



# Welcome Solutions



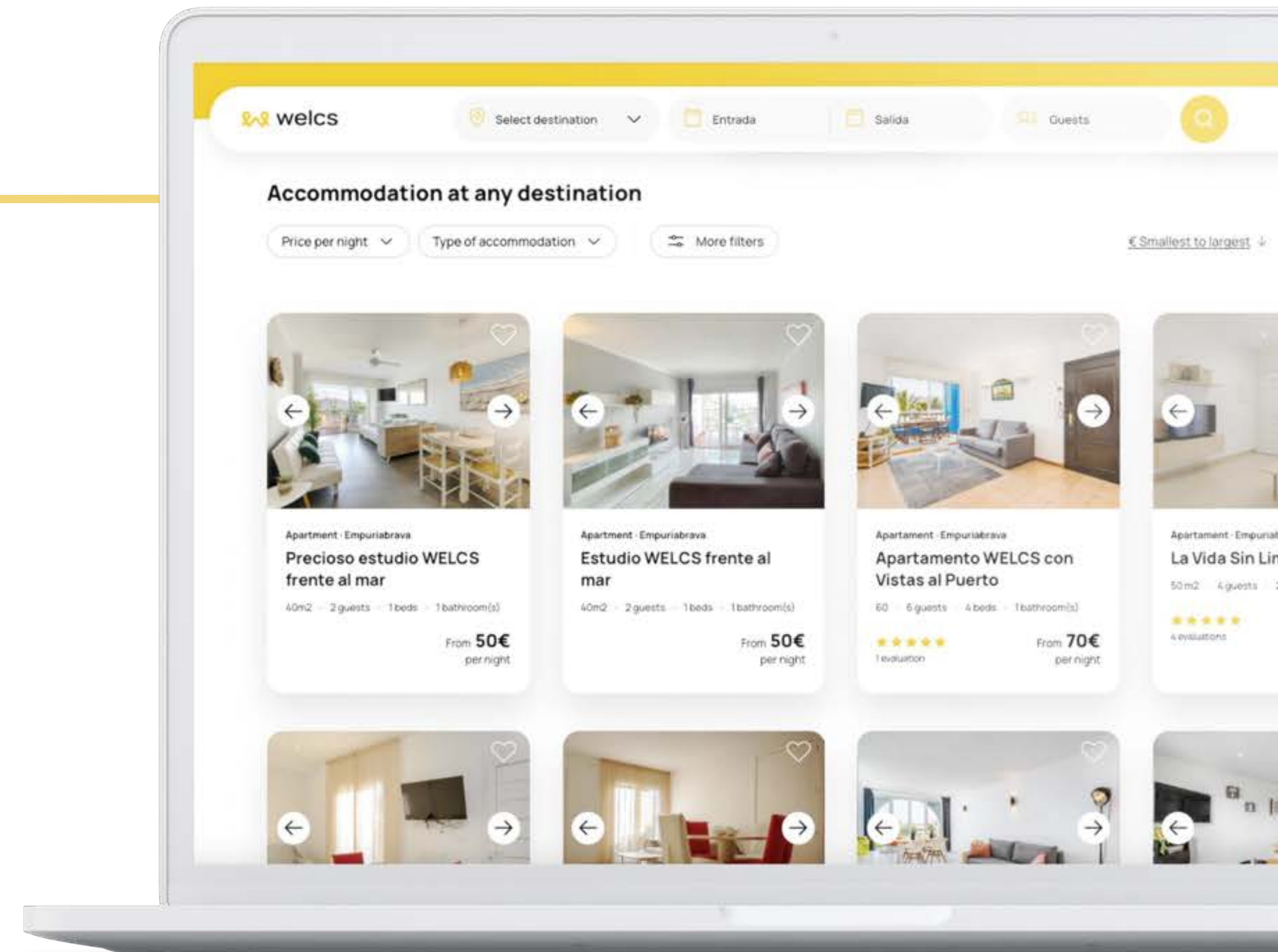
**OWNER  
INFORMATION**



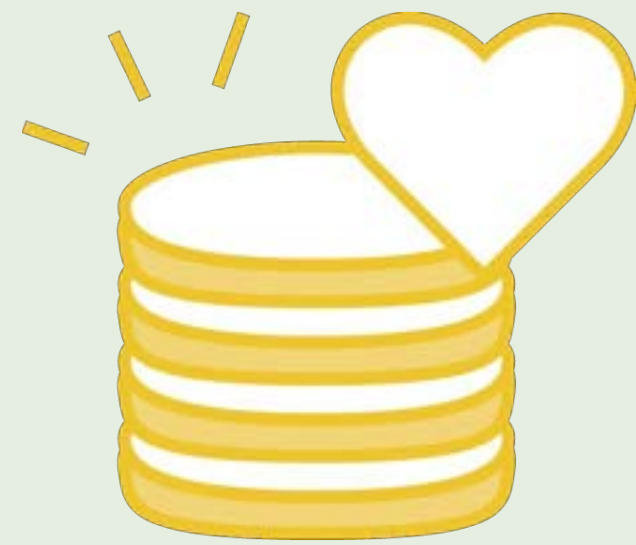
# About us

In Welcs we are a multidisciplinary team, highly qualified and strictly specialized in the field of vacation rentals. We have been working in the sector since 2014 and in these years we have demonstrated efficiency, transparency and satisfaction both from guests, owners and investors.

