

EPIC
AT THE BAY


BOCOBAY
LUXURY VACATION RENTAL MANAGEMENT

EPIC - MANAGEMENT PROGRAM

PRIVATE RESIDENCE RENTAL PROGRAM

PRIVATE AND CONFIDENTIAL

THIS IS

Bocobay *Management*

Bocobay is a luxury property and vacation rental operator, committed to providing the highest level of service to over 130 of the very best residences in Curacao and Aruba.

Bocobay offer homeowners a luxury hotel-level vacation rental program.

Our tech-enabled solutions, managed from our London head office, underpin our best-in-class property management. At the same time, our concierge team coordinates operations on the ground to ensure an incredible, bespoke experience for every owner, resident, and tourist.





Our Services

VACATION RENTAL MANAGEMENT

Our end to end - best-in-class vacation rental program, offering the services of a 5-star hotel. No upfront or flat fees, and cancel anytime.

RESORT MANAGEMENT PLUS

Providing on-site hotel-level management. Turning the vacation rental into a resort-style hotel experience.

COMMUNITY MANAGEMENT

Remove your board's headache with full administration taken care of - transparently on a custom online portal.



Britney Bossers

Vacation Rental Expert

WhatsApp: +297 566 5283

E-Mail: britney@bocobay.com



Mariela Urdaneta

Vacation Rental Expert

WhatsApp: +297 699 9677

E-Mail: mariela@bocobay.com

Alternatively, call or text us on +1 929-297-9671

Learn More & Speak to us Today

Welcome to Bocobay, where your dream of owning a vacation home in the breathtaking Caribbean destination of Curacao becomes a seamless reality. Our team of seasoned Vacation Rental Experts stands ready to guide you through every facet of our esteemed vacation rental management program. From maximizing your property's potential to ensuring a hassle-free experience, we are dedicated to making your ownership journey in Curacao as rewarding as it is unforgettable. Contact us today even if you are simply interested to learn more - we are happy to help!

Private living *on a new level*

**Bocobay offers the very best selection of luxury
villas and condos.**

Vacation Rental *management*

1. POST-PURCHASE SUPPORT
2. PROPERTY ONBOARDING
3. PHOTOGRAPHY AND STAGING
4. HOTEL-GRADE LINEN PROGRAM
5. THIRD PARTY LIABILITY INSURANCE
6. MARKETING AND REVENUE MANAGEMENT
7. PROFESSIONAL HOUSEKEEPING
8. GUEST EXPERIENCE
9. PROFESSIONAL MAINTENANCE
10. ACCOUNTING AND FINANCE
11. ONLINE OWNER PORTAL AND GUEST APP



1.

