



PRODUCT OVERVIEW · OCTOBER 2026 · OPEN BETA

Chasing the Moon

for property managers

One quiet workspace for bookings, cleaning, maintenance, owners and money: built in Costa Rica, for the people who keep properties running.

Dreaming deliberately.

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One workspace for the whole operation

Most of the work that keeps a property running happens out of sight: the turnover at 11, the missing towel, the leaking tap, the owner who wants to know what came in last month. Chasing the Moon brings that work into one place. The front desk, the cleaning team, maintenance and the office all look at the same live picture, and each person sees the screens their role opens.

Everything connected

Bookings drive cleaning, cleaning drives inventory, payments drive the books. Nothing is entered twice: an import fills in the stays the calendar sync already brought instead of adding them again.

Bilingual

The full interface runs in English and Spanish, and each person picks their own. Guest emails go out in English or Spanish, in the language the guest booked in on your site.

Live across the team

Changes sync to every open device, so reception sees a room turn ready the moment it is approved. Without a signal, work carries on and is sent when the connection is back.

Built for phones

Housekeepers tap through checklists on a phone, and managers can run the day from one too: Calendar, Bookings, Financials and the other manager pages have phone layouts. A computer still shows the whole month at a glance.

Multi-property

Run several properties, each let as a whole or as separate units, with its own owner, colour, check-in times and housekeeping policy. Basic holds up to 3 properties and 1 owner; Pro has no limit.

Modular

Every module is included in the plan, and we turn on the ones your business needs. A module that is off shows greyed on Home: tap it to see what it does and ask for it. Only workers and agents cost extra.

WHAT'S INCLUDED

Front office	Reception · Bookings · Messages · Guests
Planning	Calendar · Closures · Shifts and time off · Deep cleans and upkeep
Operations	Housekeeping (crews, planning, jobs and pay) · Inventory · Maintenance
Revenue management	Pricing rules · Add-ons and packages · Guest pay links (card or SINPE Móvil)
Money & owners	Owners · Owner statements and reports · Financials · Import bookings with Airbnb's real fee · Tax report (D-150) · Electronic invoices · Ledger
Guests	Automatic email templates · Concierge & trip planner · Guest portal (only available on guest websites fully integrated with Chasing the Moon)
Platform	Properties & units · Users & roles · Team (schedules, absences, pay) · Branded email · Settings
Getting started	Import your data · A guide on every tab · Simple and In depth views · What's new and suggestions
Add-ons	Workers: Channels (calendar sync with the OTAs) · Website traffic (your booking site) · Social. Agents: WhatsApp assistant · Market data
Free apps around you	Owner app · Job links for cleaners and contractors · Cleaning jobs app · Work orders app

Know who is here, who is coming and who is leaving

Reception is the day; Bookings is every reservation; Guests is every person; Messages is every conversation. Together they replace the whiteboard, the spreadsheet and the notebook at the desk.

Reception

Today's operational board

- Arrivals, departures, in-house guests and same-day turnovers, in one view. Guests who should have checked in or out by now are tagged Late.
- Every property shows how many of its units are taken tonight. A property you rent as a whole, or a single house, also gets a banner with its photo, its specs and a notes checklist.
- Check guests in and out. Check-in records the guest's ID (photos kept private), nationality and signature on your conditions; check-out warns of an unpaid balance.
- Each unit shows its live cleaning progress, mirrored from housekeeping, and a finished clean can be reviewed from the desk.
- Request a clean (urgent or routine), a refresh or a whole property straight from the desk, report a repair, or leave a note for the next shift. Walk-ins are booked from here too.
- Today on my phone: a QR link opens the day on a manager's phone, with no app and no sign-in.

Bookings

Every reservation, from every source

- Create, edit and cancel stays per unit or for a whole property in three steps (stay, extras and price, payments), with the source and how the guest reached you recorded.
- Conflict detection prevents double-booking a unit, whole-property stays included. Website and WhatsApp bookings follow the same rule.
- Dates that overlap a planned closure can't be booked: change or remove the closure first. A stay already inside a later closure is flagged on the calendar.
- A new booking can email the guest a pay link for the deposit or the full amount, with a deadline. Card or SINPE Móvil payments through Tilopay record themselves on the booking.
- Payments are recorded against the booking, so half-paid stays show as half-paid everywhere: on the calendar bars, in Outstanding and on the guest's profile.
- New stays from Airbnb, Booking.com or your website, and cancellations made on Airbnb or Booking.com, show at the top since you last looked. A stay the sync brings twice is linked, or flagged with merge, move or keep both.