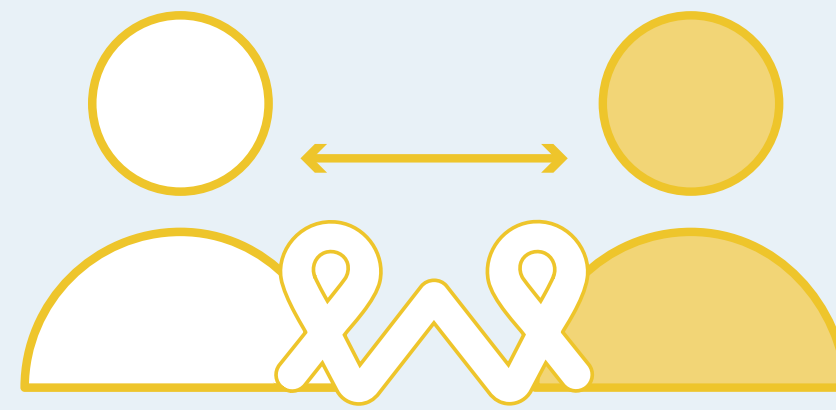
Our experience and knowledge have allowed us to create a system of optimized processes that encompass all the management of vacation rentals. We are proud to share these processes with you, so that the vacation rental business stops being a guessing game or uncertainty and starts being a clear and transparent way to generate income and get maximum profitability from your property.



# Our key values



Best price guarantee



Total transparency



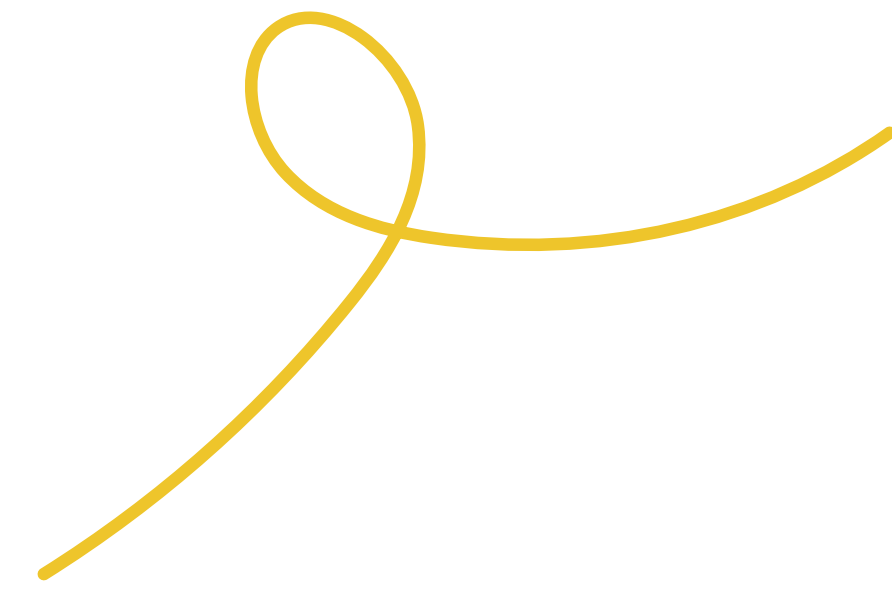
Safety and commitment

Efficient communication

Top quality guest service



we charge  
per booking



and that is what  
we offer you...



# Tariffs

Compare plans and their features

Welcome

Digital

Solutions

B2B

10%

0€ Down payment

10€ Per month per property

15%

250€ Down payment

15€ Per month per property\*

\*instalación cerradura digital obligatoria

20%

250€ Down payment

20€ Per month per property

12,5%\*

0€ Down payment

12,5€ Per month per property

\*owner's commission For owners and companies with 10 or more properties

Competition and market analysis	✓	✓	✓	✓
Elaboration of economic proposal and rates for the whole year	✓	✓	✓	✓
Creation of advertisements in more than 30 online booking portals	✓	✓	✓	✓
Optimization of ads on booking portals	✓	✓	✓	✓
Daily price review	✓	✓	✓	✓
Dynamic pricing functionality	✓	✓	✓	✓
Pre-arrival communication with tourists	✓	✓	✓	✓
Reservation management	✓	✓	✓	✓
Customer collections	✓	✓	✓	✓
Withholding of bond	✓	✓	✓	✓
Online contract with customers	✓	✓	✓	✓
Submission of customer documentation to the competent authorities	✓	✓	✓	✓
Payment of tourist taxes to the competent authorities	✓	✓	✓	✓
Access to owner's extranet to monitor bookings, occupancy and revenues	✓	✓	✓	✓
24/7 tourist service	✗	✓	✓	✓
Gestión de check-in y check-out	✗	✓	✓	✓
Communication during the stay	✗	✓	✓	✓
Resolution of incidents during the stay	✗	✓	✓	✓
Cleaning and laundry services	✗	✓	✓	✓
Basic maintenance included	✗	✗	✓	✓
Additional damage insurance	✗	✗	✓	✓
Personal concierge for each reservation	✗	✗	✓	✓

