

1. Platform Access & Membership Fees

- 1.1 Guest members pay a weekly, monthly, or annual fee for platform access.
 - 1.2 Hosts/owners/managers pay a monthly or annual OHK membership fee.
 - 1.3 OHK does not process payments for stays. OHK only collects membership fees.
 - 1.4 All stay payments occur directly between the guest and the host.
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2. Reservation Deposits

- 2.1 Deposits for stays shorter than four (4) days are discouraged because they often create unnecessary trust issues.
 - 2.2 Deposits are more appropriate for long stays (one month or more) when guests want to hold dates before viewing the listing.
 - 2.3 If a deposit is used, the amount may be:
 - \$20–\$50 for stays under four (4) days
 - Up to \$50 total for stays longer than four (4) days
 - 2.4 Hosts must provide a written deposit receipt that includes:
 - Property address (including room/unit if applicable)
 - Amount received
 - Confirmation that the deposit holds the booking
 - Start and end dates being held
 - 2.5 A deposit only holds dates. It is an initial reservation marker, not a full booking or contract.
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3. Completing a Booking

- 3.1 After a deposit is confirmed (if one is used), the guest must complete two steps:

Step 1 Property Viewing (Mandatory)

- Guests must view the property in person or through a live video tour.
- Hosts cannot skip or decline the viewing step. This is an OHK requirement.
- Listings that refuse a viewing are out of compliance.

Step 2 Final Payment & Guest Contract

- After viewing, the guest pays the full amount directly to the host.
 - A booking contract is strongly recommended to protect both parties.
 - Without a contract, guests remain vulnerable to disputes.
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4. Privacy Policy (for members)

- 4.1 Member contact information is used only for booking communication or resolving issues under OHK guidelines.
- 4.2 OHK does not sell or share member data with any third party.
- 4.3 Any information exchanged between host and guest after initial contact is at their own discretion.

4.4 OHK is not responsible for how hosts store or manage guest information.

4.5 Hosts are encouraged to use secure communication methods and password-protected systems.

5. Service Fees

5.1 OHK charges flat membership fees for guests and hosts based on the plan selected.

5.2 Membership fees give access to the platform but do not include payment processing for stays.

6. Financial Transactions

6.1 All payments and deposits are arranged directly between guests and hosts.

6.2 OHK does not process, hold, guarantee, or refund stay payments.

7. Taxes

7.1 OHK pays taxes based on the company's registered location.

7.2 Hosts are responsible for all taxes related to their listing and location.

8. Host Privacy Standards

8.1 Hosts are responsible for securing guest information.

8.2 OHK recommends encrypted, password-protected, or business-only storage methods.

9. Cancellation Policy

9.1 All cancellations must be handled directly between the host and guest.

9.2 Hosts must clearly list their cancellation terms and provide them again in the check-in contract.

10. Rebooking & Refund Policy

10.1 Hosts determine their own refund and rebooking policies.

10.2 These policies must appear both in the listing and in the guest contract.

10.3 OHK does not handle refunds under any circumstance.

11. Guest Refund Policy

11.1 Guests pay upon arrival unless they choose to prepay.

11.2 The only refundable amount under OHK policy is the reservation deposit (max \$50).

11.3 Guests who pay early must arrange refunds directly with the host.

12. Issue Resolution

12.1 All disputes, complaints, and stay-related issues must be resolved between the guest and the host.

12.2 OHK provides listings, profiles, and hosting guidelines only and is not involved in dispute resolution.

13. Host Damage Protection

13.1 Hosts must carry their own renter's or property insurance.

13.2 OHK does not provide insurance of any kind.

13.3 Insurance should cover repair or replacement of damaged property.

14. Reviews Policy

14.1 Hosts and guests are expected to leave honest, accurate reviews.

14.2 Review guidelines are available on the member information page.

15. Community Standards

15.1 Members must maintain safe, respectful, and professional behavior.

15.2 Discrimination, harassment, or unprofessional conduct may result in account removal.

16. Host Requirements

16.1 Communication: Hosts must respond to guests within a reasonable timeframe.

16.2 Accurate Listings: All details must reflect the actual property and conditions.

16.3 Secure Stays: Provide functioning keys, lockboxes, or access codes.

16.4 Check-In Procedure:

- Hosts or managers must meet guests at check-in for viewing and final payment.
- Lockboxes/codes may be used after the initial check-in.

16.5 Cleanliness: Properties must be clean, hazard-free, and turned between stays.

16.6 Safety:

- No blocked exits, dangerous wiring, or harmful materials.
- Natural hazards must be disclosed.
- Listings must comply with local laws and fire codes.

