

FAQ

Frequently Asked Questions For Representatives



Villas n Homes

Your Choice For Vacation Rentals

Frequently Asked Questions (FAQ) - Representatives

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General Conditions

Q What are the general conditions that an owner should observe after signing an agreement?

A By signing the contract the property's Owner/Manager agrees and makes the following commitments:

- Commitment to clean the Vacation property, cleaning being understood as the Vacation property fulfilling the minimum hygienic requisites, without insects, damp, without building works, etc.
- Commitment to have subscribed to all operational utilities required for the lodging facility (water, electricity, gas, etc.)
- Commitment to the real features being the same as advertised on the webpage.
- Commitment to seeking alternatives for the clients if any breach of its commitments arises. Bearing the cost this involves In addition to the above in order to justify such breaches, Hospitality-Xperts shall require its clients to provide photos, videos, etc.
- The Owner/Manager is responsible for any legal requirements related to operating license, including tax office declaration, tax office registration and other legal requirements
- The Owner/Manager is responsible for maintaining civil liability insurance to cover the clients for damages that may be caused to third parties and that also covers the client in the event of any accident / incident that may happen within the Vacation property.
- The Owner/Manager is responsible for complying with local regulations in force, Hospitality-Xperts shall not be held liable for breach thereof, being able to request the relevant compensations and damages if such breach generates harm to Hospitality-Xperts.
- The Owner/Manager may terminate, delete or modify the data published at any time by informing Hospitality-Xperts to make the changes.
- EXCLUSIVITY - During the term of this contract, the Owner/Manager agrees that will not formalize any bookings directly with the client, instead the bookings will always be made via www.villasnhomes.com. The reservation will always be arranged through www.villasnhomes.com brand and Hospitality-Xperts LLP is allowed to ask for compensation from the owner/manager, which will be double the amount of the total value of the reservation. For clarification purposes when talking about client it is meant private customers, Guests, travel agencies and business clients.
- The Owner/ Manager is responsible for the accuracy of the published data, both on business and on the advertisements, which collects advertising spread. Acceptance of those terms by The Owner/Manager confirms that it meets current legislation and assumes direct responsibility to the recipients of such information. The Owner/Manager is fully liable to all parties for losses or damages that may result from non-compliance.
- The Owner/ Manager is responsible to ensure that the Vacation property comply fully with the regulations that may be applicable for the intended

	<p>use. The Owner/Manager must ensure that all relevant licenses and authorizations from the relevant authorities are in place before renting the Vacation property.</p> <ul style="list-style-type: none"> • Hospitality-Xperts LLP is not responsible for total or partial loss of the information published on the web. • The Owner/Manager is aware that since the instant booking option is applicable, the confirmation is not necessary. • The owner/Manager acknowledges that, uploading the property with www.villasnhomes.com website accepts the mark-up added on top of the property's NET rates
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Reservations – Calendar

Q	Does the house owner still have full control over who they accept for bookings?
A	<p>No, the various OTAs as well as through www.villasnhomes.com anyone can make reservation as the system allows for immediate reservation through it and the reservation is made when a date is available</p> <p>If the owner wishes to block certain dates he/she will be able to do so. The owner as well as you, have access , to view the calendar, receive reservations, adjust (enter reservations)</p>

Reservations - Controlling reservations

Q	I don't think many house owners will be happy not having control over who books their home?
A	<p>Many of the guests prefer to ask questions before booking so who would answer these questions. This process is widely known and operational</p> <p>If an owner does not want to participate it is up to him.</p>

Q	How can I track the bookings that are made for each of my properties?
A	<p>You will be receiving copies of all the reservations made for your properties. Each property will have your code and you will make sure that before we receive the property's registration that your code has been entered</p>

Payment

Q	How the payment will be made to my bank account. Do you make bank transfer for the payment?
A	The payment to you will be made by the 10th of the following month at the latest and will cover bookings for a period from 1- to 31 of each month. In case a guest stays on the 1st of the following month then the commission will be paid be included in the following months invoice. Money transfer will be maid via PayPal as we have found that it is less expensive for you, as the cost when we will transfer your commission is always charged to you. Usually the commission should be up to 200.00 euro level, with the end of the year balancing and clearing the account and paying whatever is due.