YOUR HOME MADE EASY

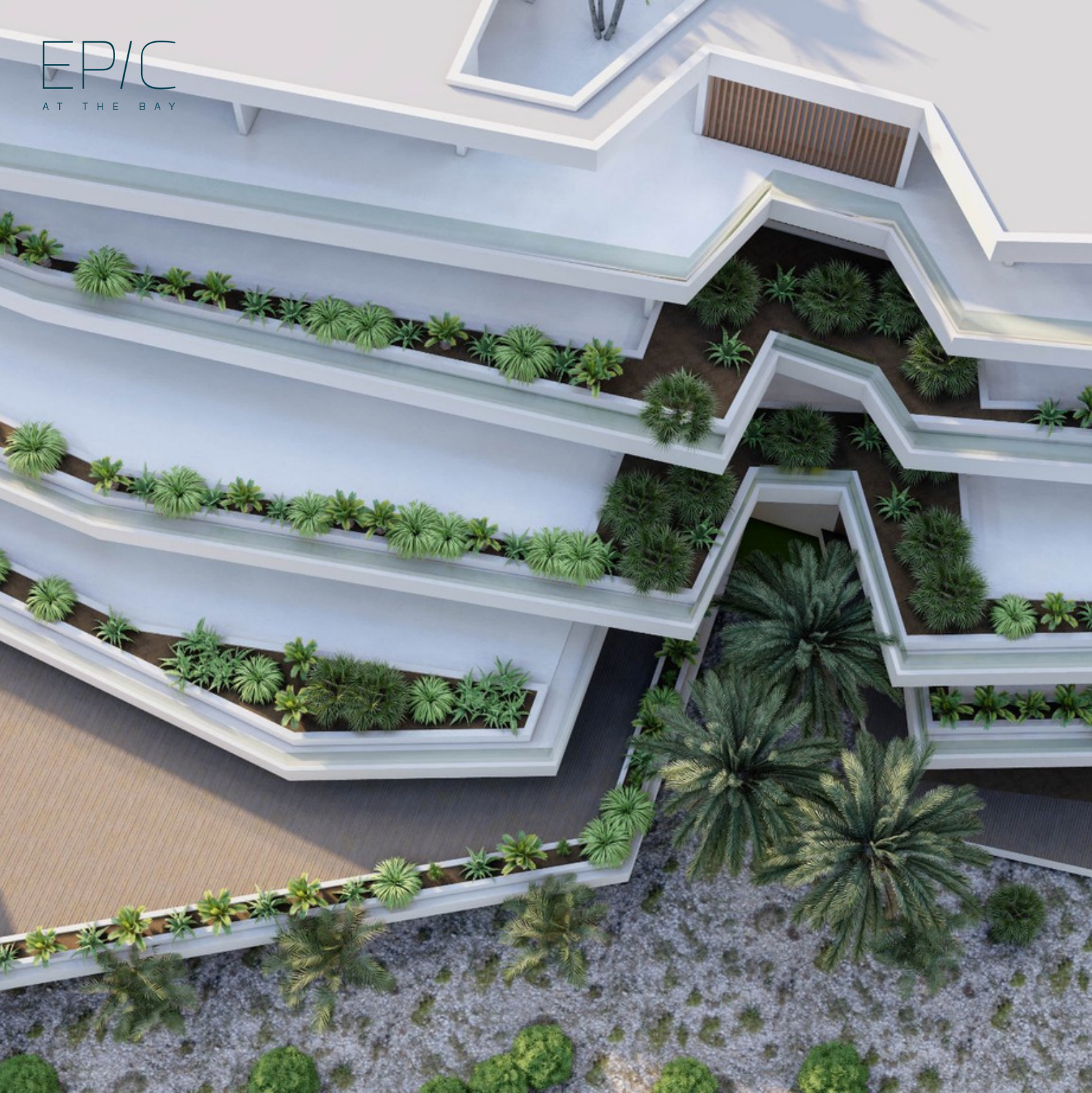
Post-purchase *support*

From the moment you close on your property, Bocobay client relations will be on hand to help.

- Setting up electricity, water, and wifi/cable accounts on behalf of owners, as well as paying bills on a monthly basis.
- Helping to procure the inventory required to prepare the property for the rental program.
- Walk through to ensure the continued good condition of the property.
- Procuring quotations for third-party service providers.
- Repairs, improvements, and installation support from our Maintenance team.
- Providing on-the-ground assistance, interior decoration advice to ensure you have a successful rental.



BOCOBAY
Client relations & Rental Program Sales



2.

ATTENTION TO DETAIL

Property *onboarding*

Each property undergoes a thorough onboarding process to ensure that it is well-prepared for rentals.

We've created a list of items that based on our experience and operations will be helpful to meet your guests's expectations and needs.

Bocobay first takes a full inventory and condition report of the property so that all items are accounted for.

We ensure our team has a comprehensive understanding of how your property works to provide accurate information and assistance to guests.

3.

PICTURE PERFECT

Staging and *photography*

Following our onboarding process, we prepare your property to be marketed online, which encompasses:

- Property deep clean and staging to ensure is photo-ready
- Professional photography by our in-house photographer
- Professional photo editing
- Custom floor plan design - this helps guests visualize the space and increases reservations
- Professional drone photography and editing
- Custom copywriting for each individual listing





4.

