



PRIVATE OWNER HANDBOOK

Heather's Guide to Weeks Creek Haven

What the system does, what you do, and what you never have to remember alone.

You do not need to learn the whole website at once. The system's job is to hold the details; your job is to make the human decisions.

Prepared for Heather & Lance | August 31, 2026

Passwords and private access codes are intentionally not printed here. Use Lance's Google account and the password stored in the vault.

THE PAGE HEATHER SHOULD READ FIRST

Start Here: The Five-Minute Version

Weeks Creek Haven is set up so the routine work is organized, recorded, and often automated. Heather does not need to remember every email or every screen. Start with the owner briefing, use the Command Center as home base, and open a booking only when something needs attention.

1. Read the daily owner briefing first. It separates urgent items from information and points out new bookings.
2. Open the [Cabin Command Center](#). In **Bookings & payments**, use **All bookings** sorted by **Arrival date**.
3. Keep every booking accordion closed until you need it. The name, dates, amount, status pills, and quick links tell most of the story.
4. Act only when the system asks for a human decision: answer an inquiry, correct information, program a door code, schedule a cleaner, approve a refund, or handle an unusual guest situation.
5. Use the [Owner Calendar](#) to plan the cabin, cleaners, trash pickup, owner stays, and special pricing.

Quick links

OWNER TOOLS

[Owner Command Center](#)

Bookings, emails, money, pricing, invites, reviews.

[Owner Calendar](#)

Stays, requests, holds, and date-specific prices.

[Property & People](#)

Contractors, neighbors, POA, and compliance.

GUEST & SAFETY TOOLS

[Public Availability](#)

What a potential guest sees.

[Weeks Creek Guest Guide](#)

The general guide; booked guests receive a personal version.

[Owner Emergency Handbook](#)

Private response instructions and contacts.

THE ONE RULE TO REMEMBER

If a button sends money, changes dates, cancels a stay, sends a guest message, or changes a door code, pause and read the whole booking card first. Everything else can be learned a section at a time.

ONE GUEST JOURNEY, ONE OWNER RECORD

How the Pieces Fit Together

The website is not a pile of unrelated pages. It is one connected path: the guest chooses or receives dates, the system creates a private record, payment and agreement steps are tracked, the guest receives the right information for the stage of the stay, and checkout closes the loop.

STEP	STAGE	WHAT HAPPENS
1	INTEREST	Public calendar, direct booking page, or personal invitation
2	DATES	Guest chooses open dates; conflicts are checked
3	PACKET	Private packet holds totals, agreement, links, and status
4	SECURE	Payment requirement plus signed agreement lock the stay
5	PREPARE	Guest Guide, door code tasks, emails, cleaner planning
6	STAY	Arrival, directions, cabin guidance, support, weather
7	CLOSE	Checkout report, review, deposit review, bookkeeping

WHAT THE SYSTEM CARRIES

Guest details, dates, price, discounts, payment status, agreement status, emails sent, door-code progress, checkout completion, reviews, and accounting history.

WHAT HEATHER & LANCE CARRY

Hospitality, judgment, personal replies, physical cabin work, vendor scheduling, exception decisions, refunds, and anything that requires common sense or care.

Handbook sections

- Cabin Command Center
- Friends & Family invitations
- Booking packet and Guest Guide
- Door codes and arrival
- Checkout and follow-up
- Rates and private pricing
- Property, people, and emergencies
- GitHub, Vercel, and access
- Booking flow and status meanings
- Payments and agreements
- Guest communication timeline
- During-stay support
- Calendar and cabin operations
- Money and taxes
- Automated owner helpers
- Owner routines and common scenarios

HEATHER'S HOME BASE

The Cabin Command Center

Open the [Cabin Command Center](#) and sign in with the owner password from the vault. The first screen summarizes new requests, upcoming stays, and items needing attention. The menu then divides the work into daily operations, money and pricing, and property records.

What the main sections do

AREA	WHY IT EXISTS
Bookings & payments	The current truth for each stay: guest, dates, price, payment, agreement, emails, packet links, door code, checkout, refunds.
Calendar	The visual schedule for bookings, requests, owner holds, and special rates.
Guest email timeline	Every built-in and custom email, when it sends, exceptions, and matching bookings.
Guest access & invites	Create and manage private Friends & Family welcome pages and codes.
Money & taxes	Stay-by-stay revenue, taxes, Square fees, cleaning expense, refunds, and write-offs.
Rates / private pricing	Season pricing, quote testing, and phone-matched Friends & Family rules.
Reviews / activity	Guest feedback and a record of who opened a private invite.
Property & records	Emergency handbook, contractors, neighbors, POA, compliance, and printable contacts.

