

## Terms and Conditions of Use

Effective From 8<sup>th</sup> September 2025

Please read these terms and conditions of use carefully

This terms of use agreement (this “agreement”) (together with the documents referred to in it) is a legal agreement between you and Unique Ventures Ltd t/a Veeve (part of the UnderTheDoormat Group), incorporated and registered in England and Wales with company number 07666067 and whose registered office is at 210 New Kings Road, London SW6 4NZ, United Kingdom (“Veeve”, “we”, “us” or “our”).

By registering as a Member, you must read, agree with and accept all the terms and conditions contained in this agreement. This agreement is provided to you and concluded in English. We recommend that you store or print-off a copy of this agreement (including all policies) for your records.

If you do not agree to the terms of this agreement (or to the documents referred to in it), please refrain from registering as a Member, making a Booking or requesting any Service.

### 1. INTERPRETATION

- 1.1. The following definitions shall apply in this agreement including the Occupancy Agreement:

**Additional Guest Services:** additional services that Veeve may make available to the Guest (for example, taxi booking services, theatre ticket booking or sourcing, babysitting services, laundry services, tour guide services, personal chefs, parking, restaurant bookings, additional cleaning and rubbish removal during the stay, etc.).

**Blueprint:** the plans and documents showing the layout of the Property and the operating procedures for the services and utilities which form part of the Property together with any special instructions relating to the use of the Property by a Guest.

**Booking:** a request by a Member to book a stay at a Property. “Book” and “Booked” shall

be interpreted accordingly.

**Booking Details:** the booking details for a Property agreed to by the Guest on the Website, via a platform or by email.

**Confirmation of Booking:** Veeve's acceptance of the Guest's Booking Details which has been delivered to the Guest by e-mail or confirmed via a booking platform following receipt of payment by Veeve or the relevant platform.

**Commission:** the fee that Veeve charges to the Property Owner for the management of the property as per the Proposal.

**Common Parts:** such roads, paths, entrance halls, corridors, lifts, staircases, landing and other applicable means of access in or upon the Property, the use of which is necessary for obtaining access to and egress from the Property as designated from time to time by Veeve.

**Consents:** all consents, licenses, permissions, certificates, authorisations and approvals of any kind whether of a public or private nature which shall be required for the performance of this License.

**Data Protection Legislation:** all applicable data protection and privacy legislation in force from time to time in the UK including the UK GDPR; the Data Protection Act 2018 (DPA 2018) (and regulations made thereunder) and the Privacy and Electronic Communications Regulations 2003 (SI 2003/2426) as amended and all other legislation and regulatory requirements in force from time to time which apply to a party relating to the use of personal data (including, without limitation, the privacy of electronic communications). "Controller, Processor, Data Subject, Personal Data, Personal Data Breach, processing, Data Protection Losses and appropriate technical and organisational measures" are defined in the Data Protection Legislation.

**Deposit:** the security deposit, typically £500 or as specified by Veeve.

**Deep Clean:** A deep clean refers to an intensive, comprehensive cleaning procedure carried out periodically to ensure the property is maintained in excellent condition. This process goes beyond standard turnover cleaning and includes detailed attention to all rooms and surfaces. It may involve tasks such as washing baseboards, cleaning inside and behind appliances, scrubbing grout and bathroom fixtures, washing all linens

including mattress protectors, vacuuming under furniture, dusting vents and light fixtures, and sanitizing high-touch surfaces. Deep cleans may also include exterior cleaning of entryways gardens and outdoor furniture where applicable. These cleanings are typically scheduled after extended stays, high guest turnover, or ahead of peak seasons to uphold the highest standards of hygiene and presentation. **This is an illustrative example only, and the specific scope of a deep clean may vary depending on the property and its condition.**

**End Date:** the end date of a Booking specified in the Confirmation of Booking.

**Fair Usage of Utilities** refers to the reasonable consumption of electricity, gas, water, and internet during a stay, based on the size of the home, number of guests, and duration of the Guest stay, without excessive or wasteful behaviour.

**Fee:** the fee described in the Confirmation of Booking payable by the Guest for a Booking.

**Force Majeure Event:** means acts of God, flood, drought, earthquake or other natural disaster; terrorist attack, civil war, civil commotion or riots, war, threat of or preparation for war, armed conflict, imposition of sanctions; nuclear, chemical or biological contamination or sonic boom; collapse of buildings, fire, explosion; and interruption or general failure of public utility service. A pandemic is not a Force Majeure Event unless there is also a governmental lock-down imposed in the vicinity of the Property that makes it illegal to occupy the Property.

**Furnishings:** the Property Owner's furniture and furnishings in the Property (as set out in the Inventory).

**Guest:** a Member who requests a Booking of a Property via the Website (or its partner listing portals (for example, Trusted Stays, Homes and Villas by Marriott, Booking.com, VRBO, HomeAway or Airbnb)), or a Member who stays at a Property and is not the Property Owner of such Property.