UNMATCHED QUALITY

Hotel-grade *linen program*

Every Bocobay property includes our centralized hotel-grade linen program.

Our linens are reordered regularly to ensure a luxurious standard is maintained across all of our properties. All linen is of a high thread count and 100% cotton.

The program includes:

- Pillow protectors and covers
- Mattress protectors
- Fitted and flat sheets
- Duvet quilts and covers
- Bath and beach towels
- Bath mats
- Wash clothes and hand towels
- Kitchen towels
- And much more

5.

EVERY DETAIL TAKEN CARE OF

Third party *liability insurance*

All Bocobay properties are covered by third-party liability insurance to ensure that all guests and owners are protected in the unlikely event of an accident.

As part of this service, your property will receive a walk-through inspection, where any potential concerns are raised and addressed.





6.

BESPOKE OPTIMIZATION

Marketing and *revenue*

Bocobay markets the properties across several online travel agencies including Airbnb, VRBO, Expedia, Marriott Homes & Villas, Booking.com, Google, Hotel.com as well as on our own booking portal at www.bocobay.com.

Our marketing and revenue management takes place from our headquarters in London in order to deliver technology-first and data-driven services. We employ a variety of dynamic pricing strategies which are constantly monitored and improved to maximize revenue for your property.

Our dedicated Pricing team, employs SEO strategies to improve website traffic and ranking.

7.

A HIGH STANDARD

Professional *housekeeping*

Bocobay employs a full-time professional housekeeping team to keep your property in top condition. Our services include:

- Full-time professional housekeepers and housekeeping managers for quality control purposes
- All cleaning tools and cleaning products
- Deep cleans, including hard-to-reach surfaces
- Removal of used linen and towels after guest check-out, and replacement during reset cleans
- Off-site professional linen & towel laundering
- Complementary Mid-Stay cleaning for stays longer than 6 days - additional housekeeping can be completed upon request at an additional cost to the tourist
- To prepare properties for guests, these are also stocked with welcome packs, such as water, soft drinks, snacks, and essentials such as laundry tablets, cleaning essentials and a kitchen pack





8.

SERVICE, ELEVATED

Guest *experience*

At Bocobay, we take pride in providing 5-star hotel services and experiences for our guests, resulting in incredible online reviews (we currently have an average score of 4.9 out of 5 from more than 1,500 reviews across our entire portfolio on Airbnb).

- Every guest is greeted in person during check-in and check-out.
- Guest walk through in the property
- Bocobay's concierge team is on hand to book anything from car rentals to a private chef
- Guests receive 24/7 support from our team on the ground
- Beach towel swap - complimentary hotel-style
- Post-check-out inventory inspection
- Guest vetting and no-party policy
- Further requested services can be coordinated such as daily housekeeping

Guest experience roadmap

1. BOOKING
Bocobay's customer experience (CX)* team is on-hand to support guests throughout the booking process.

4. HOUSEKEEPING
If there is a same day check-out, our housekeeping team will perform a full scheduled cleaning of the property. Otherwise, our housekeeping team will perform a refresh of the property in preparation for the guests.

7. CONCIERGE
Through our guest app and 24/7 support from our CX team, guests can reserve and book a number of activities through our trusted partners, ranging from massages to a private chef, excursions and much more.

2. BEFORE ARRIVAL
After booking, guests will receive information on how to access and use the Bocobay online Guest App, which will display the check-in info, WiFi password, home 'tips and tricks,' as well as recommendations of activities to book in advance from our concierge team.

5. PRE-CHECK-IN INSPECTION
Our CX team will perform a thorough inspection of the property prior to the guests' arrival. This includes switching on lights and ACs, checking that all appliances are working correctly, linen is in good condition and beds well-made, and double-checking that the guest welcome pack, toiletries and cleaning supplies are all correctly stocked.