A CALM DEFAULT VIEW

Bookings should open as **All bookings**, sorted by **Arrival date**, with every accordion closed. Scan the pills first; open only the booking you need.

A STATUS IS NOT ALWAYS A PROBLEM

Reserved means the stay still needs payment and/or agreement. Booked means the securing steps are done. Completed means the checkout report closed the stay.

BUTTONS TO TREAT AS SERIOUS

Refunds, cancellation, revised invoices, decline, archive, door-code completion, and manual email sends all create real changes. Read the entire card and confirm the correct guest before using them.

WHAT HAPPENS FROM INTEREST TO A LOCKED STAY

Booking Flow and Status Meanings

Guests can start at the [public availability calendar](#), the [direct booking page](#), or a personal invitation. The booking record is the source of truth after they submit. The dates are not fully secured until the required payment and the rental agreement are complete.

Two choices on the direct booking page

BOOK NOW

Creates the private booking packet, Square invoice when money is due, and rental agreement. Available dates are priced immediately. The first guest to complete the securing requirements locks the dates.

INQUIRE

Sends the dates and guest's question to Lance and Heather **without reserving any dates yet** and without creating an invoice. The owners reply personally.

STATUS	PLAIN-LANGUAGE MEANING
New request / Pending	Needs an owner response or review. An inquiry may sit here because no invoice was created.
Pending payment / Reserved	Dates and packet exist, but required payment and/or agreement is still missing.
Booked	The payment requirement and agreement are complete. The stay is confirmed.
Completed	The guest submitted checkout; follow-up, review, deposit, and accounting work can continue.
Offered	An invited guest has an active offer or invitation but has not completed the next step.
Expired	A deadline passed, such as an Early Bird completion window.
Declined / Cancelled	The stay is not moving forward. Archive it when it no longer needs to stay in the active list.

HOW THIS HELPS

Heather does not have to reconstruct a stay from emails and texts. The booking card shows the latest dates, contact information, money, signature, and messages in one place.

A WARM PERSONAL DOOR INTO THE SAME BOOKING SYSTEM

Friends & Family Invitations

Private invitations are created in [Guest access & invites](#). They are for close friends and family who should receive a personal welcome, a private price, or a complimentary stay without seeing a public-price comparison.

1. Enter the welcome name, email, and phone number. The phone is important because it connects the person to any saved private pricing.
2. Choose complimentary only when no rent, tax, cleaning, pet, optional, or other required charge should be collected. Otherwise use the correct private pricing rule.
3. Write the Personal Welcome in a warm, relaxed voice. The owner-only field is **Notes from Heather & Lance** and does not appear to the guest.
4. Add a personal image if desired. If none is added, the standard Weeks Creek Haven Friends & Family welcome image is used.
5. Email the invitation. The guest opens the welcome page, enters the supplied code, and chooses any open dates from the live calendar.
6. Keep active and future invitations visible. Archive expired, completed, and test invitations rather than deleting their history.

WHAT THE GUEST EXPERIENCES

A personal welcome, one clear path to open dates, the rate meant for them, and no pressure. Their booking details carry forward only when they intentionally enter through the private invitation.

WHAT HEATHER NEEDS TO CHECK

Correct spelling, preferred first name, email, phone, complimentary/private-price choice, personal note, and whether the invitation should still be active.

VOICE RULE

Invitations should feel generous and comfortable. Do not use the word "bless," do not call a complimentary stay "totally free," and do not offer preselected date options. Let them choose any open dates that work.

THE SYSTEM TRACKS; THE OWNERS DECIDE EXCEPTIONS

Payments, Agreements, and Locked Dates

Square handles payment collection. The private booking packet handles the rental agreement and shows progress. The system checks Square when the dashboard opens and can also receive instant webhook updates when configured.

