



BOCOBAY

LUXURY VACATION RENTAL MANAGEMENT



THIS IS

Bocobay *Management*

Bocobay is a premier luxury property and vacation rental operator, dedicated to delivering unmatched service to over 250 exclusive residences across Aruba and Curaçao

Our tech-driven solutions, managed from our London headquarters, provide a foundation for best-in-class property management. With an in-house concierge team, Bocobay ensures a truly personalized experience for every owner, resident, and guest. From tailored check-ins to a hotel-grade linen program, every detail is meticulously organized to provide a seamless ownership experience.



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

Learn More & Speak to us Today

Our team of experienced vacation rental experts is here to help you make the most of your luxury property. Whether it's maximizing your property's potential or keeping things hassle-free, we're dedicated to making your ownership experience rewarding and memorable. Reach out today, even if you're just curious to learn more—we're always happy to chat!

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 ongoing bill payment.
- Helping to procure the inventory required to prepare the property for the rental program
- Procuring quotations for third-party service providers
- Reparations, improvements, and installations.
- Providing on-the-ground assistance and advice to ensure you have a successful rental



2. /

ATTENTION TO DETAIL

Property *onboarding*

- Each property is meticulously onboarded to meet the high standards of our rental program, ensuring it's guest-ready from day one.
- 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 cleaning and staging to ensure it's photo-ready
- Professional photography
- 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.

LUXURY HOTEL BEDDING

Hotel-grade *linen program*

Every Bocobay property benefits from our hotel-grade linen program, with high-quality linens that are regularly refreshed to maintain a luxurious standard.. All linen has a high thread count and is 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

5.

EVERY DETAIL TAKEN CARE OF

Third party *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 & *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 London headquarters to deliver technology-first and data-driven services. Our dedicated Pricing team, employs SEO strategies to improve website traffic and ranking.



7./

A HIGH STANDARD

Professional *housekeeping*

Our dedicated full time housekeeping team ensures that your property is meticulously maintained, from routine cleaning to deep-cleaning services:

- Full-time professional housekeepers and housekeeping managers for quality control purposes
- Provision of all cleaning tools and cleaning products
- Deep cleans, including hard-to-reach surfaces
- Off-site professional linen & and towel laundering
- We also provide welcome packs for guests, such as soft drinks, snacks, laundry tablets, and cleaning essentials.



8./

ELEVATED SERVICE

Front desk & *Hospitality*

We're proud to offer 5-star hospitality, consistently delivering exceptional guest experiences that have earned us an impressive 4.9 out of 5 rating from over 2,500 reviews.

- Every guest is greeted at the airport to ensure a smooth arrival and checkin process.
- Every guest is also greeted in person at the front desk during check-in and check-out and are provided services such as Daily Beach & bath towel swap.
- Bocobay's concierge team is on hand to book anything from car rentals to private chefs and provides 24/7 support.
- Guest vetting and no-party policy standard.

9./

PEACE OF MIND

Professional *Maintenance*

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

- **Unscheduled maintenance:** Quick fixes, such as tightening door handles or repairing minor issues.
- **Scheduled maintenance:** this is coordinated routinely as part of our program (e.g., air conditioner servicing, pool servicing, landscaping maintenance, alarm installation, etc.) As well as Post-check-out inventory inspection
- **Preventative Maintenance:** (e.g., filter cleaning, pest control)
- **Immediate assistance** for maintenance issues reported by the guests



