

# FAQ

## Frequently Asked Questions For Owners



**Villas n Homes**

Your Choice For Vacation Rentals

## Frequently Asked Questions (FAQ) - Owner

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How much does the [www.villasnhomes.com](http://www.villasnhomes.com) membership cost?

How much will I be charged? And what does it include?

How does [www.villasnhomes.com](http://www.villasnhomes.com) turn holidaymakers' requests into reservations?

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I'm connected to Sales Channels that are not on your list, can you synchronize with those?
Who deals with the client after he books?
How long will it take for my properties to get connected?
Who will send the booking confirmation to me?
Connected listing sites
Automated marketing
I'm using a PMS (Property Management System), Can it be connected to your system?
How It Works
What would be the unique conception of your booking service, distinctive feature and competitive advantage?
What price segment are you focused on?
What will be «the connection terms» for owners of the villas?



[www.villasnhomes.com](http://www.villasnhomes.com)  
**FAQ – Frequently Asked Questions  
For Owners**

With the present FAQ we have made an effort to answer the most of the questions raised, so far. However, feel free to give us a call or email us directly for any other information which needs to be addressed. We are available to answer your questions at all times.

<b>Q</b>	<b>What is <a href="http://www.villasnhomes.com">www.villasnhomes.com</a> ?</b>
<b>A</b>	<p><a href="http://www.villasnhomes.com">www.villasnhomes.com</a> works actively with many foreign owners in order to make a profit on their properties all year round. Leasing your second home has become a real profession.</p> <p>To manage your property effectively, you have to be present on many websites and respond quickly to reservation requests.</p> <p>Our two main activities consist in posting the owners' properties in 70+ websites of holiday rentals, and respond quickly to travelers' reservation requests, while offering quality customer service.</p>

<b>Q</b>	<b>How much does the <a href="http://www.villasnhomes.com">www.villasnhomes.com</a> membership cost?</b>
<b>A</b>	<p>If you wish to join <a href="http://www.villasnhomes.com">www.villasnhomes.com</a> , it's free! There is no cost at all. Please note that there are no hidden costs associated with the uploading of your property into the system. There is no cancellation fee either.</p> <p>All the costs to promote and distribute your accommodation, including the commission to be paid to the various OTAs, credit card commissions, collection fees through merchant account, all other expenses including our commission will be added to the NET rate which you will be paid when a reservation is made to your property.</p>

<b>Q</b>	<b>How much will I be charged? And what does it include?</b>
<b>A</b>	<p>You will give to us the NET rate you wish to be paid. We will have in order to cover all mentioned costs a 20% surcharge. This covers all costs. If you submit a rate of 100.00 euro it will be marked-up to 125.00 euro (20% commission on final gross rate).</p> <p>Our commission for promoting and connecting your property is 5% for reservations generated through OTAs (because we have to absorb the cost of the OTAs commission as well).</p> <p>For reservations generated through <a href="http://www.villasnhomes.com">www.villasnhomes.com</a> the commission is 15%. In both cases the cost of credit cards, and the merchant account is also included</p> <p>There are no fixed fees, no admission fees, and no other contributions.</p> <p>It is a win-win situation: we only earn money when you do as well.</p>

<b>Q</b>	<b>How does <a href="http://www.villasnhomes.com">www.villasnhomes.com</a> turn holidaymakers' requests into reservations?</b>
<b>A</b>	<p><a href="http://www.VillasnHome.com">www.VillasnHome.com</a> system is responsive to holidaymakers accessing our website or connecting through OTAs and make their reservation on line.</p>

<b>Q</b>	<b>How do I make use of the Channel manager and connect with various International companies in order to promote my property?</b>
<b>A</b>	<p>This can be done by making use of our channel manager system which allows you to connect with up to 70+ channels-International companies at a minimal per booking commission.</p> <p>In such a way your property will appear in all those known companies (Booking, Expedia, Airb&amp;b, HomeAway) and have exposure all over the world. In doing so you will have the appropriate service and guidance, your lodging facility will appear on the largest websites for holiday rentals, and the travelers will be able to make their reservation immediately, online.</p>

<b>Q</b>	<b>When I decide to make use of the Channel manager and connect my property through <a href="http://www.villasnhomes.com">www.villasnhomes.com</a> with the selected channels, how I will be charged?</b>
<b>A</b>	<p>You will be charged as follows:</p> <ol style="list-style-type: none"> <li>1. You will not pay anything in advance, the uploading of your property is free of charge</li> <li>2. You will submit NET rates and those rates you will be paid when a reservation is received for your property</li> <li>3. We will add all relevant expenses including the OTA commissions, credit card and merchant collection expenses, along with our commission.</li> <li>4. Your NET rate will be increased and the final percentage which will be deducted in order to arrive to the NET rate which you will be paid will be 20%. (NET rate of 100.00 euro will appear 125.00 euro 20% commission on the gross rate).</li> </ol>