Q	If a client has an issue with the apartment, with whom does he deal?
A	Usually with the owner, otherwise depending on the case you could assist and finally us. The owner does not receive the damage deposit, rather the merchant who collects the money or receives a credit authorization for the amount the owner has requested during the registration process.. This way we don't have to deal back and forth with the money. If a damage has to be paid the merchant will sent the money otherwise will return the money back to the traveler.

	Payments for Reservations made
Q	Usually OTAs pay one or two days after the guest's arrival. The agreement says that VNH will be paying 7 days before the guest's arrival.
A	This is true. We have managed through the company with which we collaborate to pay 7 days before. This is correct. Whether this will continue, it will always depends on the way the owners will respond and manage their properties, In case we have cases where the owners do not respect this process and despite receiving the money in advance do not have the property available we might have to revise and change this policy.

Channels

Q	Can we choose the channels that we want to be advertised?
A	Yes, you can

Q	Do you connect with web hotelier reservation system to track availability and rates?
A	<p>This can be done provided that we will have the ical of each one of your properties in order to have the calendars synchronized</p> <ul style="list-style-type: none"> • The NET rates will be send to us in order to be inserted into the system • We are in the process of evaluating the possibility of giving the access to the owner/manager to change the rates by himself, at a later stage • After we made certain changes into the system the owner/Manager is able to view the calendar and enter reservations, or block dates. • You are aware that since June 2018 the owner/Manager receives a copy of the guest's reservation with contact details, and in doing the owner as well you are able communicate Directly with the guest and offer various concierge services, if you wish.

Marketing

Q	How will you market your website?
A	<p>This is something that we are considering and in which all the associates participate as well, being interconnected and by sharing our input in the various social media. Also through the development of an appropriate plan which we will be starting soon.</p> <p>The associates also will be involved participating in the various activities we will be developing, and by sharing our developments as well by initiating their own. As we move along, There will be a marketing plan developed. And you will be briefed of the various plans as well developments.</p>

Financial

Q	What is the expected return of investment?
A	Your return on investment is different from ours Your investment is your personal time and your active participation. Considering those expenses you can prepare YOUR business plan. We have to consider many more issues and costs in a broader sense, Our business plan is for the company and its shareholders. The business plan is an instrument that it is shared between the shareholders and those who administer the company, are responsible for the management And active participation and implementation of it.

Q	I need a financial forecast?
A	When you will read your agreement you will understand what it is expected from you, the minimum requirements, the targets and the objectives Based on this you will be able to prepare your own business plan, for your part as Director for your area.

Payments – Cancellation Policy – Damage Deposits

Q	Tell me about the cancelation policy
A	The policy we apply is as follows: <ul style="list-style-type: none"> • When a cancellation takes place earlier than 15 days then a 50% penalty will apply. In this case the commissions are paid in full and the rest will be paid to the owner • When cancelation of a reservation takes place 14 days or earlier, closer to the arrival date then 100% penalty will apply, meaning that the traveler pays for everything

Sales

Q	Do you sell the rooms to individual agents or channels only like Booking, Expedia, and Ctrip etc.?
A	We connect your properties with the OTAS (18+) plus additional websites operating internationally (100+) In order to attract more sales we have designed a program for the Travel-trade, who in return of their reservations will be receiving a 5% commission based on the total value of each booking (less



Q	When we co-operate with agents we offer a net rate and the total reservation cost is deposited at least 30 days prior the check-in date. Is this possible? Our payment policy is 30% of the total amount upon reservation and the 70% balance 30 days prior the check-in date.
A	<ul style="list-style-type: none"> • We are not travel agents we offer certain service and promote your properties internationally • We connect you with the various OTAs 18+ Internationally and other regional websites and you will be paid 7 days prior to the guest's arrival (as compared to the payment of other OTAs one or two days after the guest's arrival • Please note that we operate under very strict policies and rules: • We do not collect money via any medium via ourselves. Therefore the company which is engaged to do this work for us worldwide is a guarantee for the collections worldwide. We don't want to receive and deal with credit cards. We wish to protect your interests and your money. • We have a very strict policy on cancellations.

