

INN TOWN

MODEL & CREATIVE APARTMENTS

TERMS AND CONDITIONS + CANCELLATION POLICY + REFUNDING HOSTS

Please read carefully through the terms and conditions stated below.
This page must be printed, signed, dated and sent back to us to become an Inn Town Host.

TERMS AND CONDITIONS

By using Inn Town and its services you agree to comply and be legally bound by the terms and conditions of the Terms of Service that make up this document. These terms govern your access and use of Inn Town and constitute a binding legal agreement between you and Inn Town.

By using Inn Town and its services, you agree that you have read and understood the "How it works" section and agree to the terms stated on the page and what is expected of you as a host.

As a host you understand and agree that Inn Town does not act as an insurer or as your contracting agent.

Inn Town is a website that showcases accommodation from verified hosts and partnered premises and allows the guests to book for holiday, work and short term occupation.

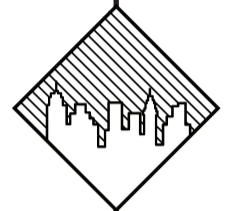
Inn Town does not own, control, offer or manage any Listings or Services on the website. Inn Town is not acting as an agent in any capacity for any member. Inn Town is not a management company, real estate agent or broker, travel agency or insurer. Inn Town is not an organiser or retailer of travel packages under Directive (EU) 2015/2302.

The Inn Town website is a platform aiming to connect Guests with Hosts, it acts only as a platform for hosts to offer their space to book and guests to view spaces.

Inn Town is not party to any contracts entered into directly between hosts and guests.

Inn Town is not responsible for and disclaims any and all liability related to any and all listings and accommodations. Accordingly, bookings will be made or accepted at the members' own risk.

Inn town holds no liability for damaged or stolen property in the flat during their stay. Inn Town strongly recommends all hosts have their own property and contents insurance.



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Once the guest is in your apartment Inn Town holds no longer holds any responsibility. It is your responsibility to treat them with respect and deal with any problems with the guest directly.

No house parties or after parties whilst the guests are in your home. Our clientele's schedules are erratic and can be hectic, they need their rest. Any house parties thrown by the host will result in immediate removal of you as a host.

The Inn Town team reserves the right to deny any potential hosts we feel do not fit our criteria of hosting.

HOSTS PERSONAL INFORMATION

All hosts personal information is kept privately by Inn Town and not shared until full payment has been received, into our accounts, by the guest, to protect hosts privacy.

This includes but is not limited to: home addresses, full names and host phone numbers.

Host information is shared via Welcome Pack, to the guests, once full payment has been received, into Inn Town's accounts.

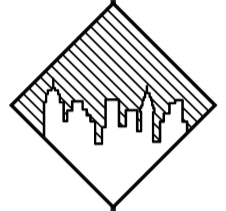
ISSUES IN THE HOME & REFUNDING

Any ill treatment towards guests will not be tolerated. In the case of extenuating circumstances where we receive a complaint and proof from a guest that he/she is unsafe or extremely uncomfortable, we will remove the guest and you will not receive payment for nights after they've stayed.

Hosts of these nature will also be banned from using Inn Town and it's services.

Any issues in the home must be photographically documented and the complaint must be addressed to Inn Town **immediately** so that it can be dealt with accordingly. Complaints after the fact cannot be taken in to consideration.

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ISSUES WITH THE HOME BROUGHT UP BY THE GUEST

If the guest arrives at a home and there is a problem with the accommodation, the guest must first address the issue with the host to see if it can be resolved quickly.

If the guest is uncomfortable talking directly to the host then they must contact Inn Town within 24 hours of arriving at the accommodation, providing photographic evidence directly to Inn Town. You, the host, will then be contacted by Inn Town and must rectify the problem the same day.

If the problem is deemed valid by Inn Town and cannot be rectified by the host same day, the guest may choose to leave and will be fully refunded, minus any nights stayed.