# Tracking of your revenue

Best price guarantee

We provide you with all relevant information related to the revenue and sales status of your property. We constantly analyse this data to make the best decisions and increase the profitability of your accommodation.

ADR <sup>Ⓞ</sup>	RevPAR ajustado <sup>Ⓞ</sup>
122 € primaria	93 € primaria
110 € comparar	90 € comparar
Ocupación pagada ajustada % <sup>Ⓞ</sup>	Ingresos de unidad (por noche) <sup>Ⓞ</sup>
76,7 % primaria	22,3K € primaria
71,3 % comparar	20,7K € comparar



All this information is easily accessible through the owner's portal!












# Dynamic prices & Market Research

Best price guarantee

We use big data tools to optimise listings, carry out market research and ensure that we establish the best prices at all times. We review the prices of properties with similar characteristics on a daily basis and adapt them according to the real market demand.

● Precio reservado más bajo ● Precio más alto reservado ● Reservado en los últimos 7 días ● Reservados

Nombre de host	Tarifa media reservada	Tarifa media no reservada	Cal Occ	5	6	SÁB. / NOV. 26	DOM. / NOV. 27	LUN. / NOV. 28	MAR. / NOV. 29	MIÉ. / NOV. 30	JUE. / DIC. 1	VIE. / DIC. 2
 Miguel	78 €	78 €	77%	▼ 1%	▼ 1%	▼ 1%	▼ 1%	▼ 1%	▼ 1%	▼ 1%	▼ 1%	▼ 1%
 Marina - Interhome Grc	15 €		100%	15 €	15 €	15 €	15 €	15 €	15 €	15 €	15 €	15 €
 Welcs	78 €	78 €	94%	▼ 1%	▼ 1%	▼ 1%	▼ 1%	▼ 1%	▼ 1%	▼ 1%	▼ 1%	▼ 1%
 Xavier	145 €	70 €	94%	▼ 1%	▼ 1%	▼ 1%	▼ 1%	▼ 1%	▼ 1%	▼ 1%	▼ 1%	▼ 1%
 Natalia	60 €	67 €	26%	▲ 8%	▲ 8%	▲ 8%	▲ 8%	▲ 8%	▲ 8%	▲ 8%	▼ 1%	▼ 1%
 Apart-Rent	61 €	61 €	3%	▼ 2%	▼ 2%	▼ 2%	▼ 2%	▼ 2%	▼ 2%	▼ 2%	▼ 2%	▼ 2%
 Rafael		96 €	0%	▼ 1%	▼ 1%	▼ 1%	▼ 1%	▼ 1%	▼ 1%	▼ 1%	▼ 1%	▼ 1%



This tool allows us to anticipate price increases and decreases in order to achieve maximum sales results.



# Profitability study

Best price guarantee

Before we start promoting your property, we prepare a profitability report and an annual turnover simulation. We establish sales targets and set commission bands for exceeding targets. Our vision is that the more the owner wins, the better for everyone and we do everything we can to achieve this.

% VENTAS	% MIN / MAX	VENTAS TOTAL €	DIF. €	% COMISIÓN ADICIONAL		
1	0,000001	42277,87 €	0,01 €	10		
9,99	9,999999	46.505,646 €	4.227,79 €	10		
10	10,000003	46.505,647 €	4.227,80 €	15		
19,99						
		% Ocupación	Facturación	Noches ocupadas	Dias / mes	Tarifa media
20	Enero	22,5	1,242,50 €	6,98	31	100,00 €
29,99	Febrero	25	1,380,55 €	7	28	100,00 €
	Marzo	22,5	1,242,50 €	6,98	31	100,00 €
30	Abril	23,3	1,286,67 €	6,99	30	130,00 €
39,99	Mayo	32,2	1,778,15 €	9,98	31	100,00 €
40 ADELANTE	Junio	60	3,313,33 €	18	30	329,00 €
	Julio	95	5,246,10 €	29,45	31	408,00 €
	Agosto	95	5,246,10 €	29,45	31	450,00 €
	Septiembre	52	2,871,55 €	15,6	30	300,00 €
	Octubre	22,5	1,242,50 €	6,98	31	100,00 €
	Noviembre	23,3	1,286,67 €	6,99	30	100,00 €
	Diciembre	22	1214,89€	6,82	31	148,00 €
	<b>TOTAL ANUAL</b>	41,28%	27,351,50 €	151,20	365	197,08 €

Established sales targets

# You have access to all booking information

Total transparency

The screenshot displays a user interface for managing bookings. At the top, there are filters for 'FILTROS' (with a notification badge '2'), 'HOY', and a status indicator 'Mostrando 3 de 38 alojamientos'. Below this, there are tabs for 'Revenue' and 'Disponibilidad'. A legend identifies booking statuses: Prereserva (orange), Confirmada (green), Pagada (yellow), De propietario (blue), Bloqueado (red), and StopSell (pink).