Q	How do we connect net rates and availability with your platform?
A	<ul style="list-style-type: none"> • The rates will be submitted to us and we will mark them up so that the end rate will be the same in all the OTAs as well www.villasnhomes.com • If you will give us a rate of 100,00 euro for example it will appear as 125,00 in order to have a 20% commissions and all the related expenses (our commission to connect and promote in the selected channels, credit card collection, OTA commissions, and merchant account company collection costs). He owner will be paid the NET rate which was asked less PayPal or bank transfer cost, whichever is lower for the transfer of the owner's money. • Every owner will be paid 7 days prior to guest's arrival despite the fact that OTAs pay one or two days later • We will receive the Ical (electronic synchronization between calendars, and our calendar will be synchronized with each property) • Owners are able to enter reservations into the system and as this takes place all the OTA and regional websites are updated. • In case collaboration with various travel agencies has been established this can continue as their reservations can be entered directly into the system. It should be understood though that this should be done the soonest possible in order to avoid double bookings • Every time a rate is changed, at the same time, all the OTAs will have the new rate in their systems, as well.

ICal

Q	Do we have tutorial/ sample for I Cal application? To show to the villa owner.	
A	<p>iCalendar</p> <p>Filename extension .ical, .ics, .ifb, .icalendar</p> <p>Internet media type text/calendar</p> <p>Type of format Calendar data exchange</p> <p>Standard <u>RFC 5545</u> (Updated by: RFC 5546, RFC 6868, RFC 7529)</p> <p>Open format? Yes</p>	

Q	We`d like to understand what kind of application (calendar) will be for owners. For us it's totally not clear and we can't explain to them at this stage.	
A	<ul style="list-style-type: none"> • If an accommodation is already connected to sites that can take bookings (except the channels we have listed) we will need something could an ical. Ical allows to connect calendars and sync them, so that there is no double booking. We can send the accommodation owner the property ical from our system which will open by clicking on it. It can also be opened via various programs such as Microsoft outlook. • The link below explains better what an ical is. <p>https://en.wikipedia.org/wiki/List_of_applications_with_iCalendar_support</p>	

Q	ICAL
A	<ul style="list-style-type: none"> • In order to upload an accommodation on to the Villas n Homes website, when a property has other booking engine or website, the ical will be needed. In doing so, all systems will be properly updated and we will avoid double bookings, future problems, and cancelation fees. • ICal URL will be required for each listing in order to upload the property's contents into the system and secure a proper update of the property's calendar. • In case a property has other connections with different OTAs or websites apart from the channels, we would like to synchronize ours with your calendars. Synchronizing the calendars we will be able to avoid double bookings. In order to achieve this synchronization it is required to receive the ical of the particular OTA or website, adjusting the availability and avoid double bookings. . • This avoids double bookings which could become problematic since when a double booking occurs the guest should be offered an alternative similar accommodation or the booking must be cancelled. All channels impose large fines in case of booking cancellations. • When cancelations take place because of overbooking, the penalty will always be paid by the owner who is responsible. This should be clearly explained to every owner who wishes to collaborate with us.

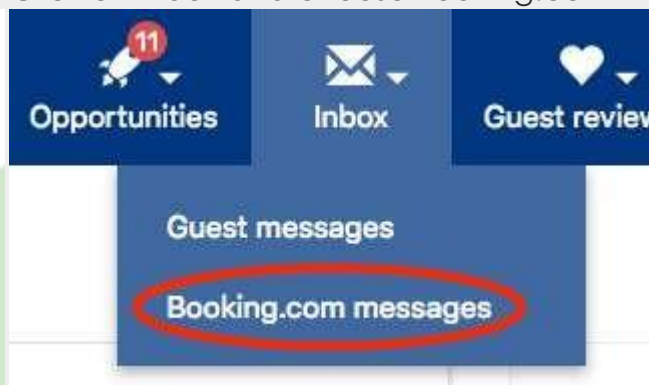
Q	WHAT IS AN ICAL
A	<ul style="list-style-type: none"> • ICalendar (also called iCal) is a digital file format that allows calendar meeting information such as your day to day tasks or the bookings in your vacation rental. ICal can be shared between different calendar applications. • If you have properties listed in other Sales Channels outside of Villas n Homes, you can use the iCal to import your availability to those Sales Channels. You can also use an external iCal link to import your availability from those Sales Channels to Villas n Homes. • If you are using a PMS, there is no need to use an iCal in Villas n Homes since everything is synchronized with the PMS. • An example of what an ical looks like is below: https://www.vacationrentalxperts.com/apartment/ZH01E/ical <p>a.Concerning Booking Com</p> <ul style="list-style-type: none"> • If you already list your property directly on Booking.com via your own account, you can choose to: <ul style="list-style-type: none"> ○ `Transfer your Booking.com listing to VillasnHomes and manage in one place; or ○ Continue to manage your Booking.com listing directly <p><u>Here's a short guide how to achieve each of these options.</u></p>