TYPE	WHAT IT MEANS
Standard public stay	Normally a 20% deposit secures the payment requirement; the remaining balance is due seven days before check-in. A booking starting within seven days requires full payment.
Early Bird	The discounted price has a seven-day completion window for the required deposit and agreement. If either is missing, the price can expire.
Friends & Family paid stay	Uses the approved private total and the applicable required charges. The private price is connected by phone or invitation.
Complimentary stay	No invoice or payment is required. The agreement is the securing step. Completion must never depend on payment.
Refundable security deposit	Tracked separately when applicable. The owner receives a next-morning reminder to inspect and decide the refund.

When owners step in

- Use **Check payment** when Square appears paid but the booking has not updated.
- Use a revised invoice only before payment. After money has moved, use the refund or credit controls instead.
- Document the reason for a refund or guest-problem credit. Square returns funds to the original payment method.
- Never promise a refund in conversation and forget to record it. The booking and accounting record should match the decision.

THE DANGEROUS BUTTON

A refund cannot be undone from the Command Center. Confirm the guest, amount, reason, and available Square balance before clicking.

THE GUEST RECEIVES ONE PERSONAL PATH THROUGH THE STAY

The Booking Packet and Guest Guide

The booking packet is the reservation hub. The [Weeks Creek Guest Guide](#) is the cabin-use hub. A booked guest's links are personalized with their booking, name, dates, phone, door code, and reservation code; the general guide remains non-personal.

BOOKING PACKET

Stay summary, guest count, check-in and checkout, amounts, payment progress, agreement progress, reservation code, host note, documents, and links into the right Guest Guide sections.

GUEST GUIDE

Check In, Cabin Sense, Check Out, Guest Book, Directions, Weather, Emergency, plus the separate Things to Do guide. It can be installed on a phone and important content is available offline.

What personalization prevents

- Guests do not have to hunt through old emails for the address, packet, or cabin guidance.
- The checkout form can prefill the matching booking name and phone number.
- The personal door code appears only when it has been generated and marked installed.
- A guest entering the general guide later will not see someone else's name or booking information.

AREA	LINK	PURPOSE
Check In	Open general Check In tab	Door code, Wi-Fi, first 30 minutes, Alexa basics
Cabin Sense	Open Cabin Sense	Food, firewood, hot tub, safety, trash, septic
Directions	Open Directions	Routes, map apps, parking, low-signal guidance
Things to Do	Open Adventures	Trails, trout, food, shopping, family fun, packing

KEEP PRIVATE

A personal booking packet or personalized Guest Guide link can contain reservation, contact, and access information. Share it only with the registered party.

THE ROUTINE MESSAGES ARE ALREADY ORGANIZED

Guest Communication Timeline

The scheduler checks once an hour and only sends within the approved daytime window in Eastern Time. The [Guest email timeline](#) shows each message, its timing, exceptions, and matching bookings. A booking card offers only messages that fit that guest's current stage.

WHEN	MESSAGE	WHY / EXCEPTION
Immediately	Packet / invoice	After Book Now or approval; wording changes for standard, private-price, and complimentary stays.
When payment arrives	Agreement needed	Only if required payment is detected but the agreement is still unsigned.
When both are done	Booked confirmation	Confirms the stay and provides packet and Guest Guide details.
3 days before, 9 AM	Pre-arrival guide	Directions, parking, Guest Guide, weather, emergency information.
Arrival day, 9 AM	Check-in reminder	Arrival time and private Guest Guide. Door code sends when installed.
Mid-stay, 10 AM	Return offer	Invites an eligible future booking before checkout.
Checkout day, 8 AM	Checkout steps	Uses the cleaner or Friends & Family version that applies.
Checkout day, 3 PM	Checklist reminder	Only if the checkout report has not been submitted.
Checkout day, 5 PM	Thank-you & review	Only if no review is recorded and the stay is completed.
Next morning, 9 AM	Deposit review to owners	Only when a refundable security deposit applies.
7 days after, 10 AM	Return / referral	Skips complimentary stays.

AUTOMATIC

Routine messages send once and are recorded on the booking. Payment reminders and grace notices stop when the requirement is met.

OWNER-APPROVED

Unusual guest situations are drafted by the communication assistant but never sent without owner approval. Owners can also send a current-stage template manually.

CHECK BEFORE SENDING AGAIN

If a booking already shows an email as sent, resend only when the guest actually needs another copy. Avoid welcome and packet follow-ups after a stay is completed.