**Inventory:** the detailed inventory created and maintained by the Property Owner or by a third-party provider for the Property Owner that details all the Furnishings and items located at the Property and the condition of such Furnishings and items

**Licence Period:** the period from and including the Start Date specified in the Booking Details until the End Date or the date on which this Occupancy Agreement is terminated in accordance with paragraph 9 of Occupancy Agreement.

**Member:** a person who completes Veeve's account registration process by agreeing to the Proposal as a Property Owner or by making a Booking as a Guest.

**Occupancy Agreement:** the occupancy agreement set out in Schedule 1 of this agreement.

**Party:** a party to this agreement and that party's successors and permitted assigns.

**Photo Inventory:** the basic photo inventory conducted at check-in and check-out of a Guest stay.

**Pre-Check-In:** an online form that collects essential information about the Guest party and arrival.

**Property:** the premises belonging to a Property Owner located at the address that is specified in the Property Owner Proposal and Guest Confirmation of Booking.

**Property Owner:** the Member (which may be an individual or a company) that holds the freehold or leasehold title to a Property or the person who is duly authorised to enter into the Occupancy Agreement.

**Property Owner Confirmation:** a Confirmation of Booking notified to the Property Owner through the Veeve Property Owner portal or by e-mail or via a booking platform as soon as a Booking has been made and payment confirmed.

**Proposal:** the written proposal to a Property Owner which sets out any special terms agreed between Veeve and the Property Owner including the Commission payable by the Property Owner and the key details of the Property that pertain to this, and which can be amended from time to time by Veeve in writing.

**Service Media:** all media for the supply or removal of heat, electricity, gas, water, sewage, air-conditioning, energy, internet and Wi-Fi, television, telecommunications, data and all other relevant services and utilities and all structures, machinery and equipment ancillary to those media.

**Services:** any and all services that Veeve provides, including the Additional Guest Services.

**Start Date:** the start date of a Booking specified in the Confirmation of Booking.

**Terms of Use:** Veeve's terms of use agreement [ <https://www.veeve.com/en-gb/terms-and-conditions/> ]

VAT: value added tax chargeable under the Value Added Tax Act 1994 and any similar replacement tax and any similar additional tax (example: Tour Operators Margin Scheme TOMS)

Veeve: Veeve is the trading company of Unique Ventures Ltd.

Website: Veeve's websites are located at [www.veeve.com](http://www.veeve.com) OR [WWW.underthedoormat.com](http://WWW.underthedoormat.com)

- 1.2. Clause and paragraph headings shall not affect the interpretation of this agreement.
- 1.3. If there is an inconsistency between any of the provisions of this agreement and the provisions of the Occupancy Agreement, the provisions of the Occupancy Agreement shall prevail.
- 1.4. A person includes a natural person, corporate or unincorporated body (whether or not having separate legal personality).
- 1.5. A reference to writing or written includes e-mail.
- 1.6. Any obligation on a party not to do something includes an obligation not to allow that thing to be done and an obligation to use reasonable endeavours to prevent that thing being done by another person.
- 1.7. Any words following the terms including, include, in particular, for example or any similar expression shall be construed as illustrative and shall not limit the sense of the words, description, definition, phrase or term preceding those terms.
- 1.8. A working day is any day which is not a Saturday, a Sunday, a bank holiday or a public holiday in England.

## **2. APPLICABLE TERMS**

- 2.1. By accepting this agreement, you agree to become a Member and may use the Website as a Property Owner and/or as a Guest.
- 2.2. If you are a Property Owner (or at any point become a Property Owner) the 'Additional Terms for Property Owners' in Schedule 2 shall also apply to you.
- 2.3. If you are a Guest (or at any point become a Guest) the 'Additional Terms for Guests' section below shall also apply to you. This agreement refers to the following additional terms, which shall also apply to you:
- I. the Occupancy Agreement;
  - II. the Terms of Use which sets out the terms on which you may use the Website;
  - III. our Privacy Policy (<https://www.veeve.com/en-gb/privacy-policy/>) which sets out the terms on which we process any personal data we collect from you, or that you provide to us; and
  - IV. our Cookie Policy (<https://www.veeve.com/en-gb/cookie-policy>) which sets out information about the cookies on the Website.
- 2.4. If you subscribe for any other services that are not covered by this agreement, you will also have to agree to the terms that govern the service you have subscribed for.
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## **ADDITIONAL TERMS FOR GUESTS**

### **3. BOOKING A PROPERTY**

- 3.1. All Bookings shall take place through the Website, other listing platforms or via email or telephone and are subject to availability.
- 3.2. To be eligible to make a Booking, you must be:

- I. at least 21 years old at the time of Stay (or 25 years old at the time of stay for certain Properties as specified on our Platform or as otherwise notified); and
- II. agree to the terms of this agreement (together with the documents referred to in it).