Every guest, every conversation

Guests is everyone who has booked with you; Messages is every conversation, with guests and with the people you work with.

Guests

A guest directory with memory

- Everyone who has booked (staying now, coming, or stayed before), with contact details, every stay with what was quoted, paid and still owed, and lifetime value.
- People who wrote but haven't booked sit under Prospects, saved from Messages or added by hand. They move to Guests by themselves when they book.
- Tags and notes for preferences, plus what the guest wrote on the booking form. Guests in house and arriving soon are pinned to the top.
- One record per person: possible duplicates are flagged with Merge, and nothing is lost in a merge.
- Insights: average stay, party size, repeat guests, how far ahead guests book, where they come from and how they first found you.

Messages

One inbox for every conversation

- Every email sent to a guest (which one, when, delivered or not), guests' WhatsApp messages, and threads with your owners, cleaning companies and contractors, in one place.
- A new number or address can be linked to a guest or a booking, or saved as a new guest.
- Team notes, and an amber 'Be careful' or red 'Do not accept' flag, follow the guest into Guests.
- Answer guests' WhatsApp from the app with the WhatsApp assistant agent. The email templates open from the same bar.

See the whole month before it happens

The Calendar is the month overview. It overlays almost everything dated in the workspace, so you can see a busy turnover day, a maintenance visit and a manager's day off on the same screen. The next two weeks of cleans and repairs are planned in Housekeeping and Maintenance.

Calendar

One view across all modules, layer by layer

- Layers you switch on and off: stays, housekeeping, deep cleans, upkeep, maintenance, closures, vacations, shifts and notes, each with its count for the month. A Financial layer, off by default, marks the IVA deadline on the 15th and your expense reminders.
- A unit-by-unit month grid: stays in neutral grey, cleaning in blues (refresh, cleaning, upkeep, deep clean), preventive maintenance due in red. When two things share a day the row splits, so nothing is drawn over anything else.
- Clean chips show who is on them, or 'Needs a cleaner'.
- A day plan per cleaning crew puts the work in order, with turnovers waiting for checkout time and a ▲ when one would finish after check-in.
- Tap a day: what needs attention first, then one group per layer, each row opening where it comes from. On a phone the month reads as a list of days.
- Export the layers you have on to Google, Apple or Outlook calendar as a one-off .ics file.

Closures, shifts, time off and notes

The human side of the plan

- Closures for a single unit, one property or everything, shown as a striped background so work planned during the closure stays visible on top.
- A closure blocks new bookings in the admin, on your website and through the WhatsApp assistant, and goes out on the channel feeds as unavailable. Approving an owner stay, or bigger work that closes the house, adds one for you.
- Shifts show who on the team works when, with optional hours and a position ('Luccia - Reception'). A shift can repeat weekly, and 'Delete this and following' ends the series.
- Time off per person by type (vacation, sick day, personal day and others), plus free-form dated notes. A shift on a day off is flagged 'Needs cover', and time off takes an in-house cleaner off their cleans.
- Admins and the general manager edit. Front desk and department heads see the calendar read-only; cleaners and maintenance staff see their own shifts and time off on their own screen instead.

Deep cleans and upkeep

Recurring care that does not get forgotten

- Set per unit in Housekeeping: every so many days, a fixed weekday, or flexible. Units without their own setting follow the calendar's defaults: a deep clean every 90 days, upkeep every 30.
- A deep clean is planned only on a day with no guest at all; upkeep fits around guests within care hours (08:00 to 17:00 by default). Plans move by themselves when a new booking lands on them.
- Flexible units show a quiet 'Not planned' prompt. Admins and managers tap it to choose a date and, if they like, who does it; a day the guests leave no room for is refused, with the reason.
- Move a planned date by dragging it on a computer, or with 'Move to...' on a phone.

Clean rooms and stocked shelves

Housekeeping runs itself from the bookings. The team works from a phone or a job link, each clean is inspected, and every clean leaves a record of what was used, stained, missing or broken.