<b>Q</b>	<b>On what websites will my advertisement be posted?</b>
<b>A</b>	<p>We are working with more than 70+ international OTAs and 100+ regional websites for holiday rentals. We establish new partnerships regularly. Please refer to the appropriate OTA listing.</p>

<b>Q</b>	<b>Does <a href="http://www.villasnhomes.com">www.villasnhomes.com</a> take care of travelers on site?</b>
<b>A</b>	<p><a href="http://www.VillasnHomes.com">www.VillasnHomes.com</a> takes care of your presentation and uploads your property with all relevant information, photos, and rates. Prepares promotional and SEO activities, communicates the reservation to you, and pays for the reservation 7 days prior to your guest's arrival while all other OTAs will be paying you one or two days after. You will only have to welcome your tenants on site.</p>

<b>Q</b>	<b>How do I know if my house is booked?</b>
<b>A</b>	<p><a href="http://www.VillasnHomes.com">www.VillasnHomes.com</a> gives you access to a simple-to-use calendar online, instantly updated when you get a reservation.</p> <p>You will be receiving copies of all the reservations and have access and communication with your guests.</p> <p>On this calendar, you can add dates you would like to block for your own personal use.</p> <p>Our account executives will teach you how to use the calendar at the beginning of our partnership.</p> <p>You are required though to keep the calendar updated at all times, in order to avoid double bookings.</p>

<b>Q</b>	<b>If I can't speak many languages, how can I welcome foreign tenants?</b>
<b>A</b>	<p><a href="http://www.VillasnHomes.com">www.VillasnHomes.com</a> and its multilingual team will help you communicate with your international tenants in order to facilitate their arrival.</p> <p>If you encounter any problem, we advise you to contact us or our country representative, in order to help you make your travelers' stay as pleasant as possible.</p>

<b>Q</b>	<b>Who accepts and/or confirms reservations? You or me?</b>
<b>A</b>	<p><a href="http://www.VillasnHomes.com">www.VillasnHomes.com</a> ensures the management of your reservations for efficiency purposes and to take this burden off your shoulders. Our system will book directly your place when it is available. Therefore it is important the calendar to be always properly used and all reservations recorded at the time they are received without any delay.</p>

<b>Q</b>	<b>Do I have the right to review tenants?</b>
<b>A</b>	<p>No the system we employ is direct booking based on availability. This does not give the opportunity for prior screening. This is the only way to increase occupancy levels.</p>

<b>Q</b>	<b>Who decides on the prices and conditions (minimum duration, deposit, etc.)?</b>
<b>A</b>	<p>Our representatives or account executives undertake a price study to give you the most adequate price for your property. In reality though you will decide the prices you wish to charge, as well the minimum duration, arrival day etc.).</p> <p>For this purpose, they study the properties in your surroundings which are similar to yours and suggest adjustments to your price in order to make it as competitive as possible.</p>

<b>Q</b>	<b>Why should I work with you? What can you do that I can't do myself?</b>
<b>A</b>	<p>Because of the many advantages you will have and benefit on continues basis. The technology we use allows us to be automatically updated on every holiday rental website at the same time, and receive reservation immediately. You save time, become more efficient and productive and earn more money.</p>



<b>Q</b>	<b>I'm already connected to some of your sales channels, why should I work with you?</b>
<b>A</b>	<p>Most of our customers are like you and they came to us because they wanted to synchronize all their calendars, avoid double bookings and lower the cost of managing bookings.</p> <p>Our focus is on distributing your property(s) on the right marketing channels, so any change you make on the descriptions, photos, prices or availability will be shown on all sales channels (companies).</p> <p>It's easy to collaborate with our company even though your properties are already on some channels. It often only takes an email to inform the Channel that you now work with us and want to update your availability and prices via our company.</p>

<b>Q</b>	<b>I already have an account with Airbnb, how does it work?</b>
<b>A</b>	<p>You need to create your properties in <a href="http://www.villasnhomes.com">www.villasnhomes.com</a> if you haven't done so already.</p> <p>We will arrange for you to be connected with Airbnb we will create your property(s) in Airbnb.</p> <p>We will inform Airbnb that you have begun an integration from your old "manual account" to your new "automatic account".</p> <p>This transfer process would automatically "un list" the old manually-created properties -- although any reservations associated with those properties would remain live -- and transfer the reviews over to the new properties.</p>