Transfer your Booking.com listing to VillasnHomes and manage in one place

- To simplify your management of all sales channels, Booking.com allows you to transfer the ownership of your listing to the VillasnHomes master account. All of your existing content, rates, calendar and guest reviews will transfer and you can manage your listing from VillasnHomes.
- **Should you prefer not to use VillasnHomes at any time in the future, you may request us to transfer it back to your own Booking.com account.**

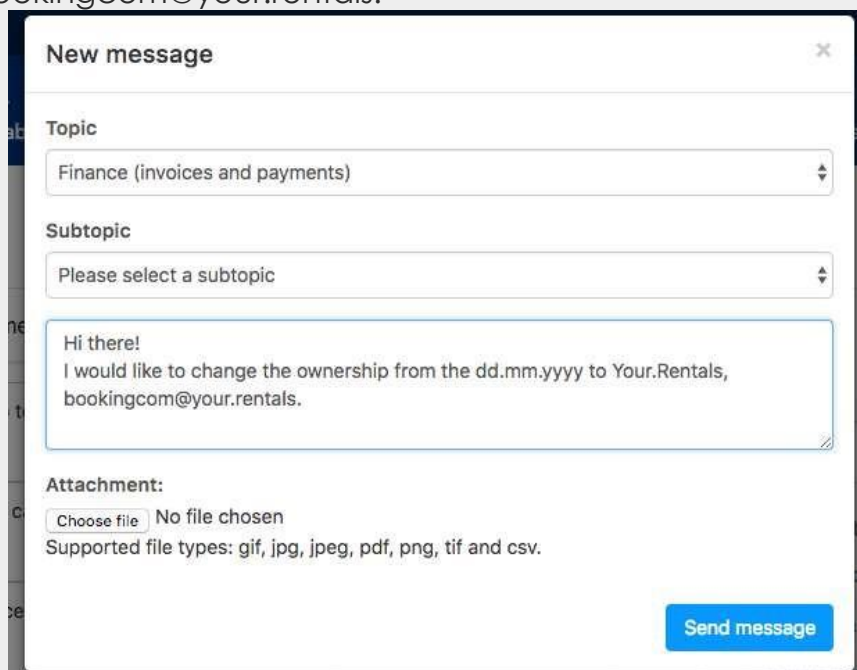
How to transfer:

1. Login to your existing account on the Booking.com extranet and request the transfer via the Booking.com inbox.
2. Click on Inbox and choose Booking.com messages.



3. Click on Compose new message.

4. A messaging window opens. Select the topic Finance (invoices and payments).
5. Type a message that contains the date Your.Rentals should take over and our name and email address: Your.Rentals - bookingcom@your.rentals.



6. Click Send message.
7. In order to complete the process, please make sure to **turn on Booking.com in the Your.Rentals channel manager**. We will take care of the rest and once you receive a booking, you will be informed via email from us.

For more information on the change of ownership, please check [this article on Booking.com](#).

Continue to manage your Booking.com listing directly

If you would like to continue managing your Booking.com listing directly via your own account, please ensure to do the following to ensure you do not receive double bookings:

1. Turn OFF the Booking.com channel for your listing in the Your.Rentals **channel manager**.
2. Set up 2-way calendar sync to ensure bookings via Booking.com are blocked in the Your.Rentals calendar, and bookings via Your.Rentals are blocked in the Booking.com calendar.
 - o **Import your Booking.com calendar to Your.Rentals**
 - o **Export your Your.Rentals calendar** and import to Booking.com

b. Concerning all other OTAs in our listing

Vacatic We are still discussing with Airbnb, HomeAway and TripAdvisor. For the moment, we upload the property in VillasnHomes, and turn the channel OFF in Y channel manager if the PM already has listing in that channel, until we have a decision from each channel about how we can achieve this

c. Concerning all other OTAs not in our listing

We need you to import an iCal (or multiple iCals) that has the correct total availability for the property

It is recommend to read this article which explains whether you need to add one iCal or if you need to add multiple

iCals. <https://blog.your.rentals/ical-basic-concepts-get-a-centralised-calendar/> (the diagrams explain the 2 approaches).