We reserve the right, at our sole discretion, to:

- Refuse, cancel, or restrict a Booking for any reason (including due to a failure to meet eligibility requirements)
- Amend or update the list of Properties requiring a higher minimum age; and
- Enable or disable the availability of any property for Booking at any time

- 3.3. You acknowledge that the Property Owner – and not Veeve – is responsible for the accuracy with which the description, text, videos or photos depict the Property and Veeve shall not be responsible.
- 3.4. Booking Details do not constitute a booking confirmation. Veeve will confirm acceptance of the Booking by sending a Confirmation of Booking to the Guest and the Property Owner by e-mail or via a booking platform.
- 3.5. Property Owner Confirmation will be provided through the Veeve Property Owner portal or by e-mail or via a booking platform as soon as a Booking has been made and payment confirmed. For the avoidance of doubt a Booking is confirmed as soon as it is made on the Website or via a booking platform for any available dates provided by the Property Owner and payment has been received. Subject to the Additional Terms for Property Owners the Property Owner cannot cancel a Booking once it has been made.
- 3.6. Veeve shall dispatch the Confirmation of Booking to the Guest upon receipt of the respective fees as set out in the Booking Details. On dispatch of the Confirmation of Booking Guest will be liable to pay the Fee in full and Veeve will collect a prepayment for an amount as set out in the Booking Details (which may be the entire amount of the fees due).
- 3.7. The Deposit is required 5 days prior to the start of the Booking or as soon as possible for Bookings made less than 5 days prior to check-in. Failure to pay the Deposit 72 hours prior to the Start Date of the Booking may result in the Booking being cancelled with no refund at Veeve's complete discretion.

#### **4. CHECK-IN AND CHECK OUT**

- 4.1. The Guest must complete a Pre-Check-In Form a minimum of 72 hours before arrival or prior to the Start Date if the Booking is taken less than 72 hours prior to check-in. The address of the Property and arrival details will only be shared with a Guest following the completion of the Pre-Check-In Form and acceptance by Veeve that it is complete. If the information provided on the Pre-Check-In Form is incomplete, inaccurate, misleading, or indicates the Guest is unsuitable for staying at the Property, Veeve may at its sole discretion require the Guest to cancel their Booking for a full refund minus a fee of 5% of the booking value as an administration fee.
- 4.2. Where possible, a representative of Veeve shall meet the Guest at the Property to check the Guest into the Property. Veeve will provide the keys and access to the Property when all payments, including the Deposit, and a fully completed and approved Pre-Check-In Form have been received in advance. If agreed with Veeve in advance, and following receipt of all details reasonably required by Veeve including the Pre-Check-In Form or equivalent with all Guest IDs, Veeve may provide the keys to the Property in advance or via a remote check-in. In all cases the terms of the Occupancy Agreement shall apply from receipt of the keys or access code by the Guest.
- 4.3. Veeve (or persons authorised by Veeve) may both before check-in and after check-out conduct a photo or video inventory to document the condition of the Property and Furnishings.
- 4.4. A representative of Veeve may meet the Guest at the Property to check-out and obtain the keys to the Property. If agreed with Veeve in advance, the Guest may check-out virtually or by telephone by leaving the Property secure and locked and by depositing the keys in an agreed place, but the terms of the Occupancy Agreement shall apply until the check-out time stated in the original Booking.
- 4.5. To the extent that the Deposit is not sufficient, the Guest shall reimburse Veeve and/or the Property Owner for any losses, expenses and costs (including the cost of replacing the locks) incurred by Veeve and/or the Property Owner in connection with any damage, loss or theft of the keys to a Property.
- 4.6. Check-in and check-out times shall be agreed with Veeve prior to the Start Date and confirmed to the Guest by e-mail following receipt of the completed Pre-Check-In Form



from the Guest. We cannot guarantee all requests for check-in times and, unless otherwise agreed in advance, our standard check-in times are between 15:00 and 20:00 and our standard check-out times are between 10:00 and 11:00 or prior to 11:00 for self-check-out. If no check-out time has been agreed between Veeve and the Guest, then the Guest will check-out by 11:00 on the End Date.

- 4.7. Where Veeve agrees in advance to a check-in between 12:00 and 15:00 a £40 fee will be payable and, before 12:00 on any day, an additional fee of one extra night will be payable by the Guest and this will be added to the Fee or, if the Fee has already been paid this will be paid by the Guest immediately. Early check-in will only be confirmed on receipt of the additional fee and until we have received the additional fee, we are free to accept another Booking for the Property which may result in us being unable to provide the requested early check-in.
- 4.8. Where Veeve agrees in advance to a check-out between 11:00 and 13:00 a £40 fee will be payable and, after 13:00 on any day, an additional fee of one extra night will be payable by the Guest and will be added to the Fee or, if the Fee has already been paid, this will be paid by the Guest immediately. Late check-out will only be confirmed on receipt of the additional fee and until we have received the additional fee, we are free to accept another Booking for the Property which may result in us being unable to provide the requested late check-out.
- 4.9. In addition to the fees mentioned in clauses 4.7 and 4.8 above:
- I. if Veeve agrees in advance to an out of hours check-in between 21:00 and 23:00 or an in person check-out between 07:00 and 09:00 on any day, an additional fee of £80 will be payable by the Guest and will be added to the Fee or, if the Fee has already been paid, this will be paid by the Guest immediately; and
  - II. if Veeve agrees in advance to an out of hours nighttime check-in or check-out between 23:00 on one day and 08:00 the following day an additional fee of £100 will be payable by the Guest and will be added to the Fee or, if the Fee has already been paid, this will be paid by the Guest immediately.
- 4.10. If the guest does not check-out by the agreed check-out time, they shall pay to Veeve: (a) a fee of £500; and (b) any and all other additional costs incurred by Veeve for preparing the Property for the next Guest or the Property Owner's return. They shall also pay to Veeve an additional fee of two times the advertised nightly rate for the Property. This is a