THE WEBSITE TRACKS THE WORK; THE OWNERS STILL TOUCH THE LOCKS

Door Codes and Arrival Readiness

Each booked stay can receive a unique six-digit guest code. The Command Center tracks whether the code was generated, installed on all doors, emailed to the guest, and removed after checkout.

1. Generate the guest code from the booking card if one does not already exist.
2. Program that same code on every applicable smart door at the cabin.
3. Click **Code installed** only after the physical work is complete.
4. The check-in-day process can email the code to the guest after installation is recorded. It also appears in the packet and Check In page.
5. After checkout, remove the code from the doors and confirm **Code removed** in the booking card.

THE SYSTEM CAN

Generate a unique code, remember its status, show reminders, place it in the private guest pages, and send it by email after installation is confirmed.

THE SYSTEM CANNOT

Physically program or remove the code from the locks. Heather, Lance, or a trusted local person must do that and record completion.

SHARED CODE RETIREMENT

If the Command Center shows a shared-code retirement alert, remove the old shared code from every cabin door and confirm it once. The reminder remains until recorded complete.

Arrival information already waiting for the guest

- 4:00 PM Eastern check-in unless personally arranged otherwise.
- Directions that warn guests to load the route before cell service fades.
- Parking, Wi-Fi, door instructions, Alexa commands, weather, and emergency contacts.
- A personalized greeting when they use the reservation-linked Guest Guide.

FAST ANSWERS WITHOUT MAKING HEATHER REPEAT HERSELF

During-the-Stay Support

The Guest Guide carries cabin instructions, directions, weather, emergency contacts, and practical answers. The separate [Things to Do guide](#) helps guests enjoy Blue Ridge. The aim is fewer routine calls and better information when a real problem occurs.

Where a guest should go

SITUATION	WHERE	EXAMPLES
Routine cabin question	Guest Guide	Door, Wi-Fi, Alexa, hot tub, trash, septic, supplies, directions
Routine issue to fix later	Maintenance report	Something broken, low, damaged, or worth checking at the next visit
Checkout condition note	Checkout report	Cleaning completion, damage, low supplies, and follow-up notes
Active urgent problem	Call or text owners / 911	Active leak, no heat, lockout, fire, injury, gas/CO, immediate safety issue
Local emergency guidance	Emergency tab	911, local responders, burn guidance, hospitals, poison control

WHY FORMS HELP

A written report preserves the guest's words, booking identity, and follow-up item instead of leaving a repair buried in a phone call.

WHY CALLS STILL MATTER

Forms are not for emergencies. Safety, active damage, loss of essential service, and lockouts need immediate human contact.

HEATHER'S ROLE

Acknowledge the guest, decide whether the issue can wait, and dispatch the correct person when it cannot. The guest-communication assistant can prepare a reply for unusual situations, but it waits for approval.

ONE REPORT STARTS THE AFTER-STAY WORKFLOW

Checkout, Reviews, and Closing the Stay

The personalized [checkout page](#) receives the matching guest name and phone when available. The guest can submit the report even if every visual checkbox is not checked. Submitting the report marks the booking completed and records the time.

FRIENDS & FAMILY / NO CLEANER

No automatic checkout time unless Lance or Heather says otherwise. The fuller cleaning list applies: linens, used areas, trash, dishes, hot tub, lights, doors, and leave-it-ready care.

CLEANER SCHEDULED

The shorter guest list applies. The cleaner handles beds, bathrooms, and laundry; the guest handles dishes, food, trash, hot tub cover, lights, and locking up.

TIME	SYSTEM ACTION	WHAT IT SAVES
8:00 AM	Checkout email	Sends the version that matches the stay.
When submitted	Booking becomes Completed	Owner view records checkout completion and stops the 3 PM checklist reminder.
3:00 PM	Checklist reminder	Sends only if checkout is still missing.
5:00 PM	Thank-you and review	Sends when the stay is completed and no review has been recorded.
Next morning	Security-deposit review	Owner reminder only when a refundable deposit applies.
Seven days later	Return/referral email	Eligible non-complimentary guests only.

- Guest memories can also go in the [online Guest Book](#).
- Formal ratings and private improvement notes are stored under Guest reviews in the Command Center.
- A public comment is never treated as permission to publish a private note; testimonial permission is recorded separately.

