



ROWE'S RETREATS

BOOKING

& MANAGEMENT SERVICES

We go the extra mile to make your property stand out.

We take a strategic, hands-on approach to ensure your property gets the attention it deserves.

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HOW DO WE SECURE HIGHER VALUE HOLIDAY BOOKINGS THAN OTHER AGENCIES?

The self-catering market has evolved - and so have guests' expectations. Today's traveller wants a stay that's not just stylish and comfortable, but seamless from the moment they book. They do their research, they want quick answers, and they expect a level of service that feels personal.

At Rows Retreats, we're always available when guests are planning their trip - not just during office hours. Whether it's late in the evening or over the weekend, we're on hand to respond quickly and personally. This round-the-clock availability, paired with our warm and knowledgeable approach, helps turn interest into bookings - particularly from international guests who may be in a different time zone.

We pride ourselves on service that's genuinely attentive. A large part of our success comes from the trust we build with guests, leading to exceptional levels of repeat bookings and consistently above-average occupancy rates.

WHO ARE ROWES RETREATS?

We're a boutique property management team specialising in short and medium-term stays across Cornwall. From coastal hideaways to townhouses, we handpick each property to ensure it offers something truly special - and treat every one as if it were our own.

Whether your guests are visiting for a family holiday, a creative retreat, or a working trip, we focus on delivering an experience that feels curated, considered, and easy. We don't do one-size-fits-all. Instead, we take the time to know your home, understand your goals, and make every stay feel effortlessly personal.

WHAT MAKES OUR SERVICE DIFFERENT?

We offer straightforward, honest guidance on pricing, income potential and how to get the most from your property - with no inflated figures or unrealistic promises. There are no sign-up fees, no tie-ins, and no fine print. Our commission is a fair 10%, and you're always in control of when and how your home is used.

We run a truly hands-on operation. Our boutique scale means we're deeply familiar with each property and its owner, which allows us to act quickly, communicate clearly, and offer a level of care that larger agencies simply can't match.





CONCIERGE, DONE PROPERLY

A beautiful home is just the beginning. Our inclusive, in-house concierge service ensures every stay is supported by real people who know the area inside out. Whether it's booking a boat charter, sourcing a private chef, or simply recommending the best spot to co-work with a sea view, we're here to make life easy for your guests - and keep them coming back.

From rural coastal escapes to bustling town locations, every booking includes access to a team of local experts with backgrounds in hospitality and events. For inspiration, tailored recommendations, or a fully bespoke itinerary, we're always just a message away.

HOW IT WORKS

- We charge 10% commission for our booking and management services, full stop.
- No extra fees for registration, marketing or key holding.
- Funds are forwarded at the end of the month, minus our fee.
- You can reserve dates for personal use at any time via your owner portal.
- Choose to manage your own cleaning and maintenance (booking and management services) or opt for our fully managed end-to-end service.

Professional photography and videography aren't required - but we strongly recommend them. A great first impression makes all the difference, and our creative team knows how to show your home in its best light.

WHY LET WITH R&R?

Every owner who has joined Rowses Retreats is still with us today – something we're incredibly proud of. Some have been trusting us for over five years, and many now let multiple properties with us.

We treat your home as a business, offering insight and guidance to help you generate consistent, rewarding returns. But we also care deeply about your property – and the experience it offers. That balance is what sets us apart.

24 HOUR CALL OUTS

We are always here for you and your guests, whether it's how to work the TV or a misplaced key. With our fast response rates, we can help find quick solutions to re-active issues, keeping you updated on the outcome. Our call out charges are £20 9am-5pm, out of hours £50 (No call out fee for end-to-end Management Clients)

ITEM SOURCING

If something specific is needed for your property we can source on your behalf using our supplier network or we are happy for you to use our office as a delivery hub. We will then arrange to have the items placed in the property for you.

MAINTENANCE REPORTING

Any maintenance issues found, along with any recommendations from us will be communicated to you. We will also offer to solve them for you with our in house team, or source a contractor that is able to do so for you.

FULL-SERVICE PROPERTY MANAGEMENT

With our inhouse maintenance team we can create custom schedules and undertake a range of additional services, including, window cleaning, garden upkeep, and even curating personalised welcome hampers – all tailored to elevate the guest experience.

We'd love to show you some of our success stories. Here are some examples:



CASE STUDY PROPERTY 1

Property type and location:

Seafront apartment in Falmouth, The Packet Quays.

Sleeps up to 4 in 2 bedrooms.

1 bathroom.

Off-road parking for 1 car.

Balcony.

WiFi.

Dogs welcome.

The numbers:

- Level of occupancy 82%

(300 days, no owner booked nights)

- Gross revenue in excess of £61,000





CASE STUDY PROPERTY 2

Property type and location:

Semi-detached town house in Falmouth.

Sleeps up to 6 in 3 bedrooms.

2 bathrooms.

Garden.

WiFi.

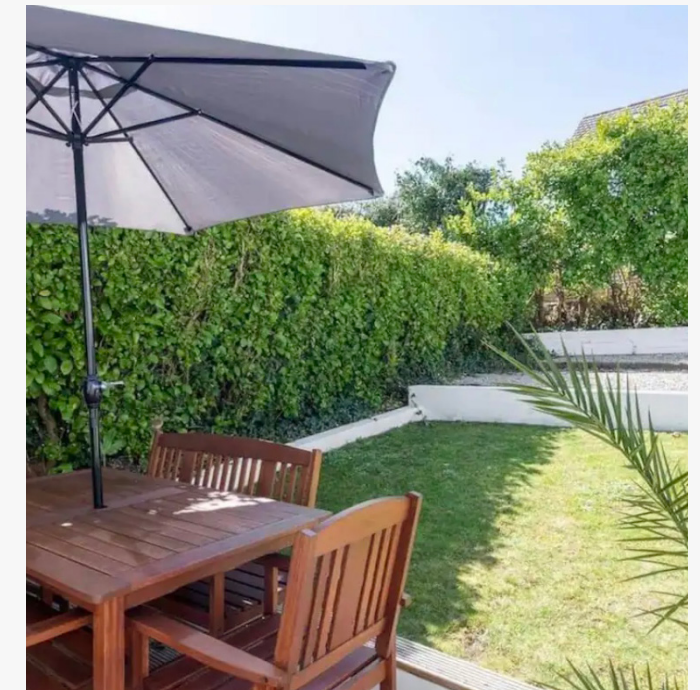
Dogs welcome.

The numbers:

Level of occupancy 70%

(255 nights, excluding off season owner booked nights)

Gross revenue in excess of £63,000



CASE STUDY PROPERTY 3

Property type and location:

Town centre, Harbourside apartment in Falmouth.

Sleeps 5 in 3 bedrooms.

1 bathroom.

Off road parking for 1 car.

WiFi.

The numbers:

Level of occupancy 72%

(261 nights, excluding year round owner booked nights)

Gross revenue in excess of £52,000





CASE STUDY PROPERTY 4

Property type and location:

Apartment in Falmouth, The Packet Quays.

Sea views.

Sleeps up to 6 in 3 bedrooms.

2 bathrooms.

Off-road parking for 1 car.

WIFI.

The numbers:

Level of occupancy 70%

(255 nights, excluding off season owners booked nights)

Gross revenue in excess of £81,000



CASE STUDY PROPERTY 5

Property type and location:

Cottage in Falmouth.

Sleeps up to 3 in 2 bedrooms.

1 bathroom.

Courtyard garden.

WIFI.

The numbers:

Level of occupancy 60%

(222 nights, excluding off season owner booked nights)

Gross revenue in excess of £36,000



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