8. IN-PERSON CHECK-OUT
Guests are checked out of the property personally by our CX team, who will have messaged the guests the previous day reminding them of the checkout time.

3. DAY OF ARRIVAL
On the day of arrival, guests will receive a message from our CX team requesting their estimated time of arrival so that they can be greeted in person at the property.

6. IN-PERSON CHECK-IN
Guests are welcomed to the property in person by our CX team, who provide a guided tour of the property, information on the use of appliances and answering any questions the guests may have.

9. POST-CHECK-OUT INSPECTION
Our CX team will conduct a thorough inspection of the property following checkout. This includes switching off ACs and lights and checking that no water is running. The team also checks for any damage or missing items.

9.

PEACE OF MIND

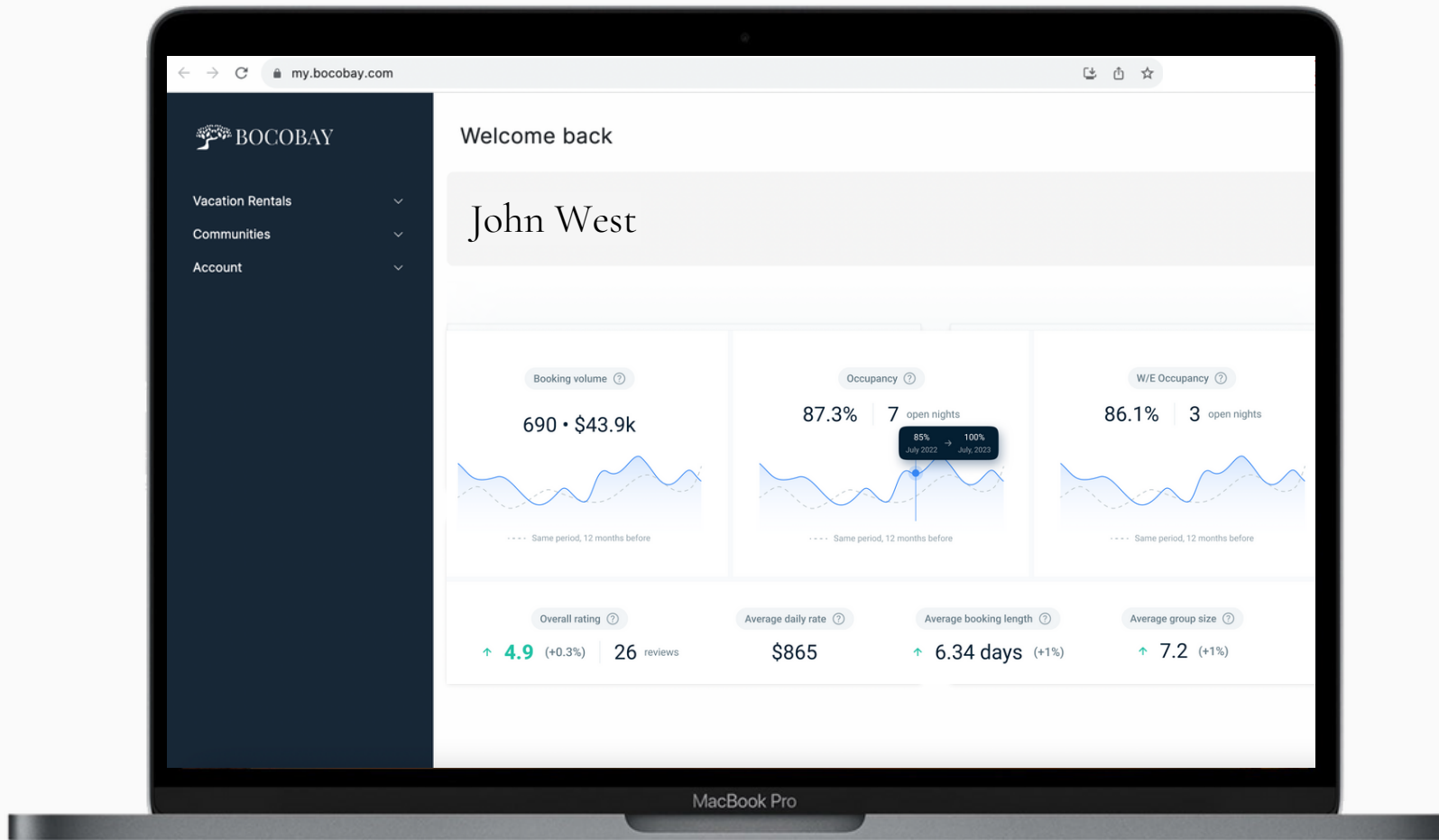
Professional *Maintenance*

Bocobay employs a full-time maintenance team and works with a variety of trusted partners on the island to ensure that your property remains in top condition.

- **Unscheduled maintenance:** we are on-hand 24/7 to ensure that issues are dealt with immediately (e.g.: tightening a loose door handle)
- **Scheduled maintenance:** this is coordinated on a routine basis as part of our program (e.g.: air conditioner servicing, pool servicing, landscaping maintenance, alarm installation, etc.)
- **Preventative Maintenance:** filter cleaning, periodical pest control scheduling, etc.
- **Property reparations, improvements requested by owners**
- **Immediate assistance for maintenance issues reported by the guests**



*BOCOBAY
Maintenance Team*



10.

FULL TRANSPARENCY

Accounting and *finance*

Bocobay provides owners with income statements on a monthly basis and transfers funds either locally or internationally every month. We also take care of recurring administrative tasks:

- Payment of local tourist taxes on behalf of owners
- Payment of utility bills on behalf of owners
- Payment of HOA fees on behalf of owners (if applicable)
- Any other third party service invoice related to the property

All bills are paid at the exact rate and invoices sit as line items on monthly income statements and can be found in PDF format under the 'expenses' button on the owner's portal - MyBocobay. This means that you do not have to incur any transfer fees or costs associated with these payments.

Additionally, owners can monitor bookings and property performance via our online owners portal. A custom dashboard provides a comprehensive breakdown of upcoming bookings, key metrics, and rental income, updated in real-time (see more on the next page..)

11.