OWNER FINISH LINE

Confirm cleaner and trash plans, inspect any reported issue, remove the guest door code, decide the security deposit, and make sure the completed stay appears correctly in accounting.

DATES BECOME REAL-WORLD WORK

Calendar and Cabin Operations

The [Owner Calendar](#) combines requests, booked stays, owner holds, notes, and special date pricing. It is the visual planning tool for people who need to clean, collect trash, maintain the cabin, or know when the property is occupied.

What Heather can do there

- See occupied, requested, and held date ranges without opening every booking.
- Create an owner hold so public guests cannot choose those dates.
- Edit the private calendar title and note for an owner stay, repair visit, or scheduling reminder.
- Add or remove special pricing for a selected date range.
- Open a booking's arrival-date details to see the guest and current stay information.

CLEANER PLANNING

Schedule the cleaner from the checkout date. Confirm whether the booking is a full Friends & Family clean or a cleaner-scheduled stay before giving instructions.

TRASH PLANNING

Plan trash pickup for the day after checkout when needed. The daily owner briefing also lists next month's checkout dates for this purpose.

A simple planning rhythm

1. At the start of each month, read the next-month checkout list from the owner briefing.
2. Place cleaner and trash reminders on the calendar or with the appropriate service person.
3. Recheck seven days before arrival for payment, agreement, door code, and cleaner status.
4. Recheck the day after departure for trash, inspection, deposit, maintenance, and code removal.

CONFLICT PROTECTION

The calendar checks date overlaps before accepting holds, rate ranges, or booking changes. Do not work around a conflict without first identifying the reservation or hold that caused it.

PRICING SHOULD BE EXPLAINABLE BEFORE IT IS CHANGED

Rates, Quotes, and Private Pricing

Use **Rates & quote calculator** in the [Command Center](#) to preview a stay. The public calendar calculates the live estimate; Friends & Family rules can recognize a saved phone number and apply only the private result intended for that person.

The pricing layers

LAYER	ROLE
Season	Sets the starting weekend amount; weeknight and longer-stay amounts are derived automatically.
Date-specific rate	Overrides a selected range when a holiday, event, opening, or owner decision needs a special price.
Automatic offers	Eligible Early Bird, midweek, extended stay, last-minute, off-season, and other published offers are compared; one promotional discount applies.
Friends & Family rule	Matches a phone number and applies percentage, dollar, flat stay, or complimentary treatment plus the selected charge rules.
Options	Dogs, late checkout, taxes, government lodging fees, and refundable security deposits are added when applicable.

BEFORE A GUEST PAYS

A price can be revised and a replacement invoice sent. Taxes recalculate and the security deposit remains separate.

AFTER MONEY MOVES

Do not revise the unpaid invoice path. Use a documented refund or guest-problem credit so Square and accounting stay aligned.

- A complimentary stay must show \$0 required and no invoice.
- A private guest should see only the private price meant for them, not a large public-price comparison.
- Use the quote calculator before promising a total in a text or phone call.

HOW THIS HELPS

Heather can answer “what would these dates cost?” without doing tax math, remembering every season, or manually comparing discounts.

A USEFUL OWNER REPORT, NOT A FILED TAX RETURN

Money, Taxes, and Monthly Bookkeeping

The **Money & taxes** tab in the [Command Center](#) summarizes booked or paid stays by arrival date. It can refresh actual Square processing fees and lets the owners record the cleaning expense or mark a stay as a write-off.

COLUMN	WHAT IT MEANS
Payments	Gross paid, refunds, and net amount received from Square.
Georgia/Fannin sales tax	7% helper amount recorded for the stay.
Fannin lodging tax	6% helper amount recorded for the stay.
Georgia hotel-motel fee	\$5 for each occupied night.
Square fees	Actual processing fee when Square makes it available.
Cleaning expense	Owner bookkeeping cost, editable per stay. This is separate from what the guest price includes.
Write-off	Marks owner-use or another non-revenue stay for reporting without pretending cash was received.

MONTHLY ASSISTANT

On the first day of each month at 9:00 AM, the bookkeeping assistant summarizes completed stays, payments, taxes, cleaning costs, refunds, deposits, complimentary stays, and missing records.