Since this is so confusing for many people, we are in fact at the moment designing what we hope will be the simplest "wizard" which will take you through the steps to configure your iCals -> it should be released in 3-4 weeks time

d. Are any cases which would require from us to give them our own ical so that the calendars will be synchronized ?

Yes, it is important that our iCal is imported to either their centralized calendar (or to each website calendar) so that the dates for bookings created via our system are blocked on the other websites they use. For that, you need to use the "**export iCal**" feature in from us for each listing. This provides you our iCal URL for that property, which you need to import to the central calendar or multiple calendars depending upon owner's calendar sync setup.

Extranet

Q	Will VP & BDD have extranet or some system to monitor their properties? If no - how it's going to work? If - yes - what kind off?
A	We have already developed the system so that the owner as well our associates are receiving copies of their reservations. There are also able review as well to enter reservations into the dairy and as result adjust the company dairy worldwide. We have asked for this because it would have been impossible for us to keep track and communicate with all owners and VPs or BDDs and send emails with reservations to each one from our office on a continuous basis.

Q	Can I have access to the extranet and my property to see how it works?
A	You will be receiving the appropriate information. Initially in order to become familiar with the property registration process you will be talking with Antony. This way you will understand and realize how easy is to complete the property agreement, what is needed and how you can be helpful to the property owner. You will also understand that you need to pay attention to the heading, descriptions, and quality photos. The uploading will be done by us at the main office. This is because we want to make sure that the quality of the property as it appears in the various OTAs is exceptional. Further we do not want any mistake to influence the rest of the information and properties presented in the system

Property Registration

Q	For all properties that I contact, will you send me the agreement to get them sign?
A	You will be receiving a copy of the agreement after you will sign your agreement with the company. The property registration form is already uploaded into the website and you can download from the website at any time you wish. Each property will have its own "accommodation registration" which each owner submits. You have to make sure that for each property which you bring to us your personal code is recorded otherwise without your code the property will not be uploaded into the system. You don't sign the registration agreement for each property. Each owner is responsible for his/her property and herself, the owner signs the registration and agreement between himself and our company.

Q	Do you need photos and description for these properties?
A	Up to 24 photos for each properties. Minimum 10 photos but the more the better. We also need to know what each photo represents, a small descriptive note to accompany the photos

Q	What resolution for the photos?
A	2014x1536 Pixels

Q	What text for the properties?
A	<p>When you will open the agreement, from the Website you will read the information about the text. There are 3 areas which are available in order to insert the text</p> <ol style="list-style-type: none"> 1) The name or title 2) A brief description up to 300 characters and the 3) An extensive description up to 10,000 characters (see "accommodation registration")

Channel Manager

Q	If they want to collaborate with another channel manager, what can we offer them to join us?
A	<p>Please refer to the benefits we offer to them like, free to join with 70+ OTAs The final decision is the owner's or manager's decision They have to analyze the service they get and compare it with the service you offer or we will be offering to them</p> <ul style="list-style-type: none"> • The VPs, BDDs, and BDMs experience, • Technical Know how • Guidance • The Website used and its presentation <p>They have also to review and compare the benefits they have with their existing partners as compared to the benefits we offer to them</p> <ul style="list-style-type: none"> • How much we charge them • Where we are exposed and promoted • Which OTAs we have in our inventory as compared to their inventory • How they manage the reservations, as well the property availability? • Do they need someone to work and supervise the system they are using, while ours is a two way synch system where everything is adjusted simultaneously in all the channels we connect them? • Are they going to save time connected with us, and therefore pay more attention to other priorities and their guests? • How much they pay and what they receive in return • When they will be paid? Because the majority of the OTAs pay them one or two days after the guest's arrival, while we will be paying them 1 week before the guest's arrival? And • All other benefits they will have joining us (we have shared a list of them) <p>Sell the differences, tell them what we can do for them to make them more efficient, productive, saving money, and increase their exposure and bookings which means revenues They can always connect and use the rest of the OTAs they don't have and connect those they want to keep through Ical</p>