10. FULL TRANSPARENCY

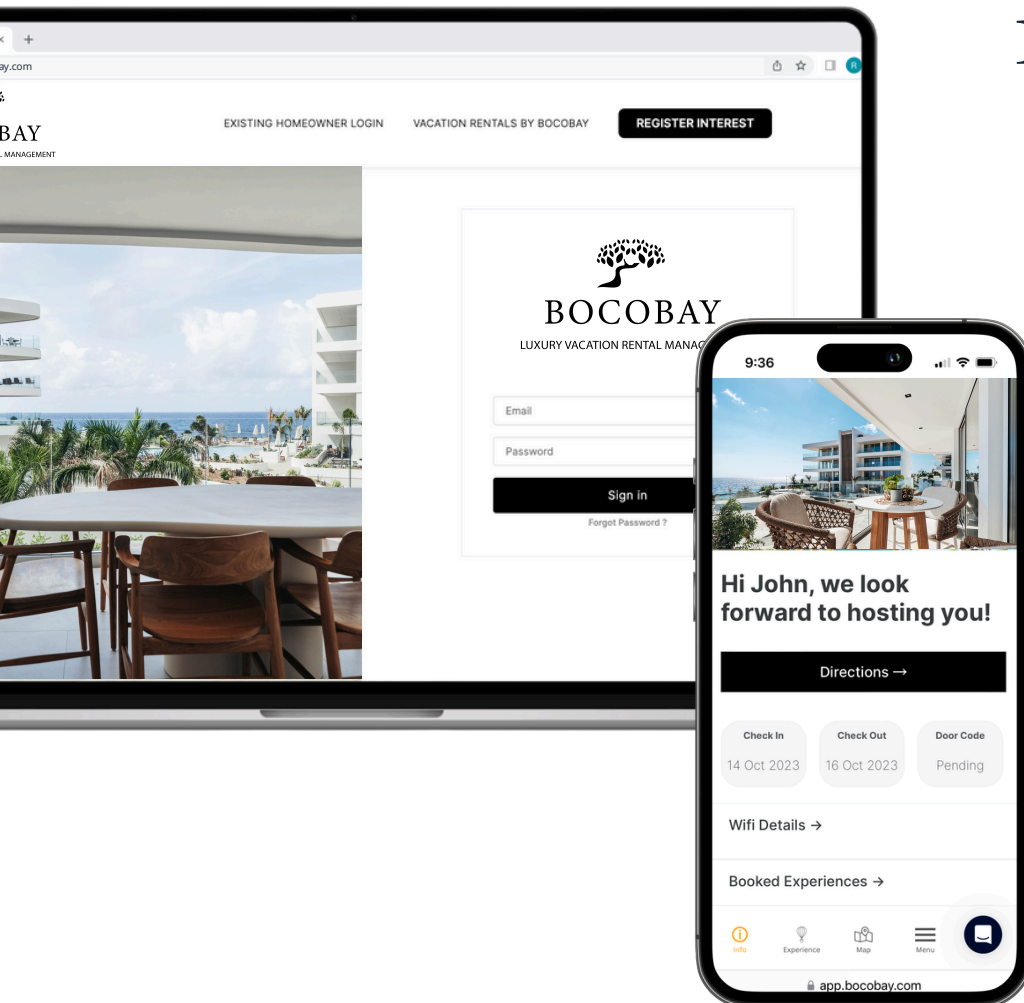
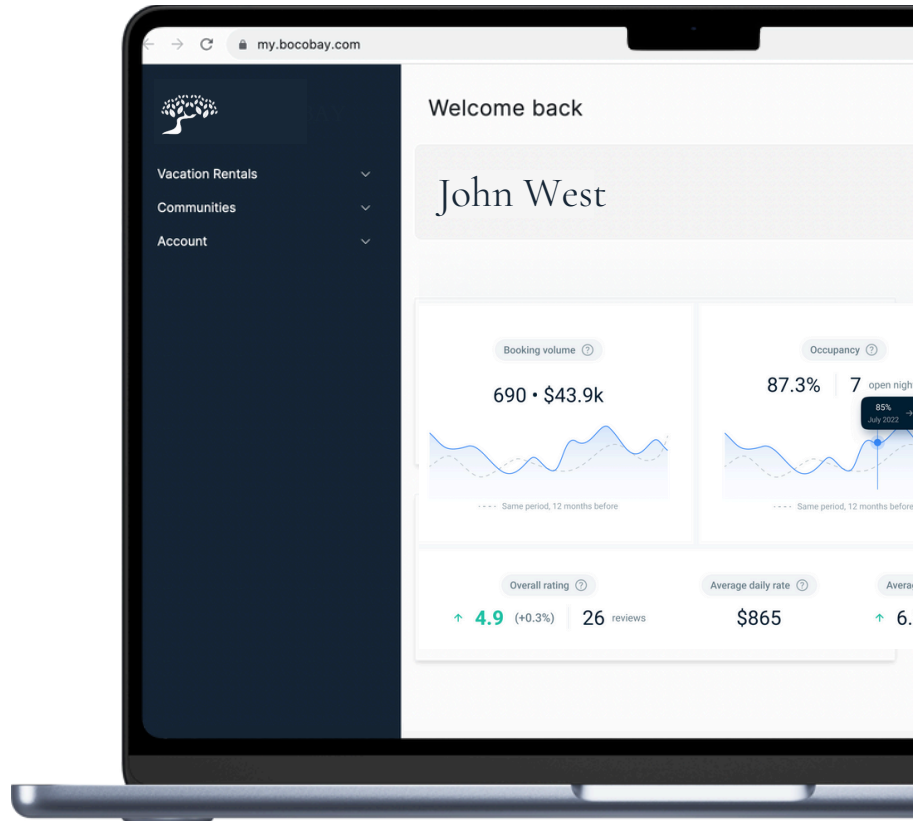
Accounting & finance

Bocobay provides owners with monthly income statements and transfers funds 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 are line items on monthly income statements. They are in PDF format under the 'expenses' button on the owner's portal, MyBocobay. This means 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, updated in real-time, provides a comprehensive breakdown of upcoming bookings, key metrics, and rental income (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 has 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

END TO END SERVICE

Our hospitality team handles every detail, from top-tier housekeeping and maintenance to managing bookings and ensuring every guest's needs are met.

FULL FLEXIBILITY

We offer total flexibility to enjoy your home whenever you wish. Your home remains your home, and you can choose when to offer it to guests for stays from 5 nights to 6+ months.

TAILORED CARE

A local team in Aruba is available for you around the clock, with one dedicated Account Manager. You will feel the benefit of our personal approach from the moment you enquire.

LUXURY EXPERTISE

Since 2020, we've been leading the way in marketing, dynamic premium pricing, and managing stays in high-end private homes. We know what matters most to our 6000 guests and 120 hosts in Aruba!



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



Ivana
Front Desk Manager



Mariela
Sales Manager



Charlotte
Operations Manager



Daling
Front desk agent



Raisa
Customer Experience



Tara
Operations Manager



Tiana
Client Relations Manager



Coen
Customer Experience



Ivan
Linnen & Logistics

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



And More!

That's not all. We have a great team always ready to rumble. The team includes a Maintenance team, full Housekeeping crew, and of course our amazing Guest Experience agents who are responsible for going above and beyond to ensure exceptional guest satisfaction.





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