FULL TRANSPARENCY

Online portal *and Guest app*

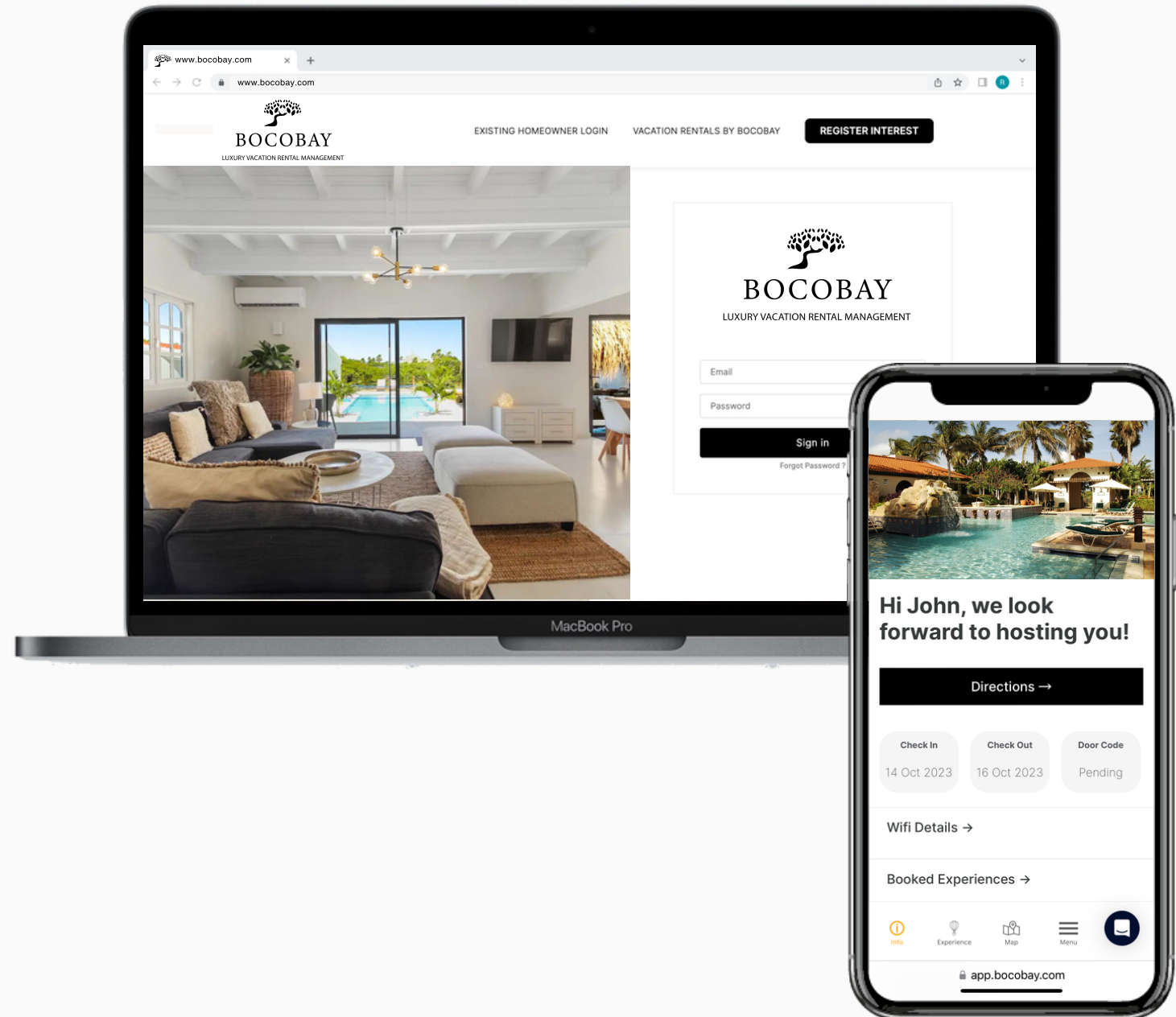
From our London office, Bocobay invests in its intrinsic tech at every turn, culminating in a seamless tech-fuelled operation, a **Guest Web App** with high engagement rates, and an on-demand transparent owner portal. Bocobay's transparent custom online portal allows the owner to see:

- **Monthly statements**
- **Real-time open balance, with all income from reservations**
- **Property expenses (and related invoices, for example, utility bills)**
- **Live calendar and reservations**

GUEST APP

Our Guest app with functionality to see property information as well as:

- **Book experiences such as private chef, grocery shopping, and more**
- **Message the front desk**
- **See information e.g. Door code, Wifi passwords, etc.**



Resort *Management*

Bocobay prides itself on anticipatory, personalized, insightful service. Our services are available to guests at any time, night and day.

- **Front desk:** operating the front desk, seven days a week by an experienced Bocobay-trained agent, giving an outstanding service to all guests and residents.
- **Concierge:** Bocobay offers every guest and property owner access to an in-house concierge service, enabling them to arrange a wide range of services, from hiring a personal chef to booking water sports activities.
- **Resort quality control:** through routine inspections against robust checklists, Bocobay ensures that the residence is always at its best.





Community *management*

Bocobay's community management service removes any headache when it comes to running a successful Homeowners Association (HOA). Our extensive experience in the field allows for the smooth and professional running of your residence.

- **Online portal:** through a custom online portal, the developer can view expenses, access building contracts, log maintenance issues, view building and unit information, and contact the front desk.
- **Annual budgets:** with our extensive knowledge and experience, Bocobay prepares all annual budgets.
- **Administration:** Bocobay takes care of all administration - from bookkeeping to engaging an accountant - to ensure compliance with all local laws.



