



TripTo AB • Box 10 • 83004 Mörsil • Sweden

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<http://trip-to.com>

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Momsreg.nr./Vatnr: SE556666074101

## Information about TripTo's accommodation agency

The screenshot shows the TripTo website interface. At the top, there is a navigation bar with the TripTo logo and the tagline "... wherever you wish!". The language is set to English. There are links for Home, Contact, Terms of Use, owners' area, imprint, and Rent out. A "My Favorites (0)" button is also present. Below the navigation bar, there are buttons for Sweden, Germany, Italy, Austria, France, and Hotels. The main content area features a large image of a coastal scene with a boat. Below the image, there is a section titled "Spend your holidays abroad!" with a brief description of the agency's services. A search bar is located below the text, with fields for From, Until, Duration, Region, and Persons, and a Search button. To the right of the search bar is a map of Europe. Below the search bar, there is a section for "Latest offers" with three listings: "Beach / Sol Immo 23", "80 M2, 8 Personen B5-8T", and "A3-4T". At the bottom of the search bar, there is a field for "Object number" and a "Trip To on Facebook & Google" section with a Like button and a +1 button. On the right side of the page, there is a sidebar with a red "ad" banner, a "Hotels in" section with a Paris Eiffel Tower image, and a list of hotel prices for Paris, London, Berlin, and Frankfurt. A "More offers" button is also present in the sidebar.

**Get a higher booking rate under the period you would like to rent out your holiday accommodations with guests.**

With our renting portal network, your advertisement will be presented on different websites inside and outside of Sweden. We promote your holiday accommodation actively and free of charge for you as the landlords



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## **How do we market your holiday accommodation?**

- With the help of information about the accommodation, we create an advertisement in Swedish
- We translate the advertisement into Swedish and German
- We activate your advertisement on our portals
- We have a huge advertising budget to market your accommodation in all leading search engines to all important search key words.
- TripTo markets internationally. With us, you will reach customers in Sweden as well as in Europe and the whole world.
- Through graphical advertisements and individual campaigns we make your holiday accommodation even more attractive and present it in a decent and tasteful way.

## **What else do we?**

- We answer for the sending of reservation and booking confirmations to the guests, so that your guests will receive all necessary information to arrive. Though, you can always get into contact with them personally.
- We have personal contact with guests and hosts. We are available every day.
- We are available and help with upcoming problems like e.g. translations
- You have access to our host administration and can administrate and actualize your range.
- You are the ones to choose when you want to rent out your accommodation by blocking or giving access to time periods.
- “First come, First serve”. You don’t need to reserve some weeks for our bookings.



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### **That is what we work like:**

- Without our influence, you self determine the price of your holiday accommodation per week. You are the ones who decide the price.
- To have an advertisement on our sites is absolutely free. Instead, we take a booking fee from the guests for our services. The booking fee is an addition on your price, which will be in the end about 25% (inc tax) of price in the advertisement.
- We even price out a price per day to make it possible e.g. to receive a last-minute-booking for a period of 10 days. A booking like this can be accepted and confirmed, but you don't have to do this, if you just want to rent out on a week-by-week-basis.
- We don't claim any monopoly to act as an agent for your holiday accommodation.
- You have the right to rent out your holiday accommodation by yourself or by other agencies.
- You as well as TripTo can quit cooperation at any time (e.g. by sending us a formless information in a written form via E-mail), as long as there are no bills receivable or bookings left.

### **An example on how a booking works via TripTo:**

- A family books your accommodation on [www.sweden-holidays.com](http://www.sweden-holidays.com)
- You will receive a non-binding booking request via Mail and confirm the booking via mail or phone to our customer service.
- We send out a reservation confirmation, and ask the family to transfer the booking fee onto our account.
- As soon as the family has paid the booking fee, we send out a booking confirmation to the guests with all necessary information like itinerary route, key reception and information about how to pay the remaining rent (your rent).

### **There are two alternatives to pay the rest amount, means you're your price:**

Alternative 1: The guests pay cash at the day of the arrival

Alternative 2: The guests pay your rent in latest case 40 days before arrival onto your account



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## **What are the responsibilities of the landlord?**

### **Who is the landlord?**

The "landlord" in the following text refers to the person who owns the rental object or his contact with a power of attorney to handle the rental.

### **Update of the occupancy calendar/double bookings**

The landlord is obligated to keep his calendar of occupancy updated to prevent double bookings through TripTo's websites. Time periods, which the landlord does not want to rent out using TripTo' services or times with private rentals, have to be blocked in the calendar immediately. All periods, which are shown as available in the booking calendar, can be booked by the guests. If a double booking should happen though, the booking which was made first in our system will be preferred. If this is violated or neglected, the landlord has to bear all additional costs.

### **Information in ad**

The landlord ensures that the information in the ad is accurate and current. Any amendment for example regarding object equipment, e-mail address or account number the landlord undertakes to amend this information as soon as possible on its own website in TripTo's management. Should this change affect an already booked client, the landlord has to contact him as soon as possible. The changes are reviewed and must be confirmed by TripTo before they take effect.

