was Generated by AI

Live since 4 Aug 2026

Every message MAIA sends a guest now ends with a short line saying it was generated by AI, written in the same language as the message. This covers her replies, her upsell offers, and her inquiry chasers.

If a guest asks outright whether they are talking to a person, MAIA now confirms plainly that she is an AI assistant, then answers their question

Notes:

- *The EU AI Act requires that people are told when they are interacting with AI — see [Article 50](#).* This is how we meet that for guest messaging
- The line is translated rather than always English because MAIA writes in the guest's own language — a disclosure the guest cannot read does not disclose anything
- Drafts that staff review and send themselves are deliberately not stamped. Those go out from a person under their own name, so labelling them as AI-generated would be wrong

2 - Maia no longer replies to automatic emails

Some guests have an auto-reply switched on in their mailbox ("I'm out of the office, I'll get back to you soon"). Until now, Maia treated those as a real guest message and answered them — which triggered another auto-reply, and the two kept answering each other.

Maia now recognises automatic emails — out-of-office replies, auto-responders and delivery failures — and leaves them alone. There's also a safety net: if anything similar ever slips past, Maia stops by itself and hands the conversation to the team instead of carrying on.

3 - Maia won't greet you twice anymore

The problem: Maia opened every single reply with a greeting, even deep inside an ongoing conversation. A guest asking three follow-up questions got "Hi Tom," three times in a row. In one thread Maia was still greeting the guest 29 messages in.

What changed: Maia now greets only when it actually makes sense:

- on the first reply in a conversation
- when a thread has been quiet for more than 12 hours and starts up again
- not on follow-ups inside an active conversation — it goes straight to the answer

4 - Maia update - early check-in & late check-out

Until now, when a guest asked about early check-in, Maia answered from the office's check-in policy. It couldn't see whether early check-in was actually possible for that specific booking — so it sometimes told guests to request it in their Guest Space when the option wasn't there, and occasionally quoted an arrival time or a fee that didn't exist.

Maia now checks the booking system before answering. It knows whether early check-in or late check-out can be requested right now, and exactly which times are available at which price. It will offer only real options, and say plainly when it isn't possible — without getting into cleaning or scheduling details with the guest.

5 - Maia can now answer city tax questions

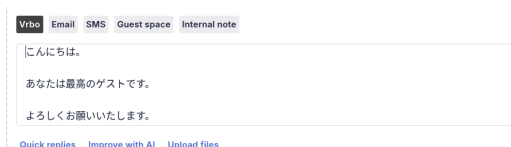
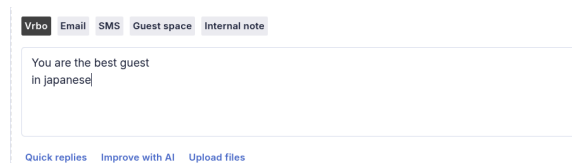
What was happening: When a guest asked about city / tourist tax, Maia had no way to see the amount. The best it could do was point them at the booking platform's price breakdown — which isn't much help when someone just wants to know what they'll pay. What's changed: Maia now gives the real figure.

6 - Mailbox + MAIA - The Check-In Time a Guest Asked For Is Now Visible on a Request to Book

The mailbox now shows you the check-in time a guest asked for on an Airbnb Request to Book, and warns you before you accept when it falls outside the hours the property takes arrivals.

7 - MAIA - Improve with AI Now Follows Your Instructions and Uses Your Office Signature

"Improve with AI" now does what you ask it to do in a note under your draft, closes with your office's signature, and returns wording you can send as it stands.



8 - MAIA - An On-Time Check-Out Is No Longer Refused as Late

A check-out or check-in change that is still inside the property's allowed window is now confirmed instead of being refused. Before, MAIA sometimes treated a requested check-out that was still within the property's window as a late check-out, and sent the "we can't guarantee late check-out in advance" holding message. The same happened on arrivals. Now, Early and late are measured against the property's own limits, so a requested time inside the window is confirmed

9 - MAIA - Now Stays Silent and Hands Over to Staff When No Flag Can Be Applied

When MAIA decides a conversation needs escalating but the office has no flag colour configured for it, MAIA now posts nothing and leaves the conversation open for staff - instead of sending a generic reply that pulls the guest into a back-and-forth.

10 - MAIA - One General Holding Message for Every Escalation, No Team Named

When MAIA escalates a guest's issue, it now sends the same neutral holding message whatever the issue is. It no longer tells guests that "the maintenance team has been notified" or that anyone will look into it urgently. No team, department or specialty is named, and no timeframe is promised.

11 - MAIA - Now Reads the Property's Full Room Layout

MAIA now gets the property's actual room layout — every room type, bed types and counts, whether each bathroom is private, shared or ensuite, and whether the guest booked the whole place or one room inside a shared home.