penalty fee for an unauthorised extension that Veeve charges for occupation of the Property beyond the check-out date and time.

- 4.11. In addition to the penalty payable pursuant to clause 4.10, in the event of an unauthorised occupation of the Property, including continued unauthorised occupation of the Property after the End Date, Veeve reserves the right to enter the Property, remove the Guest belongings, change the locks and take any further action as may be necessary to recover possession of the Property and all additional costs and expenses incurred by Veeve in doing so shall be payable by the Guest on demand.

## **5. ADDITIONAL GUEST SERVICES**

- 5.1. Veeve may make available to Guests certain Additional Guest Services.
- 5.2. You agree and acknowledge that you will be responsible to Veeve and/or the relevant service providers for the costs (including Veeve's fees, if any) of any Additional Guest Services that you request. You acknowledge that Veeve is a booking agent only and shall not be liable for the quality or the provision of the Additional Guest Services.
- 5.3. Veeve provides wireless internet access as standard in all our homes. This service is provided by the Property Owner's internet service provider or a wireless dongle and Veeve cannot guarantee the quality or reliability of the service. Internet access is provided as an extra service at no additional cost to Guests, but Guests must use it responsibly and Guests will be liable for any charges incurred by a Property Owner as a result of any limit on the amount of data available being exceeded. Veeve will not be liable for any interruption to the service or quality of the internet service provision and will not be liable to refund any part of the Fee if the internet is unreliable or unavailable.

## **6. FEES AND CHARGES**

- 6.1. You agree and undertake to pay to Veeve (without any deduction):
- I. The Fee in full or at the agreed scheduled period (in GBP) and authorise Veeve to collect the full amount of the Fee immediately upon Booking (for non-flexible payments);

(Flexible payment options are applicable to select Veeve bookings (made through the

Veeve website or our travel consultants. No additional fees apply. The first instalment is required at the time of booking to secure your reservation. The remaining balance(s) will be automatically charged to your original payment method on the date(s) detailed on the Booking summary and according to your Booking Confirmation email. Reminder emails will be sent to the email address used for the Booking two days prior to the due instalment(s). Please note, it is the responsibility of the lead Guest to ensure valid payment methods and sufficient funds are available when the automatic charges are due. Failure to do so may result in the cancellation of your Booking with no refund due for prepaid amounts already collected. Guests also have the option to settle their remaining balance earlier by contacting our travel consultants at [guest.enquiries@veeve.com](mailto:guest.enquiries@veeve.com)).

- II. The Deposit a minimum of 72 hours before the Start Date;
- III. the cost of any damage to the Property or contents and to pay any fees in relation to overstaying. This is not limited to the amount of the Deposit. The Deposit shall be retained by Veeve in the event of any damage to the Furnishings, the Property or its contents (other than Fair Wear and Tear), the Common Parts or in the event of late check-out or any unauthorised occupation of the Property after the End Date.

- 6.2. All fees and charges will (unless stated otherwise) be exclusive of VAT (or other applicable sales or tourist taxes) and shall be payable to Veeve in GBP. The Guest shall be responsible for, and shall pay, any fees charged by the Guest's bank or credit or debit card provider. Veeve will not be responsible for any loss suffered by a Guest as a result of any currency fluctuation during the time that any funds, including a refundable Fee or the Deposit, are held by Veeve.
- 6.3. Unless Veeve has reason to retain the Deposit or the fees described in clause 6.1(III) (in its sole discretion, acting reasonably), Veeve (or its third party agents or representatives) shall within ten (10) working days of the End Date authorise the release or return of the Deposit and/or the fees described in clause 6.1(III), but Veeve shall not be responsible for any delay in the return of the Deposit and/or the fees described in clause 6.1 as a result of the actions of any third party processing such payment.