<b>Q</b>	<b>Do I have to use all the portals on the channel manager?</b>
<b>A</b>	<p>No. Each portal provider has its own clients. Connected with all of them you will be exposed to a wider client base and you will more likely generate more reservations. Based on your preferences you can work with whichever ones you wish, and change your mind again at any time.</p>

<b>Q</b>	<b>Do I have to advertise on all your channels or can I pick &amp; choose?</b>
<b>A</b>	<p>You can pick &amp; choose! Moreover you can decide to advertise which properties you want to advertise on which channel. You can have different composition of channels for each of your properties provided that you operate more than one property.</p>



<b>Q</b>	<b>Can I select which property I want to put on which channel?</b>
<b>A</b>	Yes! You can decide to advertise for example: Villa 1 on all channels Villa 2 on all channels except HomeAway Villa 3 only on booking.com etc...

<b>Q</b>	<b>How?</b>
<b>A</b>	You will find the OTA listing in the registration form. Based on your selection we will connect your property with the selected OTAs You can add more channels at any time and remove some others upon completion of a year in the system.

<b>Q</b>	<b>How do I get started?</b>
<b>A</b>	To connect with the channel manager all you have to do is an easy one-time set-up where you select your preferred portals. This will happen while you will be completing your registration form

<b>Q</b>	<b>With the channel manager do I have to accept all bookings I receive or can I decline if I want?</b>
<b>A</b>	You will have to accept all bookings received. Double booking is a very severe situation and the penalties for cancelations high

<b>Q</b>	<b>What are the benefits of integrating my channel manager with <a href="http://www.villasnhomes.com">www.villasnhomes.com</a></b>
<b>A</b>	While each solution stands as best-in-class on its own, integration gives users near total control over their entire business in a one place. The time savings, error mitigation, and opportunities for increased bookings are huge.

<b>Q</b>	<b>Will I lose my existing listings and reviews if I use your channel manager?</b>
<b>A</b>	You will not lose those comments related to bookings. Concerning the other OTAs we are in the process discussing with the OTAs in order to arrange this and be able to transfer the comments to our listings.

<b>Q</b>	<b>How do Payments work?</b>
<b>A</b>	Payments will be taken via Merchant systems and will go initially to us, at the main office. You will be paid 7 days prior to traveler's arrival while all OTAs will be paying you one or two days after the travelers arrival. A great benefit which is designed especially for our collaborating property owners.

<b>Q</b>	<b>Accept credit cards!</b>
<b>A</b>	<p>Our Merchant account will be handling the collections and have the responsibility for any problem if ever arises. Therefore you will have nothing to worry because your earnings will always be secure.</p> <p>If cancelation takes place 32 or more days prior to the traveler's arrival then a 50% penalty will be imposed. From this 50% the commissions will be deducted and paid and the difference will be paid to you.</p> <p>In case a cancellation takes place less than 31 days prior to the traveler's arrival then a 100% penalty will be imposed and your money will be transferred to your account within a week after the cancellation takes place.</p> <p>Every payment will be made to your bank account. You will be paid the NET rate less any bank charges, if any.</p>

<b>Q</b>	<b>How do I get paid?</b>
<b>A</b>	<p>It is very simple, we make sure to collect the money during the reservation. Payments are secured and you will receive the full booking amount 7 days prior to the Guest's arrival at your house.</p>

<b>Q</b>	<b>Got a reservation outside of <a href="http://www.villasnhomes.com">www.villasnhomes.com</a> and just need to ask the client to pay?</b>
<b>A</b>	<p>If you receive a reservation through any other source you will be able to handle this reservation directly by yourself. What is important though is to enter the reservation immediately into the calendar.</p>

<b>Q</b>	<b>I'm connected to Sales Channels that are not on your list, can you synchronize with those?</b>
<b>A</b>	<p>We can synchronize your availability as most channels will accept our iCal link. Check that the Sales Channel as an 'import calendar' tool and just paste your <a href="http://www.villasnhomes.com">www.villasnhomes.com</a> link in there. Now you just need to keep your calendar up-to-date.</p>

<b>Q</b>	<b>Who deals with the client after he books?</b>
<b>A</b>	<p>You will be receiving a copy of the guest's reservation. One month prior to the arrival you will have full access and communication. Don't forget that the reservation is 100% guarantee from 31 days and less prior to the arrival. Therefore any attempt to cancel will be against the traveler's interest as he will lose his money in case of cancellation</p>

<b>Q</b>	<b>How long will it take for my properties to get connected?</b>
<b>A</b>	<p>Usually it will take approximately 24 hours except Booking that might take a little longer</p>

<b>Q</b>	<b>Who will send the booking confirmation to me?</b>
<b>A</b>	You will be receiving a copy of the confirmed reservation as soon as the reservation is made.