The main area shows a calendar view for August 2022 and September 2022. The calendar cells are color-coded according to the legend. A pop-up window for 'Reserva A169-3473883670-579' is open, showing the following details:

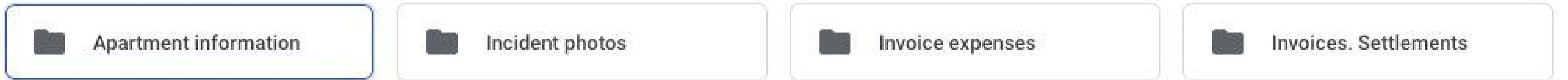
- Datos Reserva: Alojamiento: Apartamento WELCS en el centro de Empuriabrava
- Fecha de creación de reserva: 18/09/2022
- Estado: Pagada
- Fechas: 18/09/2022 - 23/09/2022
- Hora de entrada: 00:00
- Hora de salida: 00:00
- Portal: Booking.com
- Importe: 512,00 €
- Importe pagado: 512,00 €

On the right side of the calendar, there is a dropdown menu for 'Días a mostrar' set to '3 meses'.

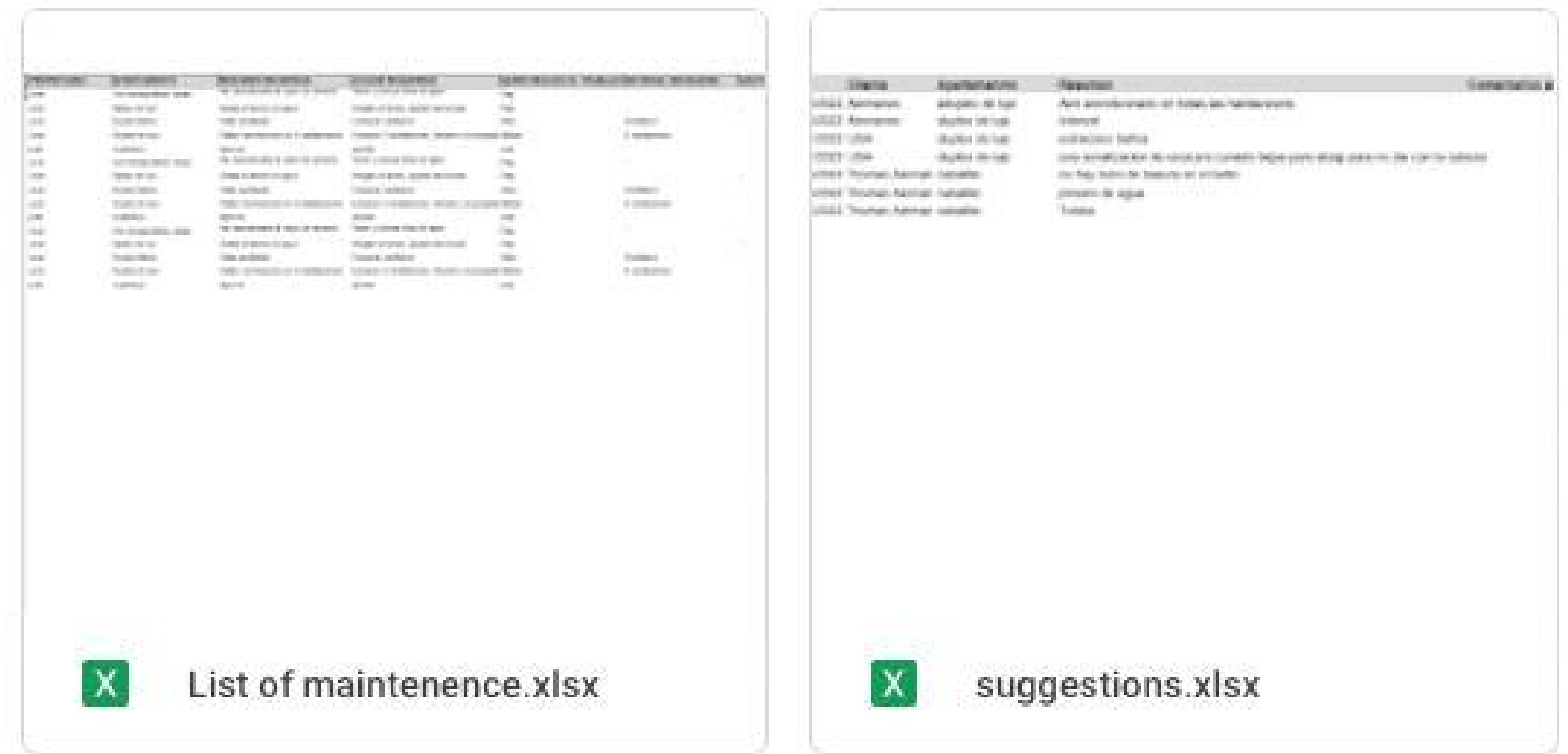
When you register a new apartment, we create a personal space for each owner. As an owner, you will always have all the online information about your bookings, income, earnings and expenses up to date in our personal space. You can see the status of your bookings and the net profit you will receive for each of them.

