

FREE DOWNLOADABLE TEMPLATE

Free Hotel Check-Out Message Templates

30+ Ready-to-Use WhatsApp, SMS & Email Templates

For hotels, resorts, homestays, boutique hotels, and vacation rentals — professionally crafted, instantly customizable, and ready to send.

Introduction

A guest's experience doesn't end when they leave your hotel.

Thoughtfully written check-out messages can improve guest satisfaction, encourage positive reviews, increase repeat bookings, reduce billing queries, and strengthen long-term relationships with guests. The right message at the right moment leaves a lasting impression that encourages guests to return.

This collection includes ready-to-use WhatsApp, SMS, and email templates for the most common hotel check-out situations. Each template has been written in clean, professional language that feels warm rather than robotic. Simply customize the placeholders with your guest's name, your property name, and relevant details before sending.

Improve Satisfaction

A timely, personalized message shows guests you care beyond the transaction.

Encourage Reviews

A well-timed review request significantly increases the likelihood of positive feedback.

Increase Repeat Bookings

Post-stay messages keep your property top of mind for future travel plans.

Reduce Billing Queries

Proactive invoice and payment messages prevent confusion and unnecessary calls to reception.

Before You Start

Every template in this collection uses placeholder tags that you should replace before sending. Here is a quick reference guide for all placeholders used throughout this document. Keep this page handy when customizing your messages.

Placeholder	Example
{{Guest Name}}	John Smith
{{Hotel Name}}	Axis Grand Hotel
{{Checkout Time}}	11:00 AM
{{Review Link}}	Google Review Link
{{Invoice Link}}	Invoice PDF
{{Payment Link}}	Secure Payment URL
{{Contact Number}}	+91 XXXXX XXXXX
{{Amount}}	₹2,500

 **Tip:** Create a saved note on your phone or a pinned message in your team chat with these placeholders for quick reference during busy check-out periods.

Friendly Check-Out Reminder

Send this on the morning of departure — ideally 2 to 3 hours before the scheduled check-out time. A gentle reminder reduces front-desk calls and helps guests plan their departure smoothly.

WhatsApp Version 1

Hello {{Guest Name}},

We hope you've enjoyed your stay at {{Hotel Name}}. Just a friendly reminder that your check-out time today is {{Checkout Time}}.

If you need luggage assistance or have any questions before departure, we're happy to help.

Have a safe journey! 🌞

WhatsApp Version 2

Good morning {{Guest Name}}!

This is a reminder that your scheduled check-out today is at {{Checkout Time}}.

If you'd like to request a late check-out (subject to availability), simply reply to this message.

SMS Version

Dear {{Guest Name}}, this is a reminder that check-out at {{Hotel Name}} is today at {{Checkout Time}}. Need assistance? Call us anytime.

Email Version

Subject: Your Check-Out Today at {{Hotel Name}}

Dear {{Guest Name}},

We hope you've had a wonderful stay with us. This is a reminder that your scheduled check-out today is at {{Checkout Time}}.

If you require luggage assistance or wish to request a late check-out, please contact our front desk.

Safe travels,
Team {{Hotel Name}}

Late Check-Out Offer

Offering a late check-out is a simple way to add value to a guest's stay. Send this message a few hours before the standard check-out time to give guests the option to extend their stay comfortably.

WhatsApp Version 1

Hello {{Guest Name}},

Need a little extra time?

Late check-out is available today (subject to availability). Reply to this message and we'll check availability for you.

WhatsApp Version 2

Planning a relaxed departure?

Ask us about late check-out options before {{Checkout Time}} today.

Email Version

Subject: Late Check-Out Available

Dear {{Guest Name}},

If you'd like to extend your stay for a few more hours, we'd be happy to check late check-out availability.

Please contact reception before your scheduled departure.

Express Check-Out

Express check-out is ideal for guests with early departures or tight schedules. This message should be sent the evening before departure or early on the morning of check-out.

WhatsApp Version

Hello {{Guest Name}},

To make your departure quicker, express check-out is available.

If your bill has already been settled, simply leave your room key at reception. We'll email your invoice immediately.

SMS Version

Express check-out is available for your convenience. Thank you for staying with {{Hotel Name}}.

Email Version

Subject: Express Check-Out Information

Dear {{Guest Name}},

To save time during departure, you may use our express check-out service.

Your invoice will be sent to your registered email address after check-out.

Payment Pending & Invoice Sent

These two situations often occur together — a guest has an outstanding balance, and once settled, an invoice is issued. Send payment reminders before departure and invoice confirmations shortly after payment is processed.

Payment Pending — WhatsApp

Hello {{Guest Name}},

Our records show a pending balance of ₹ {{Amount}}.

Please visit the front desk or use the payment link below before your departure.