## **7. GUEST CANCELLATION OF A BOOKING**

- 7.1. If the Confirmation of Booking or the platform where the Booking was made specifies a cancellation policy at the time of the Booking, then that cancellation policy will apply.
- 7.2. Unless otherwise specified in the Confirmation of Booking or on the platform where the Booking was made, the following cancellation policy will apply.. If the Guest provides Veeve with written notice that they wish to cancel a Booking and Veeve confirms receipt by email:
- (a) more than 30 days prior to the Start Date, the Guest shall be entitled to a full refund of the Fee minus 5% processing fee and any relevant platform fees or charges;
  - (b) more than 7 days prior to the Start Date but less than 30 days prior to the Start Date, the Guest shall be entitled to a 50% refund of the Fee minus 5% processing fee and any relevant platform fees or charges; and
  - (c) 7 days or less prior to the Start Date, the Guest shall not be entitled to any refund whatsoever.
- 7.3. Veeve can only guarantee the availability of the Property for the period between the Start Date and the End Date unless a variation to the Booking has been agreed in advance in writing and a revised Confirmation of Booking has been sent to the Guest following payment of all relevant sums due under the terms of this agreement.
- 7.4. Unless Veeve agrees otherwise in writing, any variation of the Start Date or End Date by the Guest will be treated by Veeve as a cancellation of a Booking and the provisions of clause 7.2 shall apply.
- 7.5. Notwithstanding clause 7.1, Veeve shall provide the Guest with a full refund of the Fee if Veeve cancels a Booking prior to the Start Date because a Force Majeure Event prevents the safe or reasonable occupation of the Property.
- 7.6. If there is any complaint from the Guest, the Guest must notify Veeve within 24 hours of check-in via written notice to [guest.services@eeve.com](mailto:guest.services@eeve.com) or the platform on which the Booking was confirmed. Veeve will use reasonable endeavours to address any issues which are materially prejudicial to the Guest's ability to occupy the Property.
- 7.7. If the Guest cancels a Booking in accordance with the terms of this clause 7, the cancellation will show in the Property Owner's account in the Veeve Property Owner portal and Veeve will use reasonable endeavours to send a courtesy notification in writing to the Property Owner of the cancellation as soon as reasonably possible

after the cancellation.

- 7.8. If a Guest cancels a Booking and is not entitled to a refund under the terms of this clause 7, Veeve will use reasonable endeavours to provide the Guest with supporting documentation to help them with any travel insurance claims for travel disruption or inability to travel.

## **8. GUEST INDEMNITY**

- 8.1. You the Guest hereby agree to indemnify, defend and hold harmless Veeve, its subsidiaries, successors, assignees, affiliates, agents, directors, officers, employees and shareholders from and against any and all claims, liabilities, obligations, damages, losses, expenses, and costs, (including but not limited to any direct, indirect or consequential losses, loss of profit, loss of reputation and all interest, penalties and legal costs (calculated on a full indemnity basis) and all other reasonable professional costs and expenses) suffered or incurred by Veeve arising out of or in connection with:

- I. the Guest's breach, negligent performance or non-performance of agreement;
- II. loss or damage to the Property or common parts of the building by the Guest;
- III. theft, damage to, or duplication of the key(s) or lock(s) to the Property;
- IV. the enforcement of this agreement.

- 8.2. We recommend that you take out travel insurance to cover your potential losses including cancellation due to illness, death in the family or any disruption to travel howsoever caused.

## **9. DATA PRIVACY**

- 9.1. The parties acknowledge that for the purposes of the Data Protection Legislation, we are the Controller both of the Guests' and Property Owners' Personal Data. The basis on which we collect this Personal Data is set out in the Privacy Policy

## **10. TERMINATION**

- 10.1. Provided that a Guest owes no further obligations to Veeve (whether under this agreement or otherwise), a Guest (but not a Property Owner) may terminate this agreement at any time, immediately and without notice to us by deleting your account and refraining from using the Website.

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OTHER TERMS APPLICABLE TO ALL MEMBERS

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## **11. INSURANCE**

- 11.1. Veeve (and/or its partner listing portals (for example, Homes and Villas by Marriott International, Booking.com, HomeAway or Airbnb, etc.)) may provide certain insurance cover to the Property Owner to cover the additional risk to your home's contents caused by any acts or omissions of a Guest. To find out more about insurance, please email [hosts@veeve.com](mailto:hosts@veeve.com).
- 11.2. Veeve does not provide any Guest cancellation insurance and strongly recommends all Guests take out travel insurance to cover their stay. Veeve will provide relevant receipts and proof of payment to support Guests with relevant travel insurance claims, upon request. For avoidance of doubt, if a Guest needs to cancel within the cancellation window, we are unable to refund a Guest and will only be able to provide supporting documentation for your relevant travel insurance policy.

## **12. HOLIDAY LET**

You acknowledge and agree that Veeve provides a holiday let platform and that nothing in this agreement shall entitle the Guest to be a tenant of a Property. You acknowledge and agree that the Property Owner shall grant to the Guest a licence to occupy the Property and not a tenancy.