# We provide owners with all necessary resources

Total transparency



We create a space for you with all the information, documentation and photos that document all the procedures that take place in your property.





# Get to know in detail about all the works carried out on your property

Total transparency

A	B	C	D	E	F
FECHA	PROPIETARIO	APARTAMENTO	RESUMEN INCIDENCIA	ACCION REQUERIDA	QUIEN REALIZO EL TRABAJO
7.7.22	Sam	Con inmejorables vistas	Ha descolocado el cajon de armario	Venir y colocar bien el cajon	Pep
18.7.22	Valery	Diplex de lujo	Gotea el termo de agua	Areglar el termo, ajustar las turcas	Pep
06.08.22	Mark	Duplex Bahia	Falta ventilador	Comprar ventilador	Alex
01.08.22	John	Duplex de lujo	Faltan venriladores en 2 habitaciones	Comorar 2 ventiladores . llevarlo a la propiedad	Misha
17.08.22	Laura				

MATERIAL NECESARIO	GASTO MATERIAL	HORAS DESTINADAS	PRECIO HORA	COSTE TRABAJO	COMENTARIOS
-	-	0,5	20	10	Incluido
	-	1	25	25	incluido
Ventilador	35	0,5	25	12,5	
Silicona	6	1	50	50	
		1.2	25	12,5	

All the works that have been done in the apartment, are automatically put to the owner's Drive, to the list of incidents.






Here you can see all the information related to each incident and how it has been solved by our team.

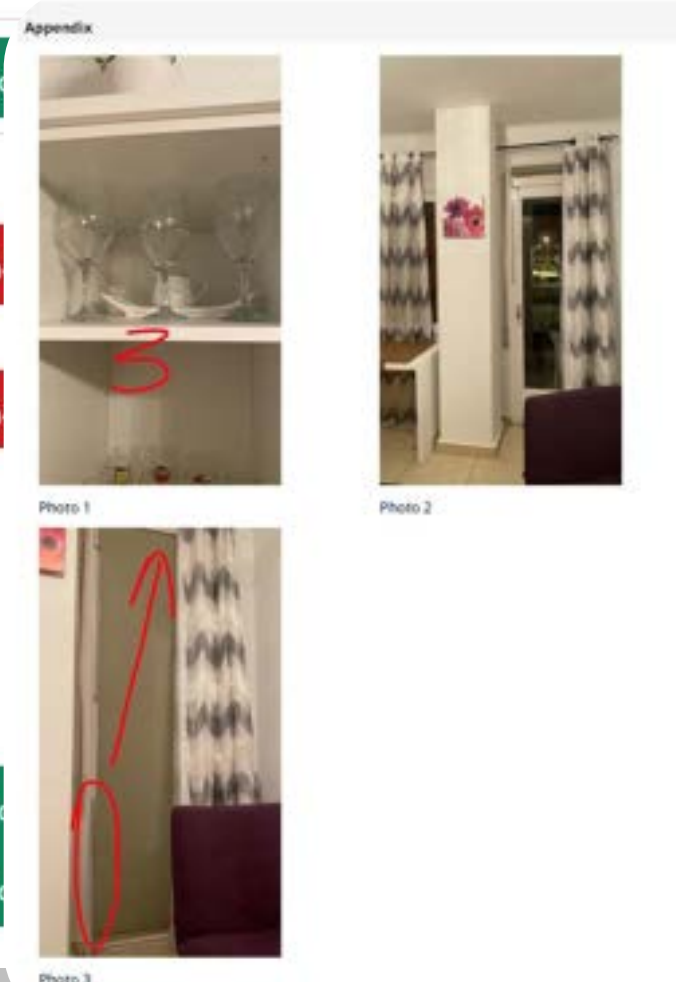
# Customized check-list for best results

Safety and commitment

To provide the best service, we create a personalised checklist for each apartment. The cleaning team fills in the checklist after each departure of the guests and the person in charge confirms that the task is well done or if there is any incident, a task is created for the maintenance person.