16.7 Authorization: Hosts are responsible for ensuring they are legally allowed to host.

16.8 No Hotels or Realtors: OHK does not permit hotels, hotel-like operations, or real estate agents to list.

17. Content Policy

17.1 Property photos must be appropriate and free of explicit imagery.

17.2 Listing titles must refer only to the property or stay.

18. Nondiscrimination Policy

Members may not discriminate based on:

- Race or ethnicity
- Religion
- Gender or sex
- Age (minimum guest age: 21+)
- Disability
- Marital status
- National origin
- Sexual orientation
- Political affiliation
- Occupation or employment status
- Socioeconomic level
- Caste
- Language
- Pregnancy or medical status

Children:

- Shared or adult-only spaces may restrict children.
 - Entire homes or apartments should not restrict children unless for genuine safety reasons.
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19. Experience Standards

19.1 OHK is guest centered.

19.2 Listings must be accurate.

19.3 Guests must view the property before final payment.

19.4 OHK does not take a percentage of stay payments and does not set pricing.

20. General Service Summary

20.1 OHK functions as a specialized listing database for vacation and temporary stays.

20.2 For security, only the named account holder may contact hosts or book stays.

20.3 Account access may not be shared.

21. Guest Visitors (“Guest Having Company”)

21.1 Unregistered Visitors Policy

The policy regarding unregistered visitors must appear in the property’s Terms & Conditions, House Rules, or both.

Visitors cannot be prohibited after booking unless the “no-visitors” rule was explicitly stated and visible to the guest before the agreement was made.

Guests should never assume that visitors are allowed- they must ask the host in advance and receive a clear confirmation.

21.2 Discuss Visitor Needs Before Booking

If a guest expects to have any visitors during their stay, this must be discussed with the host before booking. If the need arises later, a formal request must be made prior to any visitor arriving.

21.3 Respect Host Rules as Written

If a listing states “No Visitors”, “No Guest Company”, or includes specific visitor restrictions, those rules apply without exception. Guests who require visitor access must choose a listing that supports their needs.

21.4 Written Confirmation Required

Any approved visitor arrangements must be confirmed in writing (message, text, or email) to ensure clarity and protect both parties.

21.5 Change or Revocation of Visitor Permission

Once a host has approved visitors, that approval cannot be revoked without a valid reason.

Hosts may modify or withdraw visitor permission only if:

- The visitor(s) violate house rules or safety standards
- The activity becomes disruptive or unsafe
- Illegal or prohibited behavior occurs
- The number of visitors or their conduct exceeds what was agreed upon

Any change to visitor permission must be communicated clearly and include the reason for the change.

22. Pets and Hygiene Standards

22.1 Pet Waste Placement

Pet litter boxes, pee pads, or any pet-waste containers are not permitted in any guest-use bathroom or shared hygiene area.

All pet-waste items must be kept in a private host area or a designated pet zone that does not interfere with guest sanitation, comfort, or reasonable bathroom access.

22.2 Host Responsibility

The Host is responsible for maintaining all pet areas—including litter boxes—in a clean, odor-controlled, and sanitary condition.

Pet-related odors, waste, or debris may not impact shared areas or guest-use spaces.

22.3 Guest Rights

Guests are not required to use a bathroom that contains pet litter boxes or any pet-waste items.

If such items are placed in a guest bathroom, the Guest may request immediate removal without penalty.

22.4 Required Disclosure

Hosts must disclose the presence of pets on the property before booking is accepted.

Failure to disclose pets—especially when their waste areas impact shared spaces—constitutes a transparency violation and may require corrective action.

23. Odor FREE Requirements

23. Odor-Free Habitation Environment

Strong odors (pets, mold, chemicals, smoke, sanitation failures) must be resolved before listing or accepting guests.

If it can't be resolved, the space is not suitable for hosting.

24. Full Space Access

Apartment Rentals (separate rentals, not attached to a house with shared spaces)

Full Access to the Advertised Space

Hosts must provide guests access to the entire property as advertised in the listing.

If a listing states that the guest is booking an entire apartment, house, or unit, the guest must be given full use of all rooms and areas within that unit.

Hosts may not:

- lock bedrooms, (if only 2 guests are renting a 3 bedroom, they can use all the bedrooms)
- remove amenities, furniture, or appliances (stated in the listing)

If the host wishes to limit access to certain areas, being used for storage this must be:

1. Stated in the listing description,
2. Shown in the photos (clearly marked), and
3. Confirmed with the guest

Update listings accordingly if items have changed; guests have an expectation based upon the listing information. Any undisclosed restriction added after booking is considered out of compliance with OHK standards and may result in listing removal.

25. Room-Only Listings Policy

OHK accepts room-only listings only in homes where the host is actively residing. We do NOT permit listings that rent more than two rooms within a single home, or properties where no host is present.

Our goal is to protect the quality of each stay while remaining mindful of how short-term rentals affect communities, housing availability, and local real estate markets. OHK prioritizes intentional, human-centered hosting with genuine attention to guests.

Listings that function as volume room rentals—similar to hotels or hostels—do not align with our standards and are not accepted on the platform.