### **13. INTEREST**

If you fail to make any payment due to Veeve under this agreement by the due date for payment, then, without limiting Veeve's remedies, you shall pay interest on the overdue amount at the rate of 4% per annum above Barclay Bank plc's base rate from time to time. Such interest shall accrue on a daily basis from the due date until actual payment of the overdue amount, whether before or after judgment. You shall pay the interest together with the overdue amount.

### **14. REVISIONS**

Veeve reserves the right to change the Veeve terms and conditions published on its website from time to time at its sole discretion. Your continued use of Veeve platform after such revision constitutes your acceptance of the changes. Your use of Veeve will be subject to the most current version of the Veeve terms and conditions posted at the time of such use. You should periodically check the most recent Veeve terms and conditions. To view the current terms <http://Veeve.com/terms-conditions/>

### **15. DUPLICATE ACCOUNTS**

Veeve reserves the right to refuse the creation of duplicate accounts for the same user. In a case where duplicate accounts are detected, Veeve reserves the right to close or merge these duplicate accounts without notification.

### **16. VEEVE'S LIABILITY**

- 16.1. Nothing in this agreement excludes or limits our liability for death or personal injury arising from our negligence, or our fraud or fraudulent misrepresentation, or any other liability that cannot be excluded or limited by English law.
- 16.2. To the extent permitted by law, we exclude all conditions, warranties, representations or other terms which may apply to the Website or any content on it, whether express or implied.
- 16.3. Subject to clause 16.1, Veeve's maximum aggregate liability under or in connection with this agreement, or any collateral contract, whether in contract, tort (including negligence) or otherwise, shall in all circumstances be limited to a sum equal to: (a) the total fees,

payments and charges paid to Veeve by the Property Owner in the previous 3 calendar months, if you are a Property Owner; (b) the total fees, payments and charges paid by a Guest to Veeve for the relevant Booking, if you are a Guest; or (c) £500 in all other circumstances.

## **17. CONSEQUENCES OF TERMINATION**

### **17.1. Upon termination for any reason:**

- I. all rights granted to you under this agreement shall cease;
- II. you must cease all activities authorised by this agreement; and
- III. you must immediately cease using your account and the Website.

### **17.2. Any provision of this agreement that expressly or by implication is intended to come into or continue in force on or after termination or expiry of this agreement shall remain in full force and effect.**

## **18. TRANSFER OF RIGHTS AND OBLIGATIONS**

- 18.1. This agreement is binding on you and us and on our respective successors and assignees.
- 18.2. You may not transfer, assign, charge or otherwise dispose of this agreement, or any of your rights or obligations arising under it, without our prior written consent. This clause applies to all Members, whether you are a Property Owner, a Guest or otherwise.
- 18.3. Veeve may assign, charge, novate or otherwise dispose of this agreement without your prior written consent.

## **19. COMPLAINTS AND DISPUTE RESOLUTION**

- 19.1. If you have cause for complaint you should immediately contact Veeve by e-mail at [guest.services@veeve.com](mailto:guest.services@veeve.com) if you are a Guest and at [hosts@veeve.com](mailto:hosts@veeve.com) if you are a Property Owner.



- 19.2. If any dispute arises in connection with this agreement, a representative of Veeve with authority to settle the dispute will, within ten (10) working days of a request from a Member (whether a Guest or a Property Owner) meet (either in person or by telephone or video conference) in a good faith effort to resolve the dispute.
- 19.3. Should such dispute not be resolved within 30 days, the parties agree to refer to mediation in accordance with the model procedure of the Centre for Effective Dispute Resolution, London ("CEDR"), such mediation to be completed within 30 days of signature of the CEDR Mediation Agreement.
- 19.4. If the parties cannot agree on mediation, then the dispute shall be resolved by arbitration with seat (or legal place) in London, England conducted in the English language by a single arbitrator pursuant to the rules of the London Court of International Arbitration ("LCIA") (such arbitration to also be administered by the LCIA in accordance with those rules).
- 19.5. In any such arbitration, in the event of a declared public health emergency by either the World Health Organisation (the "WHO") or a national Government, as a consequence of which it is inadvisable or prohibited for the parties and/or their legal representatives to travel to, or attend any hearing ordered by the tribunal, the following shall apply:
- i. any such hearing shall be held via video or telephone conference upon the order of the tribunal;
  - ii. the parties agree that no objection shall be taken to the decision, order or award of the tribunal following any such hearing on the basis that the hearing was held by video or telephone conference; and
  - iii. in exceptional circumstances only the tribunal shall have the discretion to order that a hearing shall be held in person, but only after full and thorough consideration of the prevailing guidance of the WHO and any relevant travel or social distancing restrictions or guidelines affecting the parties and/or their legal representatives and the implementation of appropriate mitigation.
- 19.6. Notwithstanding anything else in this agreement, Veeve shall be entitled to seek the remedies of injunction, specific performance or other equitable relief for any threatened or actual breach of the terms of this agreement.
- 19.7. Prohibition of Fraudulent Claims:

The member agrees not to submit any complaint, claim or review that is false, misleading, or made in bad faith with the intent to obtain compensation, a refund, or any other benefit. All complaints

and reviews must be based on genuine experiences and supported by substantiated facts.

