

FAQ

Frequently Asked Questions For Villas n Homes Travel Trade **B2B**



Villas n Homes

Your Choice For Vacation Rentals

FAQ for B2B Travel trade villas n Homes Program

- **Who is Villas n Homes?**

Hospitality-xperts LLP who is registered in London U.K. started its development stage 2 years ago , in January 2017 by Hospitality experts who spent their entire life managing various Hotels with Hilton International and other luxurious companies. On July 2018 www.villasnhomes.com was officially launched and made good progress attracting various hoteliers and property managers, internationally. Presently we have representative in covering 140 countries around the world and the future looks promising. With the forthcoming website review and new version which will make our website friendlier we will be adding in addition to Travel-trade B2B program new services which will assist our patronizing travelers to have comfortable and appropriately organized vacations and corporate business trips. We will be launching shortly our Artture Loyalty program which will rewards international traveler with appropriate services offered in various airports around the world and in addition will grand 5% of the booking value loyalty pints to be redeemed for various services offered in various airports and in addition in our properties. Lastly but not least, we are almost ready to introduce an application replacing the welcome booklet, one will find in many well organized properties. This application will be sent to traveler early enough, as soon as the reservation has been made, in order to start planning their itinerary ahead of time. Below you will find a set of various questions and the related answer, which we believe will help them to plan and organize their trip, ahead of time.

- **How do I join the Affiliate Partner Program?**

To sign up as a collaborating travel agent in our villasnhomes.com platform, please visit the registration section and complete the necessary details using Latin characters, only.

Unable to register?

If you experience technical difficulties while registering for our program please try to use a different web browser.

Our Collaboration Agreement

- **GDPR - Data Protection**

The General Data Protection Regulation (GDPR) is a regulation in EU law on data protection and privacy for all individuals within the European Union, it also addresses export of personal data outside of the EU. It has taken effect on the 25th of May 2018.

By filling out the respective form you agree that we can use this information and input it on to our contract which is sent to you via www.concord.com as well as your email for communication purposes.

- **How www.VillasnHomes.com deals with your privacy**

For all our patronizing clients we have placed the GDPR Guidelines in place that you can easily find. When proceeding to make a reservation for your clients the corresponding GDPR guidelines will prevail.

- **Can I combine revenue earned from the www.villasnhomes.com program with other promotions and programs available at the same time?**

No, the commission you earn from this Program cannot be transferred, shared or combined with other benefits that you could receive from participating in other villasnhomes programs.

- **Payment Details**

Your commission will be paid by the 10th of the following month, therefore it will save time and effort if you could provide your PayPal account by the time you will be registered. We could use your Bank account in order to transfer our commission within Europe/ Irrespective of which method you would choose to use, please note that the cost of transferring your commission will be deducted from the commissions earned.

- **How do I add or update my PayPal details in my accounts?**

In order to receive your commission payments on your PayPal account, until further notice please send an email advising us your PayPal account.

Account settings

- **Can I change my company name in my account?**

We understand that you may need to change the name of the company this change though will need to correspond with your company license or tax identification which you will have to provide.

- **How can I cancel my account?**

If you'd like to cancel your account, you'll need to submit a request to our travel@villasnhomes.co.uk. In the request, please specify the reason you want to cancel and make sure you send the request from the registered email of the account you want to cancel.

- **How can I change my invoicing email address, and any other information I gave at the time of registration?**

Your invoicing email address and any other information given at the time of registration, can be changed by the administrator only, by sending an email requesting the changes which need to be made.

Payments

- **How do payments work?**

Submitting an invoice with the corresponding commission earned, at the end of each month, your invoice will be paid by the 10th of the following month.

- **How do I know if a payment is due?**

The payment is due when any reservation materializes. Reservation that ends at the end of any month will be due by the 10th of the following month. Reservation which rolls over the 1st or 2nd of the following month will be charged by the end of the following month and paid by the 10th of the next month. In all cases any reservation should be materialized in order to be paid should have been materialized.

- **How do fill my payment details and VAT number?**

In all cases VAT is included in the booked rates and are applicable according to the prevailing laws and regulations of each country, while it is affected by the country's location and other fiscal details.

Commission

- **How does the commission scheme works?**

The commission offered will be 5% of the amount paid for each particular reservation, excluding cleaning and other extra charges. It is based on the published rental rate of the property.

- **How much is the minimum threshold for commission to be paid?**

The minimum threshold is 200,00 euro but since the payment cost is charged to your company this can be adjusted. Please note that whatever balance is left with us will be clear by the closing of the year.

- **Do I need to send you an invoice?**

No, there's no need to send us an invoice. We send you credit slips which you can use for tax administration purposes, in the same way you'd use an invoice.

Reservations

- **Individual bookings: everything I need to know**

The system we apply is based on online booking, based on availability. This means that the traveler or the travel agent makes the reservation upon availability at the time the property seeing is available, and the payment takes place. Such reservation is immediately confirmed.

- **When does villasnhomes facilitate payment for the property?**

When you will complete the reservation, a booking confirmation will be sent to the email address you've provided in the process of making the reservation. The payment will be confirmed directly in the documentation.

Does the customer have to pay on arrival?

No, because a full prepayment takes place at the time the reservation was made.

Travel Agents

- **Where can I see my reservation?**

Your reservation is guaranteed and confirmed at the time the reservation was made.

- **My customer is at the property but there is a problem, what I should do?**

Please let us know as soon as possible and we will activate our representative to solve any issue concerning any client.

- **Can I pay for a customer's reservation with my corporate credit card?**

Yes, you can pay with your corporate credit card.

It's possible to pay for a reservation using your corporate credit card, but as the card belongs to you rather than the customer you're booking for, the accommodation may need your authorization in order to charge the card.

If authorization is required, you may be asked to submit a credit card authorization form.

- **Can I provide customer credit card for the payment?**

Yes, you can provide the credit card on behalf of your customer(s) when making a reservation. In this case, we strongly suggest being fully transparent about the rate and the type of booking(s) to the guest, as the payment will be charged from their card.

Cookies

Does VillasnHomes use cookies for tracking?

The website uses cookies in order to improve user experience. It does not use cookies to follow the reservations when they are made.