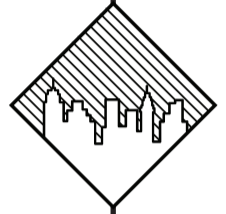
If the guest complains within 24 hours and already leaves the property without giving Inn Town the opportunity to fix it, the guests deposit + any nights stayed will be kept. In these instances, nights not stayed by the guest will be kept at Inn Town's discretion on a case by case basis.

If a guest complains at the end of the stay about issues with the accommodation when they arrived or during their stay, Inn Town is unable to provide any refund as Inn Town requires problems to be addressed immediately with photographic/audio evidence so we can fix the issue or move the guest.

During the guests stay if there are issues including new damage to the house, inappropriate behaviour from hosts, parties etc the guest must get in touch with Inn Town **immediately** and we will rectify the problem.

If these problems are deemed valid by the Inn Town team and we need to remove the model from the host's home, the host will not be paid for the nights not stayed by the guest nor the nights where the issues first occurred.

These hosts will also be banned from Inn Town.



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ISSUES WITH THE GUEST BROUGHT UP BY THE HOST

Any ill treatment towards hosts and/or home will not be tolerated.

In the event of guests breaking house rules - see our policy on house rules below.

In the case of extenuating circumstances where you as a host feel unsafe or extremely uncomfortable or the model is throwing a house party, please photographically/audio document this and contact Inn Town immediately. If the complaint is deemed valid by the Inn Town team and results in the guest needing to be removed from your home, the guest will be asked to leave same day, unless otherwise stated and they will not receive a refund for any nights not stayed. Complaints must have proof to be processed.

Guests of this nature may also be banned from using Inn Town and Inn Town's discretion

HOUSE RULES

Guests are to follow the house rules set out by their host in the Welcome Pack which they receive before arrival, at all times.

In the event that Inn Town receives a complaint from the host that the guest is not following the rules to a satisfactory level, depending on the severity, the host will be asked to discuss directly with the guest to improve behaviour.

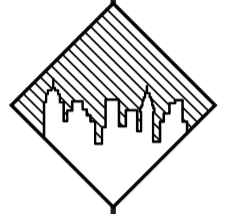
If behaviour doesn't improve and/or the issues are severe, Inn Town will issue a warning to the guest/guest agency. If behaviour continues to not improve the guest will be asked to leave.

It is at Inn Town's discretion to decide if behaviour is severe enough to get involved immediately or to ask the host to discuss directly with the guest first. Only in severe instances will a guest be asked to leave without Inn Town issuing a warning first. This is at Inn Town's discretion.

In case of which a guest is asked to leave, they must vacate the property same day unless stated otherwise and will not be issued a refund for any nights not stayed and the deposit kept. Inn Town may also keep the guests deposit to cover any damage, cleaning or issues.

Inn Town, at their discretion, may also issue extra charges to the guest/guest agency for trouble caused and may, if proven to be extenuating, ongoing issue(s), ask the guest to leave.

If a host wants the guest to leave before a warning has been issued via Inn Town, where Inn Town believes a warning is warranted, nights not stayed will be refunded, minus the



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DAMAGE AND LIABILITY

In the event that there is damage to your home, you must photograph it and get in touch with Inn Town immediately. Any form of damage complaint cannot be processed without evidence.

Depending on the damage, the guest's £100/\$100/ €100 security deposit will be transferred to the host used to cover the first £100/\$100/ €100 worth of damage done by the guest in the home.

If the damage is over £100/\$100/ €100, the host must provide quotes for the cost to replace or repair the issue.

Inn Town then invoices the guest/guest agency, who is liable to pay for any damage caused to the property within 30 days with proof of damage and invoice from the hosts repair company.

Inn Town will do their best to chase this invoice until it is paid. In the event that we cannot get paid by the client, the hosts must deal with the damage via their insurer or however they see fit.

