

TERMS & CONDITIONS

Note: OHK is used when referring to Other Home Keys

* Payments Terms of Service: member guest users pay a flat fee for a week, monthly, or annually; and owner/host pay a monthly flat fee or an annual fee for an OHK membership.

Payments for stays are paid directly to the owner/host based upon an agreement between the listing host/owner or property manager(s) and the guest using Other Home Keys guidelines.

* Guest Deposit and Booking Confirmation: Receipt and acceptance of \$20 to \$50 deposit for a stay less than (4) days or a maximum of \$50 deposit for stays more than (4) days is considered a guests booking confirmation. It is required that the host provide a deposit receipt stating that also includes stating that the deposit is a confirmation for said dates (include the start and end dates).

* Booking a Stay: After confirming your booking with a deposit directly with the host, lister, or manager there are (2) more steps to complete a booking 1) the vetting (viewing) of the listing property (room/apartment/house); and 2) submitting full payment along with the signing of the guest booking contract. If a host or lister forgoes the vetting or signing a contract they will be responsible for the any issues that arise with the booking.

* Privacy Policy: Member(s) personal information, such as, contact information is only used to contact parties to resolves issues that involve OHK guidelines. The data, such as information given for the purposes of arranging a stay is available to members only. Members call the host to make inquiries and to book a stay. OHK does not sell any data to a third party under any circumstances. Any information given after a guest contacts the lister/owner or from listers to the potential guests is done at their own discretion, all parties are responsible for making the best judgement call when exchanging contact information. OHK is not responsible for the exchange of the information or how it is used. Listers should use business contact methods for added safety, if needed.

* Service Fees Policy: Other Home Keys charges a flat fee for the guest user and lister/manager or owner(s). Fees are charged per week, month or year for guest users based upon the plan. Lister/manager/owner(s) are charged per month or yearly according to the plan chosen.

* Financial transactions: payments and deposits are done per the arrangements made by the guest and lister, using the guidelines outlined in OHK payment and deposit policy.

* Taxes: are paid based upon OHK company location. Taxes for stays paid to the lister is the responsibility of the lister to pay depending upon where they reside or the property location.

* Host Privacy Standards: OHK is not responsible for how Hosts handles Guest Personal Information, but we recommend that all information be kept in a securely (encrypted on a server or privately with password protection).

* Cancellation Policy: cancellations and cancellation circumstances are handled and negotiated by the lister and MUST be outlined in each listing and given in writing on the final check in contract.

* Rebooking and Refund Policy: lister decide how to handle refunds when a Host cancels and should be written in the listing and if there are any reservation issues disrupts a stay they will be handled by the host, not OHK.

* Guest Refund Policy: since guests do not pay for a booking until they move in or arrive at the stay location, the only refund that can be made is for a reservation deposit of no more than \$50 per OHK policy. If a guest chooses to pay before arriving at the stay destination, then, they must arrange a refund with the host.

* Resolutions: any issues must be resolved with the host and/or guests directly. OHK only provides listing(s), profiles contact information and business practice guidelines.

* Host Damage Protection Terms: Hosts should have renters insurance for their property, OHK does not provide insurance. Host insurance is to be used to cover repair or replace Covered Property as a result of a Covered Loss.

* Reviews Policy: review guidelines are listed on the members information page.

* Community Standards: Members (guests and listers) are responsible to ensure safe stays, experiences and interactions. Discrimination, and unprofessional business practices will result in owner/manager/ owner listing(s) and account removal.

* Community Policies- expectations of Community Member include:

Reliable communication: Hosts should be responsive and willing to answer questions within a reasonable amount of time from guests.

Accurate listings: A host's property, location, listing type, privacy levels and amenities should accurately reflect what was written in the listing description at the time of booking.

Secure stays: Hosts are responsible for maintaining a secure listing. Keys or access codes should be provided for all main points of entry.

Reliable check-ins: Hosts must provide guests with the right information to access their stay at check-in (e.g. proper access codes, clear directions). Hosts (or property managers) must meet guests at check-in to provide time to adequately view the lodging before payment and

to receive payment in full. The use of lockboxes or entry codes must remain secure can be used when leaving the stay.

Clean stays: A host's property must be free of known health hazards (e.g. mold, pests, vermin), meet a high standard of cleanliness, and be cleaned between stays. OHK recommends having 2 hours before the next guests stay begins to clean the property.

Safe stays: Hosts are responsible for maintaining a listing free of safety hazards (e.g. blocked fire exits, risks of electric shock, rat poison). Hazards inherent to the listing (e.g., high heights, bodies of water) must be disclosed in the listing description. In addition, hosts must follow all applicable laws and regulations (e.g., the listing should meet applicable fire code requirements).

Authorization: OHK assumes that the host had taken care of the location/country policy requirements to host and is authorized to host, and that hosts comply with all applicable laws.

* Hosting: OHK does not allow realtors or hotels (or other types of hotel entities) to list.

* Content Policy: Hosts property pictures should not include any sexual or inappropriate imagery. Make sure property titles are relevant to the property stay only.

* Nondiscrimination Policy: which includes the fundamental principles of inclusion, basic human respect and provides guidance not to prejudge anyone when arranging accommodations, as it relates to users, including co-hosts and co-travelers, from discriminating against others on the basis of the following protected characteristics:

- Race or Ethnicity
- Religion
- Gender or Sex
- Age (guests must be 21+)
- Disability
- Having children (**no children)
- Marital status (being married or not)
- Political affiliation
- Nation of origin
- Sexual orientation
- Occupation or Employment Status
- Guests Spoken Language
- Caste (Socioeconomic Level)
- Pregnancy or Medical Condition

** Due to location safety issues or shared adults only spaces, this does not apply to singular dwellings (an entire house, condo or apartments) which should not exclude children.

* Experience Standards and Requirements: OHK is a guest centered business. Our goal is to make sure each listing is accurate and that guests are able to view each property stay before the final booking payment is made. We set guidelines more than basic best business practice hosting rules and allow the payment transactions to be arranged without OHK collecting a fee percentage or interfere with pricing based upon an algorithm.

OHK is similar to a Craigslist database; we offer information specifically for booking vacation and temporary long stays.

OHK Access: Only the user named in an OHK member account can book a stay, browse listings and get the details to book and make payment for a vacation stay. This is done for security purposes, so the host can have a minimal level of trust, since the guest reviews are for the actual person who has booked with a particular owner/listener or manager.