Inspection	4 flagged, 84%
<b>Cocina</b> 4 flagged, 84%	
Nevera roto / comida retirar	Compliant
Congelador, limpiar, retirar productos	Compliant
Capsulas lavadora, lavajillas, jabon de mano, jabon de cocina	Compliant
Посудомоечной машины нет	
Cápsulas de café las misma que maquina	Compliant
Lavavajillas limpia	N/A
cambiar bolsa de basura	Compliant
Comprobar si hay utensilios, Vasos, Tazas , para numero máximo 4-6 capacidad de Personas	Non-Compliant
 Photo 1	
Comprobar funcionamiento de Cafetera, Hervidor de Agua, Tostadora	Compliant
<b>Salon</b>	
Cortinas ver estado	Non
Рулонные шторы (деталь лежит рядом)	Non
Persianas comprobar si funciona + Mando	Non
Жалюзи не работают	
 Photo 2	
 Photo 3	
Bombillas de luz apagar y encender	Compliant
TV mando, aire acondicionado comprobar si funciona	Compliant

Dormitorio	100%
Poner o ver estado liquido matamosquitos	Compliant
Ver la ropa de cama, que esta bien lavado	Compliant
Cortinas ver estado	Compliant
Persianas comprobar si funciona + Mando	Compliant
Armario ver estado, ver si hay perchas	Compliant
<b>Baño</b> 100%	
Váter probar si baja agua	Compliant
Manitas de cajones ver si hay todos y abren bien	Compliant
Poner Bolsa de basura	Compliant
<b>Bar Antiguo</b> 100%	
baja agua bien	Compliant
	Compliant
	Compliant
	1 flagged, 0%
	No





# We make sure that everything is in perfect condition

Safety and commitment

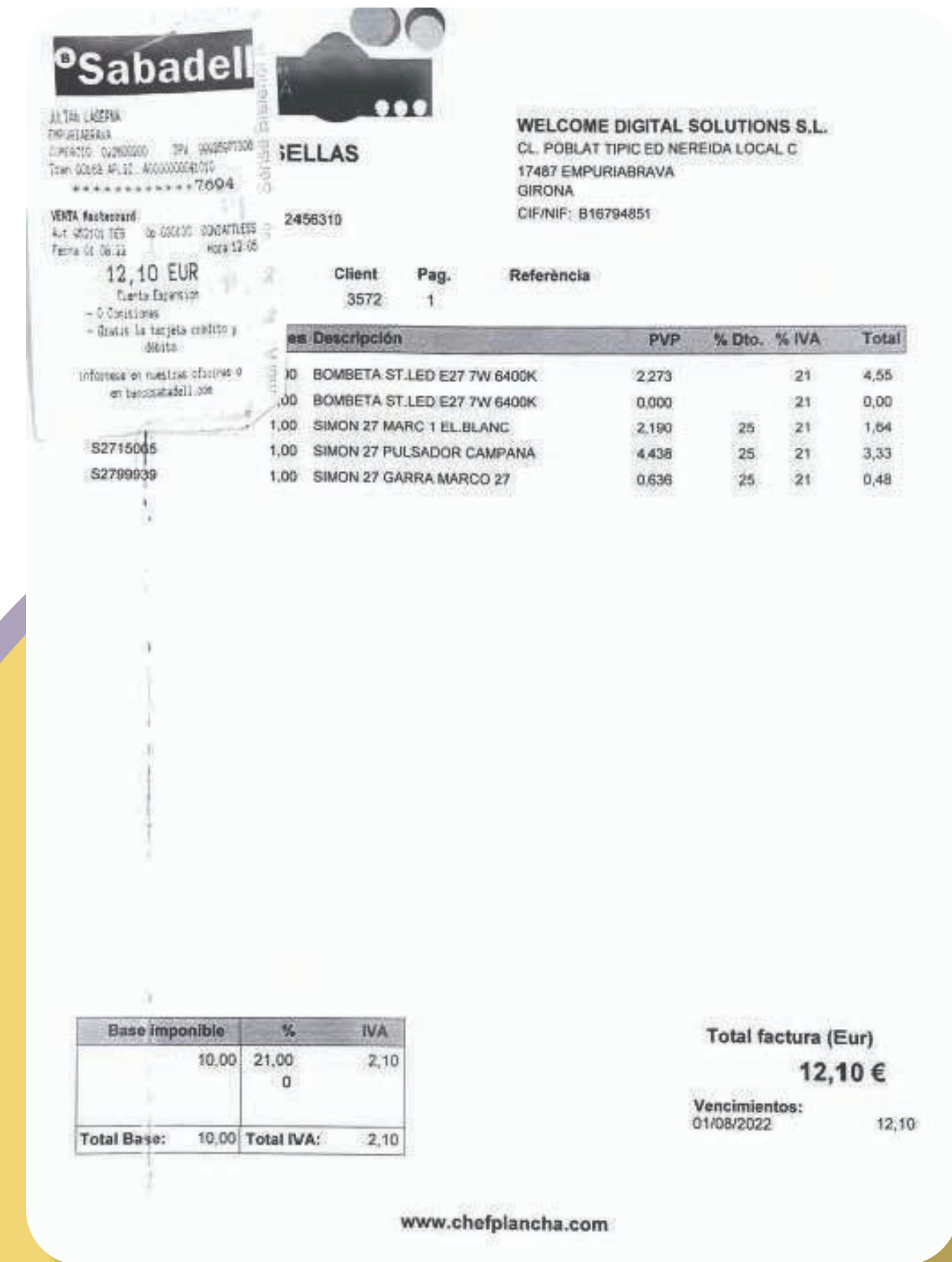


After  
01.04.2024



Before  
31.03.2024

In the same personal space you will be able to see different folders "expense invoices" and "incident photos". When we attend to any unforeseen event in your apartment, in these folders you will find the bill of material (if required) and photos of our work.