Cleaning

A queue that builds itself, with checklists and inspection

- To clean builds itself from the day's bookings, reception's requests and cleaning visits a guest booked. With more than one property it is grouped by property, with each one's state and open repairs.
- Inside each property: urgent cleans first, then turnovers, check-ins and stayovers, refreshes for tomorrow's arrivals and checkout cleans, in the day plan's order. A single property groups by kind of clean.
- Each clean has the right checklist, built room by room for each unit: a checkout clean leaves the unit guest-ready; turnover, check-in and stayover cleans add the refresh chores.
- Occupied units get a stayover clean when one is asked for. Daily cleaning of occupied rooms is a switch on each property, off by default.
- Tap-through checklists for linen, consumables and equipment, piece by piece, with live counts. Send for inspection; the reviewer approves or sends it back, and a returned unit keeps its progress.
- Every clean files a report in Users → Activity: who cleaned, which kind of clean, how complete, and everything flagged.

Planning, crews and pay

Who cleans what, and what you owe them

- Crews: group your cleaners and give each crew its houses. Cleaners see only their crews' houses.
- Housekeeping → Planning lists the next two weeks of cleans and who is on each: confirmed, waiting, declined or nobody, and 'Cleaning now' once someone starts. Give a clean to someone, or send them their link on WhatsApp.
- Cleans with nobody today or tomorrow sit at the top of Housekeeping → Cleaning, with Give to... or an open offer link: the first to accept takes it. At an hour you set, outside cleaners are emailed tomorrow's cleans.
- When a booking is cancelled after someone took its clean, Planning says so, and a cancellation fee can be paid.
- Jobs & pay: every finished clean with who, which stay, the hours and the cost. Pay is set per person (payroll, per clean or per hour), and Mark paid books the expense in Financials.
- Outside cleaners work from a job link on their phone, with no app and no password. Once a cleaning company works for more than one manager, it gets its own Cleaning jobs app, connected to yours.

Inventory

Linen, consumables and equipment per unit

- Set each unit's linen, consumables and equipment once and place them in its rooms. Units of a property share one item list, and the checklist counts against it.
- Stock: storeroom counts per property against a target. Linen: usable pieces against a target, by colour group.
- A purchase list collects anything a cleaner couldn't restock and tops each item up to its target. A room not fully stocked shows Low stock until it is refilled.
- Stained, lost and broken items are logged with exact counts and wait here. For a lost or broken piece: charge the departing guest, write it off, or mark it found. To get something repaired, use Report issue.

Working equipment, every repair followed to the end

Problems are reported from the cleaning checklist, the inspection or the desk, given to your own handyman or a contractor, and followed until they are done, paid and in the books.

Maintenance

Repairs, regular maintenance and bigger work, from report to paid

- Jobs · Planning · Materials · Team · To pay. The Jobs board has Repairs, Regular maintenance, Bigger work and Setup.
- Each job has a category, a priority from Low to Urgent, a 'Due by' date, photos, and who does it: in-house (on their My tasks) or a contractor (on their job link or own app).
- Each job shows its stage and its next step; counters show what needs a decision, what is late and what is to pay.
- Cleaners, inspectors and reception tap Report issue, with a photo. The job is given to the person set for that kind of work in Who does what.

Contractors and follow-up

Send it, hear back, follow up

- Giving a job to someone outside opens a ready message by WhatsApp, SMS or email with their private job link. They answer 'I'll do it' or 'Can't do it'.
- Jobs with no answer after a set number of hours (sooner for urgent ones) come back under Follow up, with Remind and Give to....
- Team: everyone who does maintenance, with their open, late and owed jobs, and their last 90 days: jobs done, on time, and how fast they answer.
- Once a contractor works for more than one manager, it gets its own Work orders app, connected to yours; its updates are tagged 'via their app'.

Bigger work and regular visits

Quotes, approvals and visits that repeat

- Bigger work: a quote, an approval (yours, or the owner's in their app), start and end dates and a payment plan. It can close the house on the calendar, and bookings in the way are flagged.
- Regular maintenance: pool, A/C, garden, pest control and more, for one house, a property or every house, with who does it and the price per visit. The job is made a set number of days before it is due.
- Planning shows the next two weeks day by day: jobs due, bigger work starting and repeat visits. Late jobs and jobs with no date are listed apart.