<b>Q</b>	<b>Connected listing sites</b>
<b>A</b>	Get your vacation rentals seen by +250 Million travelers every month! By using www.villanhomes.com central calendar, pricing, photos we will automatically update all the listing sites in which your property will appear, and all the bookings made will update in your central calendar (that's called a 2 way connection).

<b>Q</b>	<b>Automated marketing</b>
<b>A</b>	Management and distribution of rates as well as availability are handled automatically and in real-time. The risk of overbooking is removed and a lot of time is saved.

<b>Q</b>	<b>I'm using a PMS (Property Management System), Can it be connected to your system?</b>
<b>A</b>	Your reservations will be transferred to our system via an ical. We would need the ical in order to pull all your reservations into our system and avoid double bookings

<b>Q</b>	<b>How It Works</b>
<b>A</b>	<p>We have the potential to connect your property so that you can advertise on 70+ different websites automatically with our www.villasnhomes.com</p> <p>STEP 1: complete the registration and we will upload your property information.</p> <p>STEP 2: You will be connected with all the OTAs we collaborate with (see relevant listing in the registration form).</p> <p>Connected Listing Cites</p> <p>Get your vacation rentals seen by +250 Million travelers every month! This cannot be achieved by yourself alone. When you will be receiving reservations from them (Booking, Expedia, airbnb etc.) and will not worry about paying commission to them, as this function will be handled by us. You will give us your rats on NET basis.</p> <p>Our income is included in the final rate which we will show in the system and viewed by the traveler. By using our central calendar, pricing, photos and info platform, we will automatically update all the listing sites that you want to advertise your properties on - and all the bookings made will update in your calendar (that's called a 2 way connection).</p> <p>STEP 3: We Update everything for You</p>



We automatically update your availability every time you block our calendar or get a booking from any of the websites. We also update your prices, your pictures and descriptions.



**Q What would be the unique conception of your booking service, distinctive feature and competitive advantage?**

**A**

- For the Owner:
  - Villa or apartment is connected with 70+ different channels (companies like Booking, Expedia, Homeaway) free of charge
  - Expands marketing as it achieves maximum exposure and is viewed by more than 250 million travelers per month
  - Can update availability and change prices with one click saving time, no mistakes, no overbooking as a result of mistakes
  - The time savings, error mitigation, and opportunities for increased bookings are huge
  - Marketing and promotion to a wide range of travelers, and travel agents
  - Standards will be offered as we plan to introduce in the future 4 categories of lodging facilities in due course (Platinum, Gold, Silver, standard)
  - Standards will be endorsed by third party and traveler will know what to expect in each category
  - You will be paid 7 days prior to the guest's arrival while all OTAs will pay you one or two days after the guest's arrival
- For the traveler:
  - From the low priced to the most expensive (variety of categories and standards offered)
  - Direct reservation and immediate confirmation
  - Direct payment, low transaction charges as a result of agreement with merchant account

**Q What price segment are you focused on?**

**A** From the least expensive to the most expensive





<b>Q</b>	<b>What will be «the connection terms» for owners of the villas?</b>
<b>A</b>	<p>Signing an agreement agrees:</p> <ul style="list-style-type: none"> <li>a. That the NET rate will be adjusted to include the OTA commission, the credit card commission, and merchant's collection cost, our commission and all other connection and distribution costs. Your net rate of 100.00 euro will appear as 125.00 euro in all the channels and OTAs. This rate includes 20% and covers all the expenses and commissions.</li> <li>b. To supply us <ul style="list-style-type: none"> <li>1. With the proper description of the property, its services and amenities</li> <li>2. A set of photos with specifications</li> <li>3. Property Text according to specifications</li> </ul> </li> <li>c. Room availability for rental through our system and channels minimum 30 days per year</li> <li>d. Is given the opportunity to make use of the channel manager as follows: <ul style="list-style-type: none"> <li>1. A commission of 15% (in order to cover the channels' commission (Booking, Expedia, etc.) plus</li> <li>2. A 5% handling fee to us</li> </ul> </li> <li>e. Credit card transaction fee (for the credit card collection), Merchant account charges are also included</li> </ul>