

# Make renting easier with Del Mar Vacations!

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## Experience Excellence

**Make renting easier! Del Mar Vacations is taking the stress and hassle out of renting and creating unique Cape Cod experiences for everyone involved.**

“I like that I get to solve all sorts of unique problems every day,” says Luke Chapman, founder and owner of Del Mar Vacations, when asked about his role in one of the most innovative business ventures to hit the Cape in a long time. Del Mar is an Orleans-based vacation rental and property management company that works with both homeowners and renters and sets new standards on Cape Cod for extraordinary service, simple solutions and an unparalleled experience. “We want customers to walk away saying, ‘I know that Del Mar has my best interests at heart in everything they do,’” says Chapman. His recipe for a successful short-term vacation rental/property management operation here on the Cape certainly seems to be a good one, since Del Mar, which services 160 vacation homes across the Lower Cape, has recently been awarded a sixth “Superhost” badge by Airbnb and ranked a Premier Partner as Top-5% by HomeAway.



Homeowners from Dennis to Provincetown can rest assured that with Del Mar, their homes are being taken care of, from cleaning, repairs, lawn care, garbage removal, and even laundry services to project management assistance if it's time for a new deck or fresh landscaping. Homeowners can also expect that their space is being so successfully marketed that rental income is guaranteed. "We first started this company because my wife and I found it frustrating to deal with our own rental property from a distance. The services we needed were hard to find, and with realtors I felt like we paid 15% for a lot of vacancy, and we were always worrying about whether we'd be able to rent for enough weeks to make it worth the service," explains Chapman, who founded Del Mar five years ago. Del Mar's team of 25 year-round employees has eliminated that stress for homeowners. Their dedication, expertise and attention to the smallest details provide guaranteed income and hands-on, integrated service by a team of locals who understand the industry resources, the area, and perhaps most importantly the renters.



"As a home for our company, Cape Cod was a natural decision," says Chapman, who grew up in Wellfleet. "It's a market that is all about beaches, seafood and relaxation, and we feel like you can really focus on hospitality here." Chapman describes himself and his entire crew at Del Mar as problem solvers, who are passionate about creating and maintaining the kind of photo-worthy spaces that create vacation memories, all while respecting the needs, goals and of course, personality of the various homeowners. "We recently had a situation where a dishwasher broke," explains Chapman, "and we were not only able to coordinate the replacement but also send out a team of cleaners daily to wash dishes and make sure the



renter's vacation wasn't negatively impacted by an unfortunate problem." It's that kind of attention to detail that sets Del Mar apart from other rental or management options found on the Cape, and ensures that no matter where a homeowner is, problems like broken dishwashers aren't on their mind.

Executing these kind of logistics can't happen without the commitment and know-how of invaluable team members that spend their days chasing down solutions, anticipating vacationers' needs, and maintaining a homeowner's property like it's their own. Recently recognized as one of the best places to work on Cape Cod, Del Mar has assembled a group of professionals that share a stake in that recognition of excellence.



"We know what it takes in the hospitality world," says Chapman. "You can't achieve a full-service experience without a strong team, and that's exactly what we have. One of the coolest things for me is to see our success measured in happy homeowners and to know that the result of that success is a passionate team of people that get to continue to live locally year-round."

Given the high number of seasonal homeowners across the region, the addition of a forward-thinking, professional organization such as Del Mar means that the landscape of property management and vacation amenities has an invaluable resource that is poised to make a

positive impact.

**Del Mar Vacations**

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