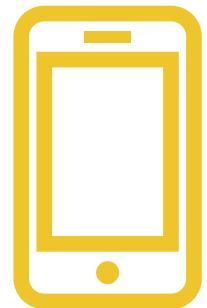




# Electronic locks

## Safety and commitment

### Benefits for travelers:



#### Easy access:

No need to pick up keys.



#### Lost keys:

No risk as there are no physical keys.



#### One code for each booking:

No need to borrow double keys, one code serves all occupants.



#### Increased security:

Customers find it harder for intruders to gain access to the property.



#### Ease of use:

They are easy to use and require no special skills.

### Benefits to homeowners:



#### Easy management:

No need for physical copies of keys.



#### Increased security:

Control access with temporary codes for days or hours.



#### Remote management:

You can control access to your property from anywhere.



#### State-of-the-art technology:

Improve the image of your property and therefore the experience of tourists.



#### Transparency:

You can always see who has entered.

# Insurance

Safety and commitment

In the event that your property suffers any damage, we take care of the whole process of handling a claim and ensure that you get the money you are entitled to.

We work with any private insurance company, so we can recommend the most suitable insurance for your property and ensure you get the best price.

**aircover**

For the peace of mind and security of our owners we have a public liability insurance.





# WELCS keeps in touch with owners and guests **24/7**



We **inform** owners about any maintenance procedures and its results...

Hello, Samantha! This is WELCS maintenance team. We discovered that there is a broken curtain in your apartment. One of the team members is already on its way to fix this problem!

Read 12:37 PM

Hi! Thank you!

Problem solved! The cost of the material was 5€. Payment for the maintenance work will be deducted from the monthly liquidation. WELCS wishes you a good day! 🙌

Delivered

## Efficient communication

...and **contact** our guests about check-in, check-out and anything they might need during their stay

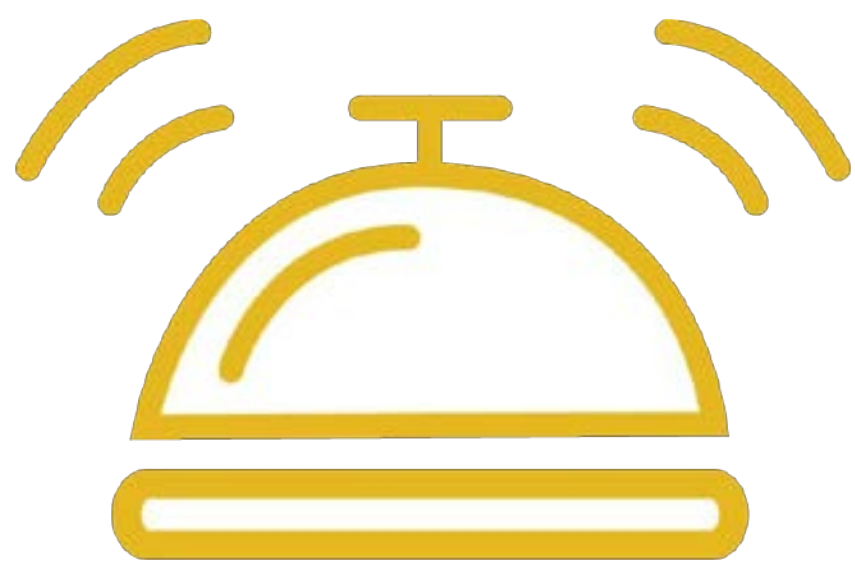
Greetings from WELCS! 🙌  
We would like to inform you that your apartment is ready for check in 😊  
Please contact us if you have any questions or issues - we are 24/7 to assist you on any matter 🙌

Read 3:36 PM



# Concierge service

The **comfort** of our guests is a priority for us.



Our Concierge service is available 24/7, to answer, advise and answer any questions that guests may have. We create very clear and explanatory instructions so that they can have all the information they need about their apartment.

## Dishwasher

Turn on.  
Then press P until the number 6 appears.  
Then close the door of the dishwasher. It should start to wash.



## Instructions for Villa Falconera

### Microwave

Select the desired power.  
**800 is the highest.**

Select the time required to heat the food.



### Stove

Turn it on.  
Select the oven you want to use.  
Press the + to select the heating temperature.

**9 is the highest temperature.**



## Dishwasher

Turn on.  
Then press P until the number 6 appears.  
Then close the door of the dishwasher. It should start to wash.