{{Payment Link}}

Payment Pending — SMS

Dear {{Guest Name}}, a balance of ₹{{Amount}} remains outstanding. Please complete payment before departure.

Payment Pending — Email

Subject: Outstanding Balance for Your Stay

Dear {{Guest Name}},

Our records indicate an outstanding balance of ₹ {{Amount}} for your recent stay. Please settle this amount before your departure by visiting the front desk or using the secure payment link below.

{{Payment Link}}

Invoice Sent — WhatsApp V1

Hello {{Guest Name}},

Thank you for staying with us. Your invoice has been sent to your registered email.

If you require a GST invoice or any billing assistance, please let us know.

Invoice Sent — WhatsApp V2

Your payment has been successfully processed.

Your invoice is now available.

Please contact us if you'd like a GST invoice or an updated billing address.

Invoice Sent — Email

Subject: Your Hotel Invoice

Dear {{Guest Name}},

Attached is your invoice for your recent stay at {{Hotel Name}}.

If you require a GST invoice or have any billing queries, please do not hesitate to contact us.

Thank you for choosing {{Hotel Name}}.

Thank You & Review Request

Send a thank-you message within a few hours of check-out, and follow up with a review request within 24 hours. Guests are most likely to respond while their experience is still fresh in their minds.

Thank You — WhatsApp

Thank you for choosing {{Hotel Name}}.

We hope you had a pleasant stay and wish you a safe journey home.

We look forward to welcoming you again soon. 🌿

Thank You — SMS

Thank you for staying with us. Safe travels, and we hope to see you again!

Thank You — Email

Subject: Thank You for Staying With Us

Dear {{Guest Name}},

Thank you for choosing {{Hotel Name}}. We hope your stay was comfortable and memorable.

We look forward to welcoming you back on your next visit.

Warm regards,
Team {{Hotel Name}}

Review Request — WhatsApp V1

Hi {{Guest Name}},

Thank you for staying with us. If you enjoyed your experience, we'd be grateful if you could leave us a quick review.

{{Review Link}}

Review Request — WhatsApp V2

Your feedback helps us improve and assists future travelers.

We'd love to hear about your stay.

{{Review Link}}

Review Request — SMS

Enjoyed your stay? Please leave us a quick review: {{Review Link}}

Review Request — Email

Subject: Tell Us About Your Stay

Dear {{Guest Name}},

We hope you enjoyed your recent stay at {{Hotel Name}}. Your feedback helps us maintain the high standards our guests deserve.

If you have a moment, we'd be grateful if you could share your experience:

{{Review Link}}

Return Guest Offer, Forgotten Item & Service Recovery

These three situations require a more personalized, empathetic approach. Whether you're inviting a guest to return, returning a forgotten item, or addressing a less-than-perfect experience, the right message can turn a moment into an opportunity.



Return Guest Offer

WhatsApp: Thank you for staying with us. As a valued guest, we'd love to welcome you back. Book directly next time and enjoy exclusive member rates and special benefits.

Email Subject: An Exclusive Offer for Your Next Stay



Forgotten Item

WhatsApp: Hello {{Guest Name}}, while preparing your room after check-out, our housekeeping team found an item that appears to belong to you. Please let us know the best way to return it.

Email Subject: An Item Was Found After Your Departure



Service Recovery

WhatsApp: Hello {{Guest Name}}, thank you for staying with us. We're sorry that your recent experience didn't fully meet your expectations. Your feedback is valuable, and we'd appreciate the opportunity to make things right.

Email Subject: Thank You for Your Feedback

Bonus Templates & Best Practices

Bonus Situations to Prepare For

These are scenarios many hotels encounter but rarely prepare for in advance. Having templates ready saves time and ensures consistency.

- Guest extended stay confirmation
- Airport transfer confirmation after check-out
- Loyalty program invitation
- Corporate traveler thank-you message
- OTA guest direct booking invitation
- Seasonal promotion after check-out
- Birthday or anniversary follow-up
- "We miss you" message after 90 days
- Feedback after a complaint resolution
- Invitation to join the hotel's WhatsApp channel or newsletter

Best Practices for Sending Check-Out Messages



Personalize every message with the guest's name and stay details.



Choose the right channel — WhatsApp for quick updates, SMS for urgent reminders, and email for invoices or detailed communication.



Send at the right time — a check-out reminder on the morning of departure, a review request within 24 hours after check-out.



Keep messages concise, professional, and action-oriented.



Include links only when they add value, such as payment links, invoice downloads, or review pages.



Respect guest privacy and local communication regulations — avoid sending promotional messages without consent.

Looking to automate guest communication?

AxisRooms helps hotels streamline reservations, guest communication, online distribution, and direct bookings—all from one connected platform.

Book a free demo today.