HEATHER'S EMAIL

The monthly report is emailed to **hbcobb6@gmail.com**. It is read-only: it does not change records, issue refunds, contact guests, edit the site, or deploy code.

IMPORTANT

Use the report to prepare and reconcile records, but treat it as a bookkeeping helper rather than a tax filing. A tax professional should make filing and classification decisions.

THE CABIN OPERATION IS MORE THAN RESERVATIONS

Property, People, and Emergencies

The [Property & People](#) page is the shared handoff book for contractors, service people, neighbors, POA facts, and rental/safety reminders. The [Owner Emergency Handbook](#) turns that contact information into response steps for urgent situations.

SECTION	WHY IT HELPS
Contractors	Who they are, what they do, normal prices, scheduling method, payment method, backups, and quality notes.
POA at a glance	The useful parts of the current Heatherwood Phase II information.
Neighbor directory	Private contact information for local coordination and emergencies.
Rental & safety	Working reminders about registration, taxes, postings, local contact, trash, parking, noise, and guest behavior.
Printable contacts PDF	A paper-friendly cabin and emergency contact list for owners or trusted local help.
Emergency handbook	First five minutes, lockouts, utilities, fire/CO, injury, severe weather, complaints, uninhabitable property, and incident log.

A good contact record answers five questions

- Who should we call?
- What do they normally handle and charge?
- How far ahead do they need notice?
- How do they get access and how do they bill?
- Who is the backup if they cannot respond?

KEEP THIS CURRENT

A beautiful guest page cannot replace a working phone number. Update a contractor once in Property & People so the live owner tools and emergency information can reuse the correct record.

EXTRA EYES WITHOUT GIVING AWAY CONTROL

The Four Owner Helper Routines

These are separate from the website's guest-email scheduler. They review the operation and report to the owners. They are intentionally read-only or draft-only, so they help notice work without silently changing bookings or contacting guests.

WHEN	HELPER	WHAT IT CHECKS
Daily, 8:15 AM	Owner briefing	Arrivals, departures, seven-day stays, missing payment/agreement, checkout/review gaps, overdue emails, unusual data, failures, next month's checkout dates, and newly seen bookings.
Daily, 8:30 AM	Guest communication drafts	Looks for unusual situations and prepares a friendly reply for owner review. It never sends.
Monday, 9:00 AM	Website caretaker	Checks the build, scheduled jobs, and important pages. Emails the exact report to Heather.
Monthly, day 1 at 9:00 AM	Bookkeeping summary	Summarizes completed stays, payments, taxes, cleaning, refunds, deposits, complimentary stays, and missing records. Emails Heather.

WHAT THEY MAY DO

Read the current system, compare records, identify issues, create owner reports, recommend next actions, and draft unusual guest replies.

WHAT THEY MAY NOT DO

Send guest messages, change booking records, issue refunds, edit the website, deploy, commit, or push unless an owner gives a separate explicit instruction.

WHERE REPORTS GO

The daily owner briefing stays in its Codex task. The weekly website caretaker and monthly bookkeeping reports are emailed to Heather at hbcobb6@gmail.com. The guest communication routine produces drafts for approval.

HOW HEATHER GETS IN WITHOUT STORING PASSWORDS IN THIS HANDBOOK

Website Accounts and Access

The website depends on three working places: GitHub stores the code and history, Vercel publishes and runs the live site, and the local Weeks Creek Haven project is where Codex helps make and verify changes. Use Lance's Google account to sign in where offered. The password is in the vault.

PLACE	HOW TO OPEN	WHAT IT DOES
GitHub	Open Weeks Creek Haven repository	Stores the website source, every committed change, and the main branch history.
Vercel	Open Vercel dashboard	Hosts weekscreekhaven.com, deployments, server functions, environment settings, logs, and the hourly email job. Select project weekscreekhaven .
Live website	Open weekscreekhaven.com	The public result guests see. Use it to confirm a deployment looks right.
Local project	C:\Projects\weekscreekhaven	The PC working copy used by Codex. Changes are committed to main and pushed to GitHub, which triggers Vercel.

Safe things Heather can check

- GitHub: the latest commit on **main**, which files changed, and the written change description.
- Vercel: whether the newest deployment says Ready, whether a function has errors, and whether the project is still connected to the correct domain.
- Live site: the exact page that was changed, preferably in a fresh browser window when testing saved sessions or cache behavior.