12 - Update base and daily prices in bulk, right from Maia

Maia can now run bulk price updates for you. Instead of raising a ticket for the support team to update prices in the back office, you attach a CSV in the Maia chat and Maia runs it on your own properties - with a review step before anything changes, and the result handed back to you in the chat.

Two pricing updates are available today:

- Base prices - set a new base price per property. CSV columns: `rental_id`, `base_price`.
- Daily prices - set a price for specific dates (for example a price reduction on a given date). CSV columns: `rental_id`, `date`, `price`.

RentalReady apps

1 - Release - Owner mobile app 5.5.3: Android 16 support and two iOS fixes

A new version of RentalReady Owners (5.5.3) is out on the App Store and the Play Store. This one is a maintenance release — no new sections — but it keeps both apps publishable on the Play Store and fixes two iOS issues.

Android 16 (API 36) support: Google Play requires every app to target Android 16 from 31 August 2026. After that date we would not be able to publish *any* update to either app, and both were flagged as non-compliant. 5.5.3 clears the warning.

Fix — rare crash when opening the app from a notification (iOS): Tapping a New reservation or Reservation cancelled push while the app was fully closed could occasionally crash it on launch instead of opening the app. Fixed.

Fix — screen orientation when returning to the app (iOS): The portrait lock is now correctly reapplied when the app comes back from the background, instead of occasionally being left in the wrong orientation.

RentalReady API

1 - Generate a KeyNest collection code for a mission

Users can now generate a mission's KeyNest key collection code through the API, which until now was only possible by clicking Generate Code on the mission page. This covers the properties the automatic job skips - those set to office key pick-up whose key is sitting in a KeyNest store. Those missions never get a code, so the agent can't collect the key, and an automation bot that spots the problem has to ask a person to generate one from the mission page.

What's new?

- New endpoint `POST /api/v3/missions/{id}/generate_collection_code/`, running the same action as the Generate Code button. It returns the code, store details and access link, so no second call is needed to read it back.
- Create-only by default: a mission that already has an active code gets it back untouched, so a caller can never invalidate a code a check-in agent is already holding. A missing or expired code is minted fresh.
- `regenerate=true` replaces a code that is still active, limited to once every 10 minutes per mission.
- Clear errors when the mission has no property, is cancelled, or when KeyNest cannot produce a code.

Scopes and permissions: Existing `missions:write` scope, plus a new permission, Can generate a mission key collection code through the API, granted per API user - nobody has it yet.

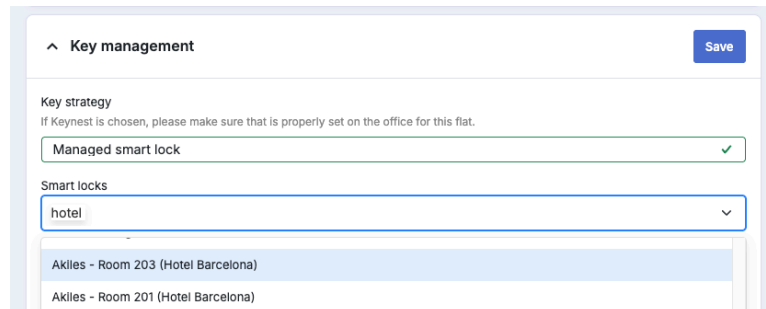
Where to find it: Swagger UI: `/api/v3/schema/swagger-ui/` → missions → "Generate mission collection code".

`regenerate=true` on a check-in mission tells the guest their access code has changed, every time. Keep it to human-initiated calls, so an automation can't message a guest by accident.

Integrations

1 - Smart lock select now shows the Akiles site name

We've updated the smart lock select input in the rental form for Akiles. The locks now include the site name, making it easier to choose the right door when multiple locks share the same name. You can search by site name to find all locks at that property.



The screenshot shows a web interface for 'Key management'. At the top right is a blue 'Save' button. Below the header, there's a 'Key strategy' section with a note: 'If Keynest is chosen, please make sure that is properly set on the office for this flat.' Below this is a green-bordered box containing 'Managed smart lock' with a green checkmark. Underneath is a 'Smart locks' section with a dropdown menu. The dropdown is open, showing 'hotel' as the selected option. Below the dropdown, a list of items is visible: 'Akiles - Room 203 (Hotel Barcelona)' and 'Akiles - Room 201 (Hotel Barcelona)'.

Key management Save

Key strategy
If Keynest is chosen, please make sure that is properly set on the office for this flat.

Managed smart lock ✓

Smart locks

hotel ▼

- Akiles - Room 203 (Hotel Barcelona)
- Akiles - Room 201 (Hotel Barcelona)