#### 19.8 Investigation and Verification:

Veeve reserves the right to investigate any complaint, claim, or review submitted by the Member. Where Veeve, in its sole discretion, determines that such submission is materially false, misleading, or submitted in bad faith, this shall constitute a material breach of the Agreement.

#### 19.9 Consequences of Breach:

In the event of a breach under clauses 19.7-19.9, Veeve may, at its sole discretion:

- I. Reject or deny the relevant complaint, claim or request for compensation;
- II. Suspend or permanently terminate the Member's account and access to services;
- III. Recover any amounts improperly received by the Member; and/or;
- IV. Pursue all other legal remedies available, including damages and reimbursement of legal costs.

#### 19.10 Indemnification:

The Member agrees to indemnify and hold harmless Veeve and its affiliates from and against any losses, liabilities, costs, or expenses (including reasonable legal fees) arising from any breach of clauses 19.7–19.10, including the submission of any spurious or fraudulent claim or review.

## 20. GENERAL TERMS

### Communications.

- 20.1. We are required to provide certain information to you in writing. By accepting this agreement, you agree that we can communicate in English with you electronically by email.

### Entire Agreement

- 20.2. This agreement and any document expressly referred to in it constitutes the whole agreement between us and supersedes any previous discussions, correspondence, arrangements or understandings between us.

- 20.3. Where a Member is also a client of another UnderTheDoormat Group service which may

include Hospiria, TrustedStays, UnderTheDoormat Managed or Veeve Long Let services, the terms and conditions related to those activities will apply when those activities or services are requested.

#### Law and Jurisdiction

- 20.4. This agreement and any dispute or claim arising out of or in connection with it or its subject matter or formation (including non-contractual disputes or claims) shall be governed by and construed in accordance with the law of England and Wales.
- 20.5. Any dispute or claim arising out of or in connection with this agreement will be subject to the exclusive jurisdiction of the courts of England and Wales.

## **21. CONTACT US**

To contact us, please email [guest.services@Veeve.com](mailto:guest.services@Veeve.com) for any Guest related enquiries and [Hosts@veeve.com](mailto:Hosts@veeve.com) for any Property Owner related enquiries and/or through written communication through the relevant booking platform.

# SCHEDULE 1

## OCCUPANCY AGREEMENT

This licence to occupy agreement (together with the documents referred to in it) (this “Licence”) is a legal agreement between the Property Owner, the Guest and Veeve for the licence and occupation of the Property.

## AGREED TERMS

### 1. CONFIRMATION OF BOOKING

- 1.1. The Confirmation of Booking forms part of this Licence and shall have effect as if set out in full in the body of this Licence. Any reference to this Licence includes the Confirmation of Booking.

### 2. FRAMEWORK

- 2.1. Each Party acknowledges and agrees that:
- (a) subject to paragraph 2.4, the terms and conditions contained in this Licence (as updated from time- to-time in accordance with the Terms of Use) shall apply to any and all bookings of the Property made by a Member (whether as a Property Owner or a Guest) via the Website, any platform, email or otherwise;
  - (b) under an agreement between the Property Owner and Veeve, the Property Owner has appointed Veeve to be its agent to, amongst other things, promote and manage the Property;
  - (c) Veeve agrees to perform, on behalf of the Property Owner, the services specified in the Confirmation of Booking on the terms and conditions set out in this Licence;
  - (d) it has the power to enter into this Licence and to perform the obligations contained in this Licence;
  - (e) the Property Owner’s acceptance of the terms of this Licence shall constitute its irrevocable agreement for Veeve to conclude the booking of the Property between the Guest and the Property Owner, irrespective of the date on which it

commences in accordance with clause 2.4;

- (f) notwithstanding clause 2.1(b) the Property Owner (and not Veeve) grants to the Guest the licence to occupy the Property on the terms and conditions of this Licence;
- (g) the Guest is not a tenant of the Property and nor is the Guest granted exclusive possession of the Property; and
- (h) the Property Owner has, by way of separate agreement between the Property Owner and Veeve, granted Veeve a licence to occupy the Property and accordingly Veeve (and any persons authorised by Veeve) shall be entitled to enter the Property during the Licence Period at any time and for any reason.

2.2. This Licence applies to the exclusion of any other terms that the Guest or Property Owner seeks to impose or incorporate, or which would otherwise be implied by trade, custom, practice or course of dealing.

2.3. Booking Details do not constitute a Booking confirmation. Veeve will confirm acceptance of the booking by sending the Confirmation of Booking to the Guest by e-mail.

2.4. This Licence shall commence (and shall bind each of the Parties) at the date the Confirmation of Booking has been sent to the Guest. The licence to occupy the Property granted in paragraph 3.1 shall commence on the Start Date.