Materials and paying

From the shopping list to the books

- Materials: To buy · On the way · Arrived · Suppliers. Send the list, or one supplier's order, by WhatsApp; materials bought for a job add to its cost.
- To pay: finished jobs, payments due on bigger work and materials, grouped by whom you pay. Each line marked paid becomes a maintenance expense in Financials.
- Your time on a job and a markup on the contractor's cost can go on the owner's statement, under each owner's maintenance terms.

Price against the market, sell on every channel

Pricing, distribution, payment and accounting are one chain. A rate set in the admin flows through to the booking site, the booking, the WhatsApp assistant's quotes and the owner's statement without being entered twice.

Pricing

A rule-based rate engine, one price everywhere

- Each night starts from the unit's base rate (or a whole property's own rate), or, with Market data, from the market. Static rules for seasons and dates go on top: the first match wins, and they never add up.
- Two raises: a weekly uplift as your own units fill up and, with Market data, 'When competitors fill up'. Two discounts: turnover-day and last-minute; a night only ever gets the deeper one.
- Turnover-day covers the night before an arrival or after a checkout, for gaps of at least a length you set; one-night gaps never qualify. Last-minute covers tonight plus a window of up to 30 days.
- A floor and ceiling per unit always hold, and 'How a night's price is made' spells out the order. A discount can carry a website message, so your site shows it as an offer.
- The calendar, new bookings, Reception, the website and the WhatsApp assistant quote the same price, with the reason in a tooltip. Bookings already made keep theirs.
- Add-ons and packages have their own tab, priced per booking, visit, night or guest, per unit or property. Cleaning visits sold with a stay go to Housekeeping.

Market data

What comparable places charge, night by night (an agent)

- Pick the places each unit competes with on Booking.com or Airbnb, up to 15 across the business. They are looked up several times a day.
- Night by night, your price beside the market's: what free rooms ask ('On offer'), an estimate of what sold rooms went for ('Selling at'), how full they are and how far ahead they are booked.
- A market rule per unit suggests a price: the market, above or below by an offset you set, raised on busy nights. Switch a unit to 'From the market' and each night starts from it.
- 'When competitors fill up' raises your own price on nights the comparables are full: 15% at 80% full by default. Only how full they are counts, never what they charge.
- Free up to an allowance during the beta; after the beta, \$19 a month plus price checks. Switched on when you ask.

Sell on every channel, and what is still to come

Workers keep the booking platforms and your own booking site in step with the admin. Below them, an honest list of what the platform does not do yet.

Channels and your booking site

Workers that keep you in step

- Calendar sync with Airbnb, Booking.com and Expedia: each listing's calendar comes in every 15 minutes and blocks those dates, and 'Sync now' pulls at once. Set up in Settings → Channels, with a guide for each.
- A secure calendar feed per unit, and per whole property listed as one, so your direct bookings and closures close those dates on the OTAs. Feeds never carry guest personal data.
- Cancellations on a channel free the dates up again, and what reception adds to an OTA stay (name, payments, check-in) survives every sync.
- Your own booking site comes with the Website traffic worker: a booking plugin on your website, or a site we build and host, quoted case by case. It reads the admin's prices, offers and free nights live.
- Workers are free during the beta, then \$9 a month each, and each needs some setting up.

Current limitations

Where the platform stands today, and what's on the roadmap

- Prices follow the rules you set, and only the rules you switch on. There is no demand forecasting.
- Market data comes from what Booking.com and Airbnb show publicly. 'Selling at' is an estimate; real transaction prices aren't known.
- No rate push to OTAs. Channel sync covers availability only; rates and promotions are managed in each extranet, so rate parity is manual.
- Sync delay. OTAs poll calendar feeds every few hours, so two channels can occasionally sell the same night. A full two-way channel manager connection is designed but not yet built.
- Fee data depends on imports. Without Airbnb's earnings export, platform fees are estimated: 15% for Airbnb, Booking.com and Expedia, 8% for Vrbo.
- No forecast of demand yet. Performance shows the next twelve months as they stand on the books, the same day last year and the nights picked up in the last 7 and 28 days, but nothing predicts the nights still to come.
- Booking sites are built for each property: names, prices and free nights come from the admin, page text from the site. No promo codes, and no card deposit inside the booking window on property-management sites yet.