Cancelation agreement with OTA

	<p>If the owner has to cancel their direct agreement with OTA's and though the channel manager of www.villasnhomes.com connects his/her property, can they bring along the guest reviews? For example if they have been working with Airbnb for 4 years and they got many positive guest reviews for their property, what will happened to those reviews?</p> <p>With Booking there is no problem, because this has already been arranged and the comments will follow. Concerning the rest of the OTAs we don't have this facility yet. Therefore we will start again and collect reviews until the connections with the other channels has been completed. We are in the process though in order to make such connection and have the existing comments transferred ad well.</p>
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Q	<p>If a property has linked already with some channel manager, what's the benefit for them to work with us? If they will stay with other channel manager, what can we offer them to join us?</p>
A	<p>We have more channels to be connected with</p> <ul style="list-style-type: none"> • We will upload the property Free of Charge, • No monthly fees • They will be connected with 18+ channels and 100+ regional recipes • They will be paid 7 days prior to the guest's arrival while the OTAs will pay them one or two days after the arrival • Other benefits - refer to the appropriate listing

Providing Guest's details

Q	<p>Do we provide the guest details, once the booking has been received through OTA? Since the villa need correspondence with guest in order to be prepared for the guest's arrival?</p>
A	<p>We will share the Guest's information with the property owner/manager one as soon as we will receive the information.</p> <p>In case an owner wants this information earlier we will can talk about it as we had a very serious problem, when a V.P. received the contact details and managed to cancel our reservation and asked the guest after he made a direct booking, to pay for the booking. This was communicated to the OTA and a penalty of 150 euro was imposed. The end result is the V.P. is no longer with us, any more. Our collaboration ended the same day.</p>

Guest's Comments

Q	What will happened to the Guests' comments which we had been collecting for so many years
A	Those comments with the exception of Booking, cannot be transferred to the www.villasnhomes.com When the owner will connect with www.villasnhomes.com he will not connect with those OTAs who have all those comments he does not want to lose. They will continue to be connected with those OTAs and they will connect with VNH as soon as those OTAs are connected with our system.

Q	If you have a bad feedback on an apartment, who takes responsibility?
A	The owner is responsible to present what is described in the presentation We connect the traveler with the various OTAs therefore the bookings are made to the OTAS (Bookings, Expedia, Trip Advisor, TUI, AirBnB etc. there are 18+ Portals operating.

Associate-Representative

Q	Are there any suggestions concerning Good contact relations and Solicitation directed towards travelers
A	In order to avoid unnecessary communications and unpleasant situations which will place us in the difficult position to react in a way that we would like to avoid we would like to reiterate the following: During the term of our collaboration we would like to make sure that we will never accept solicitation activities directed towards travelers who have booked properties via our system. Actions to attract the for business purposes, to make changes in already booked properties, to request directly deposits or any other form of payment will be reasons the expel any lodging facility owner/manager and cancel any form of collaboration, on a permanent basis.

Q	Does the client sign an agreement for terms and conditions for each property booked?
A	There are agreements between the traveler and the OTAs and there is a section of terms and conditions for the traveler. All those terms and conditions that are uploaded into the registration you should read in order to be familiar with

OTAs

Q	If a property also has a lo- in on Agoda, does it mean he has to cancel this and go only through our channel?
A	All the OTAs which are mentioned in the respective list have been connected with us. Therefore as soon as we upload them they will be connected with the OTAs that agreement has been developed. When we upload them then will be connected through us with the various OTAs and the individual agreements each property manager has should be discontinued. Except if there is an OTA with whom we do not have connection, then the owner can continue to be connected, and we will be getting the reservations through the lcal, in order to avoid double bookings. Please refer to previous questions on ical connection

Owner

Q	In what currency are the villas sold?
A	The owner selects Euro, US \$, UK Pound, RAND *(South Africa), and will be paid in the currency that is entered at the time of registration
Q	Can they use their own currency when they fill the registration form? It's complicated for them to use EURO. All Asia avoid EURO as they feel it's not establish currency.
A	No. Either EURO, USD, U.K. Pound or RAND and be paid in the same currency.
Q	Will you pay the owner directly?
A	YES we will ask his PayPal account or Bank account (within Europe as the transfer of money within Europe are much less expensive). We will pay one week prior to the traveler's arrival despite the fact that OTAs pay one or two days after
Q	If booking has been done like 2 weeks prior to arrival, I can accept that the payment will be expedited very fast
A	Deposit the payment 1 week prior arrival In this case the money will be paid the soonest possible.

