

STAYMARQUIS

SEAMLESS FIVE STAR HAMPTONS RENTALS

BY TESSA SMITH



Why did you create StayMarquis?

In 2009 we booked a vacation home for a long weekend in the Hamptons with a group of friends. We found the listing through Craigslist.com, which displayed a picturesque Hamptons home, complete with high hedges lining the property, a 20x40 in-ground pool, a salt-washed shingle exterior with perfectly manicured grounds as well as a modern and clean interior that could comfortably accommodate 12 people.

When we arrived at the property, there were no hedges, no pool, and the structure that laid on the property resembled something found in a war-torn village. With our hearts already at our knees, they fell a little further when the “owners” phone number was no longer in service. We got taken, and we vowed to never let that happen to anyone ever again. We saw an opportunity to build a company that would be an industry game-changer, bringing a new level professionalism and quality to an industry that was fraught with problems and run by individuals lacking the skills and experience needed to ensure property owners and guests had a hassle-free and streamlined experience.

Why can renters trust your brand?

We take great pride in the properties that we represent. Every property on our platform has been visited by a member of our team and has passed an annual 100-point inspection process. For properties that are part of our “Marquis” program, we handle all on-the-ground services, and our team visits the property a minimum of 4 times for each booking: 1. 24 hours in advance of check-in to ensure the property is “guest-ready”; 2. At the time of check-in; 3. After the guest departs for a thorough post-stay cleaning; and 4. An inspection at the end of the guest’s stay. These 4 touch points per booking ensure that the property is always prepared and ready for the guest to enjoy.

Tell me about your concierge services and what you offer?

We have a dedicated concierge team that is solely focused on guest experience. We take it upon ourselves to make each guests vacation

as enjoyable as possible and offer a range of concierge services, including grocery shopping, running errands, pet care, babysitting, personal shopping, chauffeur service, kitchen help, surfing lessons, personal training, in-home massage, personal chef, restaurant reservations and beach set up. We also offer guests the ability to book excursions, including a boat tour around the Hamptons and/or North Fork, a wine tour, and yoga retreats.

What makes StayMarquis unlike any other?

There is a two-pronged response to this question, one focusing on how we’re different in the eyes of an owner, and the other in the eyes of the guest.

From owner’s perspective: Our approach to how we market, price, and carry out our on-the-ground operations is unlike any other. Having been involved in the vacation rental industry since its infancy, we have seen, and experienced firsthand, what works and what doesn’t. We have developed our own methodologies and strategies to yield owners the highest return on their investment, while minimizing the stresses that come when renting their homes. Our vision for the industry, and our complete understanding of the differing needs of the owner and guest, allows us to bridge the gap between the two parties in a seamless fashion.

From a guest’s perspective: We are a one-stop shop when it comes to renting a vacation home. Not only do we hand-hold the guest through the entirety of the search process and answer any question that they might have about a property or the neighborhood, we continue to do so throughout the entirety of their stay. Our concierge team can handle any guest request, from grocery shopping, booking a sunset sail, organizing an at-home chef, or making coveted reservations, we allow the guest to relax before they even step foot on the property. Our partnerships with local restaurants, venues, service providers and other businesses creates a hyper-localized experience that allows our guests to live in luxury, like a local.

What message do you want to leave your customers with?

“Exclusive yet accessible.” Since the beginning, our goal has been to offer properties of all different shapes, sizes and price points. It is extremely important to us that we have inventory for everyone, and that each of our guests feel that they are part of something special when traveling through us. We won’t rest until we perfect the vacation rental experience and we will continue to make improvements to every aspect of our business, including marketing, booking, concierge and rental management.