The landlord expressly authorizes TripTo use the specified address showing the object's exact location using Google Maps or other mapping service.

### **Rates**

The landlord states his prices in the local currency (meaning the currency in the country where the rental object is located). The listed weekly prices are always based on the chosen day of arrival and departure and seven nights to come.

All prices are bound to the landlord. Price changes can be implemented in the TripTo the management for landlords. New prices go into effect when TripTo has approved them and the landlord has been notified of this via e-mail (normally within 24 hours).

Already booked clients rates cannot be changed afterwards. On TripTo's foreign websites TripTo will state prices in EUR. TripTo determines an exchange rate once a year. The exchange rate can be seen when logging onto the TripTo management for landlords.

In some cases (such as last-minute bookings, corporate bookings or for wrongful payment of a guest to the TripTo account) TripTo will collect the complete amount. In cases like that the landlord will receive the rent in the local currency (in Sweden e.g in SEK)



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### **Extra expenses/security deposit**

All additional costs such as electricity, deposit, cleaning fee, rental of bicycles and boats, must be referenced in the ad.

The landlord has the right to charge a deposit in cash either in advance or upon arrival. If this information is missing in the advertisement and the landlord tells the tenant on arrival he deposit cannot exceed 1000 SEK/100 EUR.

Operating costs such as electricity and water are included in the advertised price if it does not explicitly say that this will be added. The final cleaning has to be done by the tenant if not otherwise agreed. Bed linen and towels are brought by the tenant unless otherwise agreed.

### **Before the tenant's arrival**

The rental object must-before guest's arrival be inspected and prepared, so the following tenants are guaranteed a clean object. Between arrival and departure, the object should be cleaned internally and externally.

### **Customer arrival/departure, handover of the keys**

The customer arrives at the holiday home between the 4 and 7 pm unless otherwise agreed in advance. The tenant shows his booking confirmation which is proof that the tenant may reside in the object. The landlord submits in connection with this key and shows him the home, explaining some features and provides guests with bed linen and towels if the guest has ordered it.

TripTo recommends that the landlord controls the holiday home together with the guest on arrival and on departure. The guest departs the latest at 10 am, unless otherwise agreed. Should the landlord not be able to meet up with the guests, a contact person has to be designated so that guests will not be affected by the landlord's absence. Both guest and TripTo have to be informed of such changes.

### **Rental object maintenance**

Should Problems occur with the rental object, while tenants are living there or not, the landlord/contact person is obligated to solve the problem. TripTo has to be informed in advance regarding any repairs, etc.

### **Customer support during the stay**

If any problems arise with customers in connection with the lease (complaints) the landlord is obligated to fix this immediately and inform TripTo.

Should problems/errors not be solved or replaced, the landlord may negotiate a rent reduction with the client.



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Any complaints should if possible be discussed with tenant on sight.

At possible dispute between tenant and landlords, TripTo is mutually helpful, however, takes no responsibility for breach of contract committed by the landlord.

If TripTo considers the landlord's handling of the complain was incorrect or inadequate it can require the landlord for reimbursement of additional costs.

### **Copyright, user rights, etc.**

Information, including images, texts, videos, that the landlord provides Trip with, can be used commercially, be processed and published without restriction. The landlord confirms that the submitted designs are his own and that he has copyright.

right.

The landlord is responsible for the proper handover of the home on arrival to the guest and for all given data are consistent with reality.

Should there be legal or non-legal disputes in connection with a rental and then also cost TripTo extra, these can be fully required back from the landlord.

TripTo does not assume any liability for property destroyed by the guest. Costs of damage of have to be settled between tenant and landlord.

### **Liability**

The landlord is responsible for a proper handover of the accommodation to the guest in due time and in a state suitable to rent. Also the landlord is responsible for the correctness of the information about the accommodation we receive.

If TripTo should be charged for fees, compensations, refunds etc. pertaining to the rental of the accommodation by court order or outside court agreements, TripTo has the right to claim the landlord in full extent.

TripTo is not liable for damages caused by customers. Those claims have to be asserted from the landlord directly at the customer.

### **War, natural disasters, strikes, etc.**

The landlord has the right to withdraw from the lease in the event of something serious that no one can predict should occur (natural disasters, power outages, problems with water supply, etc..) And the accommodation of such a reason cannot be inhabited.

In such cases, the tenant has to be refunded the paid amount, time spent in the home may be deducted



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### **Clearance of cooperation**

The landlord or TripTo can at any time terminate the cooperation (eg through an informal e-mail), provided that there are no upcoming rentals or outstanding debts. Confirmed reservation is the landlord obligated to implement.

Furthermore, we refer to the TripTo's the general conditions (see above).

Moreover TripTo AB's Terms of use/Privacy policy apply.

<http://www.trip-to.com/pages/imprint>