REVIEWS

From our *guests*

“

the best thing about the apartment is Bocobay management! It was the perfect blend of airbnb independence and hotel concierge services.

Romina

“

Bocobay definitely raised the bar for our travelling experiences.

Gary

“

The hosts themselves were the star of the show for me.

Marcus

“

Better than than 5 star hotels we have stayed at.

Rootvik

“

The staff was AMAZING! They went above and beyond in every way.

Kelcy

“

one of the best stays and experiences we have ever had through Airbnb.

Shane

TESTAMONILAS

From our *owners*

“

Bocobay provided such a great service and delivered so well, we purchased an additional investment property to solely rent with the Bocobay Rental Program.

Janet

“

The impact of Bocobay has been phenomenal. I'm over the moon with the occupancy and nightly rates we have achieved in our first year. It has been far above the estimated ROI.

Tom

“

We really appreciate the transparency that Bocobay's online portal provides so that we can see how well our property is performing in real time. Their management is second-to-none and we can trust that they're doing all they can to maximize our income.

Scott

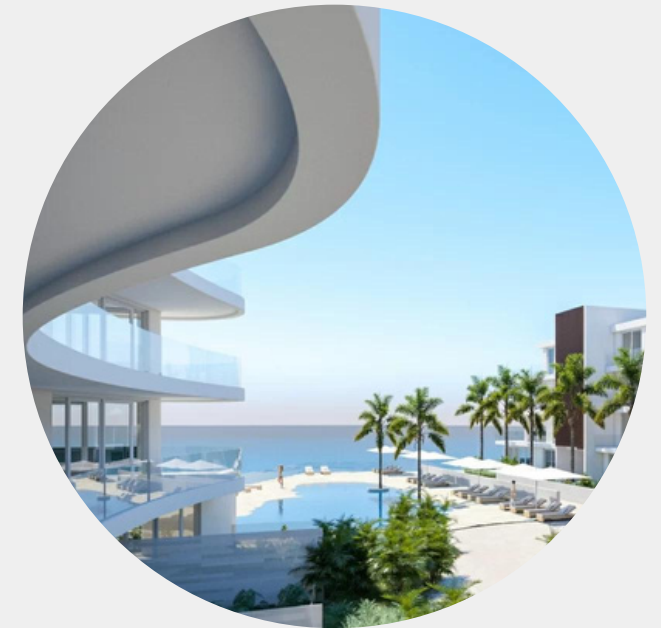
CASE STUDY ARUBA

O *Condominium*



CASE STUDY CURACAO

ONE *Mambo Beach*



Team



Britney Bossers
Sales Associate



Mariela Udaneta
Sales Manager



Charlotte Monero
Operations Manager



Jeraldin Carmona
Guest Experience Supervisor



Charly NG
Customer Experience



Tara Mansur
*Housekeeping &
Maintenance Manager*



Tiana de L'Isle
Client Relations Manager



Camilla Rodriguez
Client Relations Assistant



Ivan Rodriguez
Linen & Logistics Supervisor



And More!

That's not all, we have a great team always ready to rumble. The team includes Maintenance team, a full Housekeeping crew and of course our amazing Customer Experience agents responsible to go above and beyond ensuring an exceptional guest satisfaction.

OUR TEAM

A shared *passion*

Bocobay's management team is made up of expert professionals that share an unrivaled knowledge and a passion for providing the very best service to our guests and homeowners.

Founders



James Curtis
Founder

Focus on new business in the hugely exciting branded residence & apart-hotel sector



Nick Curtis
Founder

Experienced process-led operator, with focus on tech and data to optimize operations, scale and perform

EP/C
AT THE BAY

EP/C
A T T H E B A Y


BOCOBAY
LUXURY VACATION RENTAL MANAGEMENT

+1 929-297-9671
www.bocobay.com
info@cocobay.com

Projections related to projected revenue, costs and net operating income are only predictions. No assurances can be given that the future results indicated, whether expressed or implied, will be achieved.