Actions to avoid unless intentional

- Do not delete the GitHub repository, branches, commits, or files.
- Do not change Vercel environment variables, domains, team ownership, or project settings casually.
- Do not roll back, redeploy, or promote a deployment unless you know which version should become live.
- Do not copy passwords, tokens, Square keys, or secret environment values into email, chat, this PDF, or screenshots.

SIGN-IN NOTE FOR HEATHER

Use Lance's Google account for GitHub and Vercel access where it is connected. Retrieve the password from the vault. This handbook intentionally records the location of the password, not the password itself.

SMALL CHECKS BEAT GIANT CATCH-UP SESSIONS

A Calm Owner Rhythm

Heather does not need to live in the dashboard. A short daily scan, a seven-day arrival check, and a monthly operations check will catch nearly everything the system cannot handle by itself.

RHYTHM	WHAT TO DO
Each morning	Read the 8:15 owner briefing. Open the Command Center only for urgent or unclear items.
Weekly	Review the next seven days: payment, agreement, door code, cleaner, trash, special notes, and unusual guest needs.
Before arrival	Confirm Booked status, correct contact details, installed door code, Guest Guide access, and cabin readiness.
Checkout day	Watch for the submitted report, 3 PM checklist reminder, 5 PM review message, and anything needing a vendor.
Day after	Remove the door code, coordinate trash/cleaning, inspect reported issues, and decide the security deposit.
Monthly	Read the bookkeeping report, reconcile missing costs/refunds, schedule next month's cleaners/trash, and update contacts.

Common situations

SITUATION	CALM NEXT STEP
Guest asks a normal question	Send the correct Guest Guide section; avoid rewriting information already there.
Guest asks something unusual	Let the draft assistant prepare a reply, review it, then decide whether to send.
Signed but unpaid	Use the current-stage reminder. The dates are not fully locked until payment arrives.
Complimentary stay shows payment due	Treat it as a record problem. Complimentary completion must not depend on payment.
Guest reports damage	Preserve the written report and photos, arrange inspection, then decide any deposit deduction or credit.
Website looks wrong	Check a fresh browser, then GitHub's latest commit and Vercel's latest deployment before changing anything.

THE REAL GOAL

The system is there to make the owners more present, not more buried in administration. Let it remember the dates, stages, messages, and records so Heather and Lance can focus on the guest, the cabin, and the decisions that need a human.

A FINAL OWNER CHEAT SHEET

When in Doubt, Use This Page

Most questions can be answered by deciding which of four things is involved: a guest, a date, money, or the physical cabin. Open the matching tool, read the current record, and make only the smallest necessary change.

QUESTION	OPEN	THEN
Who is staying and what is missing?	Bookings & payments	Read the pills and open that booking card.
When is the cabin occupied?	Owner Calendar	Check stays, requests, holds, and checkout dates.
What will these dates cost?	Command Center quote calculator	Preview before promising a number.
What did we send the guest?	Guest email timeline	Check the booking markers and matching templates.
What does the guest need at the cabin?	Guest Guide	Use the personal link for private booking details.
Who can fix or clean something?	Property & People	Use the contact, scheduling, and pricing notes.
What do we do in an emergency?	Owner Emergency Handbook	Start with safety, 911, and the first-five-minutes list.
Is the website healthy?	Vercel dashboard	Check the weekly report and latest deployment.
What changed in the website?	GitHub repository	Read the latest commit on main.

ASK THE SYSTEM

“Show me what needs attention for the next seven days.”
“Explain this booking in plain language.”
“Draft a reply, but do not send it.”

ASK BEFORE CHANGING

“What will this button do?”
“Has money already moved?”
“Will this contact the guest or change the live site?”

OR ASK LANCE'S FAVORITE AI

When none of this sounds fun, ask Lance's favorite AI to explain it in plain English. Just tell it not to send, refund, delete, deploy, or change anything without your approval. Yes, Lance insisted this tip belonged in the handbook.

YOU ARE NOT BEHIND

The system grew because it is carrying real work. Heather does not need to catch up with every technical detail. Begin with the owner briefing, use the linked section that matches today's question, and let the history stay in the system.

Welcome to the behind-the-scenes side of the Haven.

Lance & Heather's Weeks Creek Haven | Private owner use