You can also check that it is working by the flashing indicator light at the bottom.

Top quality guest experience



### Guest Review Awards

9.5

out of 10

Booking.com

Turn off the air  
Close the windows  
of the house :)

If you have any questions!

Visit [OUR WEBSITE](#) to get more useful info for your vacation

VISIT PAGE

2 754  
4 654

Sector Poblat Tipic, Edificio Nereida, Local C 17487 Empuriabrava, Girona

WELCS has a **highest rating** on Booking.com and Airbnb and is qualified as **Superhost**

# Steps to start with WELCS

[CLICK HERE!](#)

1

FILL IN  
FORM

We prepare a personalized analysis of the profitability of your property.

2

ANALYTICS

We sign the contract in person or digitally and receive all the necessary documentation

3

CONTRACT

We take care of all the work to get your property ready to move in for guests.

4

START UP

We set up your personal space and upload your property information to more than 10 holiday rental portals

5

DIGITAL  
SET UP

Start to generate income in less than 1 week

6

INCOME



# Client's feedback

## OWNERS

**AVELINA Y JUAN** – owners of Apartamento con inmejorables vistas

**Booking Rate - 9,5; AirBnb - 4,7**

Great professionals and good people. Impeccable and close treatment...It has been our first year with them and without a doubt we will repeat...We recommend it 100% to anyone who wants to put their apartment up for rent!!!!You are a great team and we wish you the best of luck!!!! May you continue to grow with the same desire and illusion...A pleasure working with you!!!

**DANIIL CHERNOV** – CEO La Vida Sin Limites apart-center  
**Booking Rate - 9,3**

The Welcs team has shown us a high level of knowledge of revenue and optimisation of ads on the portals. They are great professionals with an ability to react and resolve incidents immediately.

## TOURISTS

**SABRINA** (Booking.com)



Great facilities, everything was clean and tidy, close to the beach and if there were any problems or questions, there was quick and easy communication via WhatsApp.

**SILVIA** (AirBnb)



Very nice, cozy apartment and close to the beach. Perfect communication, they helped me at all times to make my vacation as comfortable as possible. I would repeat without thinking twice.

**CHAHRAZED** (AirBnb)



A beautiful apartment, very pleasant and close to all shops. I would 100% recommend it!!!! Very attentive, responds directly to your message. Great check-in with keys next to the apartment!

# Frequently Asked Questions



**What is your commission? Do you charge only 15% or are there any other fees?**

Our agency commission is 15% of each booking, until the initial sales target is reached. Once the initial target is exceeded, our commission will be increased according to the sales results. For bookings from other portals such as Booking, AirBnb or other trusted portals. These portals have their own commission percentage which we cannot control. However, we try to get as many direct bookings as possible. Another way to avoid paying the portals' commissions is to increase the price on these portals. For example, in direct booking, the price is 100 euros per night. Booking on the same dates on the portals will cost the tourist 115 euros. In this way, we try to dissolve the portal's commission.

**How does the cleaning fee work? Do I have to pay for it myself?**

As for cleaning costs, the client pays money for final cleaning and laundry, which are not included in the settlement. For example, for us, the cost of cleaning your apartment is 50 euros. The client books his apartment for 100 euros/day, for 7 days. In total, it is 700 euros + 50 euros for final cleaning and laundry. If the client books for 2 days, the price will be 200 euros + 50 euros for final cleaning. In total, it is 250 euros. We use this money to cover the costs of final cleaning and laundry.

**What are your functions in addition to booking?  
Cleaning, washing of sheets and towels?**

Our functions are very simple. We take care of all the management of your property, and we also bring you a profit every month. We take care of reservations, communication with guests, check-in and check-out, stock management, cleaning and laundry. We also take care of any maintenance problems in your apartment due to wear and tear and repair them immediately. If a breakdown occurs that requires the intervention of a specialized technician, we will inform you immediately and also check the quality after the work has been carried out. In this way, you will always have your apartment in perfect condition and ready to receive guests, family or friends.

**Can I continue to use my apartment?**

Of course, you can make free use of your property. You will always have access to your personal space, where you will be able to see the booked dates and the other available dates. Simply inform us of the dates you wish to reserve for yourself and we will block them in your calendar.

**How do I collect the money for the rent?**

The money for the reservations is credited on the 10th of each month, as indicated in the contract. This means, for example, that all reservations that have arrived from 1/8-31/08 are credited to the account on 10/09. In any case, you can see your settlements and income planning in the personal area.



# We are always here to answer any of your **questions!**

**For travelers:**

+34 625 584 654

welcome@welcs.app

**For owners:**

+34 675 64 80 22

admin@welcs.app

## Office Platja d'Aro



Carrer Bilbao, 7, 17250 Platja  
d'Aro, Girona, Spain

## Office Empuriabrava



Sector Poblat Tipic, Edificio Nereida,  
Local C 17487 Empuriabrava, Girona