BNBHOST

Terms and Conditions of our Service

The Company reserves the right to charge interest on overdue monies at the rate of 8% per annum above the bank base rate and varied from time to time. In addition if the Customer defaults on payment the Company reserves the right to place the matter in the hands of their debt recovery agents, without prior warning in writing, and shall be entitled to a full reimbursement of any fees or disbursements paid to the debt recovery agent to aid recovery of monies outstanding to the Company.

We may change the terms of this Agreement from time to time. By continuing to use the services on our website after we post any such changes, you accept the Agreement, as modified.

Bnbhost Management Fees

Bnbhost duties include, acting as a point of contact to all guests, arranging check-ins and checkouts, offer Property Owners advice regarding pricing of properties via Airbnb or any third party booking website used, along with arranging discounted offers for local facilities for guests.

We recommend setting up your listing for a minimum of two night stays. We may amend settings in your account to allow one night bookings at certain times in the year.

Property appraisal and preparation

Bnbhost require an initial meeting in order to have a full appraisal of the property. Bnbhost will then provide the Property Owner with a list of requirements in order for Bnbhost to provide their services.

Bookings

In some cases key boxes will/can be used or keys will be dropped at a restaurant for guests to collect. Bnbhost uses Key Nest to hold keys, and there is an additional charge for this service.

Check in/out times

Bnbhost require to manage the check in and check out times of guests.

Keys

Bnbhost require a minimum of three sets of keys.

Cleaning of your property

A Cleaning Manager will visit your property prior to the initial booking going ahead, a deep clean may be required and will be invoiced on the 15th of the first month. Bnbhost will arrange

the clean and laundry of a property prior to each check in, check out cleans at the rate in which the guest has paid for can only be carried out after the guests have vacated. A deep clean will be scheduled every 6-8 weeks and will incur an additional cost. Individual cleans or deep cleans out with a booking are charged at a higher rate. A quotation for the clean and laundry will be supplied on demand. On acceptance of the quotation Bnbhost will undertake to ensure the property and laundry is cleaned as requested by the Property Owner. It's important we carry out regular deep cleans to allow us to bring our properties back up to standard, especially after long bookings. Our standard turnaround cleans do not allow the time required to tackle hidden areas.

Additional Services

If other bespoke services have been agreed between Bnbhost and the Property Owner, payment for these services will be required to be paid upfront in order for Bnbhost to purchase or arrange services on the Property Owners behalf. A separate management fee will apply to maintenance jobs instructed.

In the event of an emergency situation relating to the property, Bnbhost will make all reasonable attempts to contact the Property Owner to advise them of the situation. In the event that Bnbhost are unable to reach the Property Owners instructions timelessly, Bnbhost will use their best endeavour's to rectify the situation. Any cost incurred in doing so, including the time and effort expended by Bnbhost themselves, will be charged to the Property Owner. Any additional charges incurred by Bnbhost for guest compensation will be invoiced to the property owner.

Bnbhost require to manage basic replenishments for the property.

Insurance/Personal Responsibilities

Bnbhost are not liable for any loss, damage or injury caused to the Property Owner, guest or personal belongings of the Property Owner and/ or fixtures and fittings at the Property and/or to the Property itself. It is the responsibility of the Property Owner to procure all necessary third party consents before letting out the Property.

Bnbhost are not responsible for recovering any claims made against guests for damage to the property. The property owner is liable for any repair costs associated with guest damage incurred.

It is the Property Owners responsibility for insuring that the property complies with all the relevant legislation and other regulations relating to the property. It is the Property Owners responsibility to ensure the property is safe and of suitable health and hygiene standards prior to any guest stays. To comply with all applicable legislation and other regulations relating to the occupation and use of the Property as private rented accommodation. In particular the Property Owner ensures all landlord registration, health and safety legislation, landlord and building insurance, confirming rental leasing within the premises is permitted and advising your insurance and mortgage broker (if applicable) and any other landlord requirements legally in place.

Property Utility Bills, Broadband & Council Tax bills

The Property Owner is responsible for all broadband, TV, utility and council tax bills.

Payment terms

Bnbhost will render any invoice to the Property Owner on the 15TH of each month. Payment must be received into the Bnbhost bank account within seven days of that date. If payment is not made by day 8 a 15% surcharge will be added.

Privacy

Bnbhost will ensure to use and disclose the privacy of protection and personal data received in line with current legislation. We confirm not to provide information regarding guests or the Property Owner to other parties without consent.