Q	If booking has been done in last minute (2-3 days before arrival or at the same day) then what's the mechanism of the payment
A	The same. PayPal or Bank Transfer within Europe, as soon as money received will be transferred to the owner.

Q	If booking has been done for 1-2 nights and night rates are very low (like 20-40 euro). What's the mechanism of small payment receiving?
A	As soon as we receive the money we will pay. It is a matter of PayPa or bank transfer.

Q	Do you also rent hotel villas on the website or only self-catering?
A	We can upload Hotel villas, Condos, Boutique hotels, as well

Q	Do you have a proper presentation to present to all suppliers with statistics, etc., benefits?
A	The presentation is ready and will be shared to you. Statistics for OTAs are not available Concerning the benefits that the property owner/manager gains, please refer to the appropriate list The listing of the various OTAs with whom we have agreement is available. Please refer to the corresponding list. We will have extensive statistics as soon as we reach the 5000 properties in our system.

Your Choice For Villas n Homes

<p>Q</p>	<p>Any information concerning - Payout Values – Commissions and Fees - Collection Costs</p>
<p>A</p>	<p>Property manager will set rates for its listings using a NET rates model whereby the rates are marked-up and cover OTA fees, villas n Homes commission collection fees through merchant account like credit or debit card charges for any transactions related to reservations, deposits, returning reversed charges, related to damage deposits, and payments to the traveler due to cancellations and other related fees, along with costs related to promotion, reaching the total 20% so that a net rate 100, 00 euro after all expenses have been added will appear into PMS at a gross booking value of 125, 00 euro. Fees for bookings in third party sales channels (OTAs)</p> <p>For bookings made on third party sales channels, the following custom fees will apply:</p> <ul style="list-style-type: none"> • Service fee: 15% of gross booking value(to cover OTA Commissions, credit card collections, merchant account fees and other related channel operating costs) • Booking fee: 5% commission fee for Villas N Homes Fees for bookings on Villas n Homes website • Service fee: 5% of gross booking value (to cover credit collection, merchant account fees, channel operating costs) • Booking fee: 15% of gross booking value for Villas N Homes website <p>For all confirmed bookings the property owner or manager will receive a payout based on the submitted NET rates less any bank transfer cost.</p> <p>Payment methods</p> <p>Hospitality-Xperts pays the total owner's fee, on NET Basis (inclusive of V.A.T. Charges where applicable, 7 days prior to client's arrival.</p>

<p>Q</p>	<p>What is the cancelation policy?</p>
<p>A</p>	<p>In case of Customer cancellations, the Cancellation Policy for each individual booking will apply and the owner or property manager will be due to a partial or full payout according to the Cancellation policy for each booking.</p> <ul style="list-style-type: none"> • When a reservation is cancelled more than 14 days prior to scheduled arrival, a 50% cancellation fee will apply. In this case the commissions are paid in full and the remaining will be paid to the property owner. • In case the cancelation takes place less than 14 days prior to the arrival, in those cases a 100% penalty will apply • Any payout due to the Property Owner or Manager will be due within 5 business days of cancellation or upon receipt in the bank account of Hospitality-Xperts LLP • In the event that the owner or property Manager must cancel a booking that has already been confirmed, such cancellation must be made by the property owner through communication with Villas n Homes and it is only deemed to be cancelled when the owner/Manager receives a written confirmation of the cancellation. <p>In such an event the fees which will apply will be deducted from the next scheduled payout or upon presentation of an invoice by Hospitality-Xperts or the collaborating OTAs. Cancellations more than 5% could be a reason for a property to be expelled from the system</p>

Q	How the advance for property damage and cleaning deposits are handled
A	Cleaning Deposits are paid during the booking process
A	<p>Damage deposits: Hospitality-Xperts LLP has made arrangements with the Merchant account to collect deposits for damages. Those deposits will remain into the merchant's custody and will be used in order to solve any problem that might arise. An Inspection must be carried out in conjunction with the guest. The owner/ manager is required to submit a damage report within 48 hours after guest departs. Guest has 10 days after departure to lodge a complaint. Deposits are paid back to the guest as soon as a clearance report is received from the owner. In case no damage occurred then the deposit will be returned back to the traveler.</p>