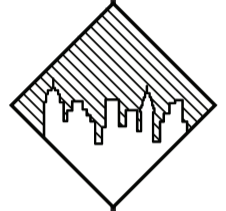
All hosts are strongly recommended to have their own insurance, as Inn Town holds no liability for damage, loss or injury to person and property, both of the hosts and the guests. .

CANCELLATION

HOSTS CANCELLING

At Inn Town once you send your available dates we will push you apartment to all potential bookings and will send a booking confirmation with the guests details and dates once confirmed.

If you have not updated your availability and Inn Town books a guest in your home when the apartment is no longer available a £50 cancellation fee will be deducted from your next booking.



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If a host has to cancel a booking for another reason before the guest has arrived but after the deposit has been paid to the host, a £50 cancellation fee will be deducted from your next booking and the host must transfer the deposit back immediately.

If a host has to cancel nights some nights whilst the guest is in the property, the guest will be issued a full refund for nights not stayed and the host will be fine a £50 cancellation fee unless in extenuating circumstances, at Inn Town's discretion.

If a host cancels bookings 3 times in a year, you will be suspended from hosting with Inn Town for a month.

Only proven extenuating circumstances e.g. family death, will this cancellation policy not be enforced.

GUESTS CANCELLING

If a guest decides to cancel or shorten their stay before 48 hours before arrival the host can keep the £100/\$100/€100 deposit to partially cover nights originally requested but not stayed by the guest.

If a guest decides to cancel after 48 hours before arrival it is up to the hosts whether they issue a full, partial or no refund.

If the guest is booked by a company, it is up to the company to find another guest to cover the dates not stayed, in which case a refund will always be issued for nights not stayed, minus Inn Town's service fee and 1 night fee for the hosts to prepare for the change over of a new guest.

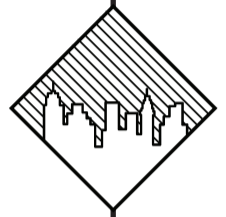
If the guest has booked directly, Inn Town will always try to find another guest to cover nights not stayed, in which case a refund will always be issued for nights not stayed, minus Inn Town's service fee and 1 night fee for the hosts to prepare for the change over of a new guest.

Hosts must always do their best to organise available times and dates for the change over to take place, however if not possible and they have tried every avenue to make it work, it is up to the host if they want to issue any kind of refund or not.

If Inn Town believes not enough effort was made on behalf of the host to allow for change over then Inn Town can decide to refund the guest accordingly, overriding the host's decision.

Hosts will always be given an extra days allowance to make a change over happen, it does not need to be same day as Inn Town understands hosts may have work or other commitments that make this difficult.

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GUEST WANTING TO EXTEND THEIR STAY

If a guest wishes to extend past their original leaving date, and discusses with the host directly, please tell the guest to contact Inn Town immediately as we may have another booking in the process.

If you DO NOT wish for a guest to extend, it is up to you to contact Inn Town to let us know, either at the two week period of a 1 month stay or when the guest asks you directly if they can extend.

If we do not hear from hosts, Inn Town assumes they are happy for the guest to extend and will issue an extension booking.

EXTRA GUESTS

It is up to each individual Inn Town Host whether they allow guests to have other guests over at all in the home during their stay.

If a guest wishes to have another guest over, they must ask their host's permission first.

Hosts must contact Inn Town in the event of this request with their decision and if you want to charge for extra nights stayed.

Inn Town cannot invoice after the fact.

Guests who have guests sleeping over in the house without Inn Town's knowledge and/or the hosts consent may lose their deposit and/or be charged additional rental fees cover extra rent and bills. Guests continuing to have people stay over without the hosts consent may be asked to leave and their deposit and/or be asked to leave.

In case of which a guest is asked to leave, they must vacate the property same day and will not be issued a refund for any nights not stayed and the deposit kept.

PHOTOGRAPHING THE GUESTS

At Inn Town we want to create a creative community and are very happy for our guests to shoot and work together.

We kindly ask that when shooting projects or portraits (not official jobs) that include our guests that we are please credited. @inn__town on social media.

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