From the guest's payment to the owner's statement

Most of the books write themselves from bookings, payments, paid cleans and repairs. What has no booking behind it is entered once or imported, and owner statements, reports and tax build from the same events.

Financials

The full financial picture, mostly derived

- Revenue recognised per night of stay, cash on the day it arrives. Refunds, IVA, platform and card fees are recorded automatically, and so are paid cleans and repair costs charged to owners.
- Import Airbnb's earnings export (Transaction history) in Settings → Import: once a booking's payout is recorded, its real fee replaces the 15% estimate. Stays already over come in as history only.
- Enter what has no booking behind it (utilities, supplies, owner payouts, bank fees), or import past transactions from your own Excel book or a bank statement. Supplier invoices forwarded by email land in Events to review.
- Views: Events (with the KPI tiles), Performance (occupancy, ADR, RevPAR, the next twelve months on the books with pace and pickup), Plan (where you stand, a projection with its levers, the work it takes, the deal with the owner), Owner statements, By property (month by month, with budgets), Projects, Tax report, Platforms, Expenses, Facturas and Ledger.
- Filter by period, property, owner and entry type; each tab shows only the filters its numbers follow. Export Events to CSV.

Owners

One owner per property, one clear statement each

- Owners live under Properties → Owners: contact details, payout account and currency, your commission, and what you do for them (full service, rental management, co-hosting or marketing only).
- What you do changes the app: units the owner cleans leave Housekeeping, and bills you pay can go on their statement. The agreement is written from it and accepted online.
- Statements per owner and currency: cash received, refunds, channel and card fees, your commission, charges, net to owner, paid to date and outstanding. Pay out records each payout.
- Statements reflect cash actually received, so a half-paid stay shows as half-paid. No commission is taken on charges.

Owner reports and the owner app

What the owner sees

- A monthly or yearly owner report to print or save as PDF: income, costs, net and occupancy, month by month with charts, each stay with its fees, and a card per property.
- 'What we did for you' lists the work behind the fee: bookings, stays, check-ins, cleans, repairs and bills paid.
- A free owner app (My properties): the same report, plus stays, costs, maintenance and payouts, and «Looking ahead»: the next twelve months as booked today, against the year's plan and last year.
- You choose what each owner sees; guest names are off by default. Basic includes one owner, Pro every owner you manage.

Costa Rica ready

IVA ready for the D-150, invoices sent to Hacienda

- A monthly IVA report for the D-150, with IVA owed in the month the payment was received. A balance still unpaid at checkout falls in the checkout month; IVA on stays the owner collects stays out.
- Events reminds you to file last month's IVA by the 15th until you mark it filed, and, if you set them, recurring costs until they are logged.
- Electronic invoices (v4.4): facturas and tiquetes from a booking or stay, signed and sent to Hacienda, and emailed once accepted. Credit notes cancel one; suppliers' invoices are accepted or rejected.
- Log a purchase invoice (FEC) you issued in TRIBU-CR, with its IVA portion worked out for you. The app prepares the figures; check them with your accountant.

Keep guests informed, and give them more to look forward to

Choose the emails you want, and they go out at their moment under your business's name, with the property's name at the top. Payment messages carry the guest's own pay link. On guest websites fully integrated with Chasing the Moon, guests can also see their stay and plan their days.

Automatic emails

The right email at every step of the stay

- Ten ready-made emails: booking confirmation, deposit request, a friendly note before the stay, balance due, pre-arrival, welcome, checkout thank-you, review request, receipt, and cancellation or change.
- Each is off until you switch it on in Messages → Templates. Once on, they go by themselves as the booking moves. Deposit and balance emails go out only once online payments are set up, with the guest's pay link.
- Two steps stay with your team: reception sends the welcome email, with the signed conditions, from check-in; the review request goes a week after checkout to the guests ticked at checkout.
- Edit each email's wording and preview it on a sample stay in English or Spanish, or send the whole chain to your own inbox. Choose the background colour, font and text colour.
- Guests are greeted by first name, from the name on the booking. The review request carries a 'Leave a review' button when you set your review link.
- Sent under your workspace's name from your address on Chasing the Moon's mail domain, with your contact email in every email. Each one is kept on the guest's file.

