



## Partner Overview

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- All requests should go to our dedicated Reservations line at [partners@oasiscollections.com](mailto:partners@oasiscollections.com)
- A Reservations Specialist will send you options matching your client's specific requests as well as any additional recommendations within 2 hours so long as the request is sent within our office hours: 3AM EST until 10PM EST, Monday through Friday
- Homes may be put on hold for 24 hours; after that, you must request additional hold time, or the property will be available to others to book
- Upon confirmation of the reservation, please provide our team with the guest's contact info to be in communication with the guest for checkin and in the case of an emergency
- If you do not wish for Oasis staff to have contact with the guest, please let us know when booking but understand the impact on the service the guest receives

### Check - In

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- All homes are inspected by our team prior to guest arrival
- Guests are greeted and checked in by an on-the-ground team member who will give a tour of the home as well as a welcome gift
- Our local team serves as the point of contact throughout the stay for anything the guest needs: car service/airport transfers, reservations, laundry, gym and spa access, Oasis insider perks, members' clubs, etc.

### Check - Out

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- Oasis does a check-out about 15 minutes prior to arranged checkout time on the date the guest is leaving
- The walk-through and a feedback form will be delivered at the same time on the day of departure
- Any requests for the walk-through to be done on a day other than the day of departure should be arranged with the Oasis team and confirmed in advance