WhatsApp assistant

An agent on your business's WhatsApp number

- Your team asks it for today, tomorrow or what is pending, by text or voice note, and can get a morning briefing. With AI on, it answers questions about money, occupancy and guests, and books a stay once confirmed.
- Guests who write to your WhatsApp land in Messages, and your team replies from the app. After WhatsApp's 24-hour window, a ready template message reopens the conversation.
- Three automatic guest messages, each off until you switch it on: ask for the arrival time, say the unit is ready, remind about a payment due. Never sent to Airbnb or Booking.com bookings.
- Cleaners and maintenance people can ask for their day, and report a problem with a photo, which becomes a repair job.
- Free up to an allowance during the beta; after the beta, \$19 a month plus WhatsApp messages and AI answers.

A stay to look forward to

Only available on guest websites fully integrated with Chasing the Moon: guests see their stay and plan their days, and the concierge turns their plans into bookings with your providers.

Guest portal and trip planner

Only available on guest websites fully integrated with Chasing the Moon

- Every booking, with or without a site, has its own pay link: the guest sees the unit, dates and what is due now, and pays by card or SINPE Móvil, no account needed.
- The portal and planner are only available on guest websites fully integrated with Chasing the Moon; we build one case by case. Guests sign in with a password-free email link, sent when the email matches a booking.
- 'Your stay' shows the booking in full: dates, unit, package, total, deposit paid, balance due with its due date, and every payment.
- A map-based trip planner: guests build their days with your places and experiences, let it plan them, open the route in Maps and send the days to your concierge.

Concierge

Included in both plans

- A directory of tour operators, providers (who run the activities), experiences and points of interest. An operator's page shows this year's bookings and revenue; a provider's page, what you owe each other.
- Points of interest (beaches, waterfalls, viewpoints, trails, towns and more) are added once and shown on the guest map; changes reach the site by themselves.
- Journeys shows every upcoming stay day by day, with the guest's own plan. Each activity goes from requested to confirmed, with the WhatsApp to the provider already written.
- Confirmed activities go on the guest's bill at checkout. Payouts shows what you owe each provider and the commission each owes you; marking one paid records it in Financials.

Set up once, grow at your own pace

The foundation every module stands on: your properties, your people and your brand. Basic holds up to 3 properties and 1 owner; Pro holds as many as you manage.

Properties and units

Your portfolio, structured

- Each property is a whole house (one bookable place) or a property with units booked separately, which can also be booked whole at its own rate.
- Each has its photo, address and map point, bedrooms, baths, size, how many it sleeps, amenities, a colour and its owner: your own company, or an outside owner you manage for.
- Per-property policies: check-in and check-out times, daily cleaning of occupied rooms (off by default), and when tomorrow's cleans appear for planning.
- Units sit under Properties → Units, each with its colour, base price and price limits. A unit with bookings is closed, not deleted.
- Rename a unit in the admin, and your site's booking window, receipts and requests use the new name.

Users and roles

The right screens for the right people

- Add a person as a manager, in-house staff or outside help, by position: front office, head housekeeper, receptionist, housekeeper, technician, cleaner, handyman and more. Their position sets what they open; admins see everything.
- Editing the calendar and maintenance schedules stays with admins and the general manager.
- People sign in with a username and their own password. An invite by email or WhatsApp lets them choose it; it works once, for 7 days, and doubles as a password reset.
- On a shared computer nothing is kept, and the session locks after 15 minutes without use. Outside cleaners and contractors work from a job link, with no sign-in.
- Users → Activity records who changed what, and when; Connections shows how each person reaches the app. On request, guest details are kept off housekeeping and maintenance phones.

Team

Who works when, and what you owe them

- A week view of everyone's schedule and absences.
- Absences (vacation, sick leave, permissions, maternity) with their effect on pay and the vacation days left.
- What you owe your people each month: salaries, commission (a share of management fees included), bonuses, cleans and coordination time, with Mark paid, in colones, dollars or euros.
- A Labor law tab for Costa Rica: schedule checks, the year's feriados and what someone is owed when they leave.

Email and settings

Your brand, your place

- Guest emails go out under your workspace's name from your address on Chasing the Moon's mail domain, headed with the property booked.
- The whole app is bilingual, English and Spanish: each person picks their language and 12- or 24-hour time in Preferences.
- Settings → General: workspace name, logo (with a light version for the dark top bar), app icon, top-bar colour and working currency (dollar, colón or euro). Location sets the time zone every date follows, Costa Rica by default.
- Your own web address on request, a copy of all your data emailed daily, weekly or monthly, and Billing: your plan, add-ons, card and invoices.

Bring what you have, and find your way

A new workspace shows its first steps, takes your spreadsheets, and explains each page the first time you open it.

Bring your data

Import, with help on offer

- Settings → Import takes Excel, CSV, a paste from Sheets, or Airbnb's and Booking.com's exports: properties and units, bookings, guests and phone contacts, owners, cleaners and contractors.
- Every row is reviewed before it comes in, nothing is emailed to imported guests, and an import can be undone for 14 days.
- Stays the calendar sync already brought are filled in, never added twice. Past stays come in as guest history, outside Financials.
- Past money comes from your own books: Settings → Import → Import past transactions (or the import button under Financials → Ledger), from Excel or a bank statement. 'Match payments from your books' ties it to the stays it paid.
- Prefer a hand? 'We can help: schedule a call' sits on the import screen.

First steps and guides

The app shows you where to begin

- Get started, on Home: five steps that tick themselves (properties and units, bookings, guests and providers, Airbnb and Booking.com, your team). Skip the ones that don't apply.
- A Guide on every tab and sub-tab, shown the first time you open it: what it is for, where to start and what it works with.
- New properties and bookings are added step by step, and new owners and people one question at a time.

Simple or In depth

Your work as cards, or every tab

- Simple shows your work as cards with live counters, grouped on Home into Front desk, Back office, Management and Setup. In depth shows every tab.
- Until you choose, a phone opens Simple and a computer In depth. Switch from the top bar or Account → Preferences.
- Every manager page has a phone layout; the boards show one column at a time with a bottom bar, and the widest financial tables still read best on a computer.

What's new and suggestions

Built with you, during the beta

- Tap the version at the top of the app to read What's new.
- Send a suggestion or report a problem from there, with a screenshot if you like, and follow what your team sent and our replies.

Free while we build it, then two plans

Hotels, guesthouses and rentals run for owners use the same app on the same plans. Everything is free during the open beta; prices start after it, with 30 days' notice, in US dollars.

Basic and Pro

Pick a plan; every module is included

- Basic: up to 3 properties and 1 owner, with the front desk, bookings, calendar, housekeeping, maintenance, guests, financials and owner statements.
- Pro: everything in Basic, with unlimited properties and owners, each owner with their free app, and priority support.
- Every paid plan starts with a 7-day free trial, and you can change plans anytime.
- Every other module is included: restaurant, concierge, pricing, inventory, email templates and more. If one is off, an admin asks for it from Home, and we turn it on.
- Set modules up yourself, or we set them up with you for a one-off fee.

Workers

Connections we run or set up for you

- Channels: Booking.com, Airbnb and others kept in sync.
- Website traffic: a booking plugin on your website, or a site we build and host (quoted case by case).
- Social: Instagram and Facebook.
- Free during the beta, then \$9 a month each. Each needs some setting up.

Agents

AI that works for you

- The assistant answers your team on WhatsApp. Guests' messages land in Messages with a short automatic note back.
- Market data: the prices of comparable listings nearby, night by night.
- During the beta they are free up to an allowance; beyond it, WhatsApp messages, AI answers and price checks are charged at what they cost us. After the beta, \$19 a month each, plus that use.

Free apps around you

For the people you work with

- Owners: a free owner app, by your invitation, with their properties, stays, costs, maintenance and payouts.
- Cleaners and contractors: job links on their phone, with no app and no password.
- Cleaning companies that work for more than one manager: their own Cleaning jobs app, with every client's cleans, their team's logins, pay and supplies.
- Maintenance contractors that work for more than one manager: their own Work orders app, with the jobs every manager sends them.

See the plans and try it at join.chasingthemoon.org. If you have properties to plan for, write to us: hello@chasingthemoon.org