### 3. **LICENCE TO OCCUPY**

3.1. Subject to paragraph 4 and paragraph 9, the Property Owner permits the Guest and the members of the Guest's party as listed on the Pre-Check-In Form or equivalent provided by the Guest to occupy the Property for the Licence Period in common with Veeve (and all others authorised by Veeve (so far as is not inconsistent with the rights given to the Guest to use the Property)) together with the right for the Guest to use:

- (a) such parts of the Common Parts as is necessary for the purpose of access to and egress from the Property;
- (b) the Furnishings;
- (c) the Service Media serving the Property.

3.2. The Guest acknowledges that:

- (a) the Guest shall occupy the Property as a licensee and that no relationship of landlord and tenant is created between the Property Owner and the Guest by this Licence;
- (b) Veeve shall undertake the sole management of the Property during the Licence Period, including (but not limited to) the cleaning of the Property;
- (c) the Property Owner retains control and possession of the Property, and the Guest has no right to exclude the Property Owner or Veeve (and any persons authorised by Veeve) from the Property;
- (d) the licence to occupy granted by this Licence is personal to the Guest and is not assignable. The rights given in paragraph 3 may only be exercised by the Guest;
- (e) the Property Owner and Veeve shall retain keys to the Property during the Licence Period, and the Property Owner and Veeve (and any persons authorised by Veeve) reserve their right (acting reasonably) to use these keys and enter the Property at any time during the Licence Period; and
- (f) the Guest must provide electronic copies of passport details or such other form of identification as Veeve reasonably requires for all members of the Guest's party prior to check-in and must provide the same original identity documents for inspection on check-in if required to do so.
- (g) the Guest is responsible for the actions of all members of the Guest's party during the Licence Period.
- (h) The Guest must provide the credit, debit or other payment card used to pay for the Booking at check-in. If the Booking was made on a card belonging to another person, the Guest must ensure that the cardholder who paid for the Booking provides signed written confirmation of their agreement to pay for the Booking to Veeve prior to check-in. Veeve reserves the right not to proceed with the Booking if this confirmation from the cardholder is not provided and no refund will be granted in these circumstances.

#### **4. GUEST'S OBLIGATIONS AND INDEMNITY**

##### **4.1. The Guest agrees, warrants and undertakes:**

- (a) to keep and leave the Property clean, tidy and clear of rubbish and to follow any relevant recycling rules where applicable. The Guest will pay for additional rubbish removal if more than two large refuse bags are left per week or part thereof;

- (b) to keep the Property and the Furnishings in the same decorative condition throughout the Licence Period as they were in at the start of the Licence Period;
- (c) not to use the Property other than as personal residential accommodation;
- (d) to notify Veeve immediately (and in any event within 24 hours) of any: (i) damage to the Property or Furnishings, whether caused by the Guest, the Guest's visitors or otherwise; (ii) issues or complaints of any nature;
- (e) not to sublicence, share possession or to allow any person other than the person named in the Booking Details (together with the named additional guests whose identity details were provided prior to check-in) to occupy the Property at any time;
- (f) not to use the Property for business purposes;
- (g) not to access or open any cupboard, drawers or other storage which has been marked as private. These may be identified by the application of blue ribbons, tamper proof tape, and/or other locks or markings;
- (h) not to make any alteration or addition whatsoever to the Property;
- (i) not to display any advertisement, signboards, nameplate, inscription, flag, banner, placard, poster, signs or notices at the Property;
- (j) not to make a copy of the set of keys provided by the Property Owner or Veeve or change any of the locks on the property;
- (k) if the Guest loses the keys provided, to notify Veeve without delay, and bear the cost of replacement keys and locks (as appropriate at Veeve's absolute discretion) to a similar standard for the Property. Guests acknowledge that the replacement of keys and/or locks can be expensive. If Veeve has to attend the Property to give the Guest access to the Property during the Licence Period, the Guest will pay an additional fee of £100 to be granted access between the hours of 09:00 and 21:00 and £200 to be granted access between the hours of 21:00 and 09:00 and such fee will be payable on demand and must be paid before access is granted.
- (l) not to smoke inside the Property. If Veeve has reasonable cause to believe that a Guest has been smoking at the Property, the Guest will pay an additional fee of £250 which will be payable on demand together with any additional costs incurred by Veeve for extra cleaning to the Property. Guests may smoke outside the Property if expressly authorised and provided that cigarettes (or similar) are properly disposed of;

- (m) not to cook any pungent or odorous food which may cause a nuisance to the Property Owner or the occupiers of any adjoining or neighbouring properties;
- (n) not to request any services from any porter within the building of which the Property forms part nor to make any requests of any neighbours;
- (o) not to allow any pets or animals in the Property, unless expressly authorised in the Confirmation of Booking and agree to pay additional required charges applicable related to pets or animals;
- (p) not to play any musical instrument or loud music between the hours of 22:00 and 08:00 ;
- (q) not take or remove any Furnishings, property, belongings or personal effects from the Property;
- (r) not to move any Furnishings from the original position and/or room within the Property;
- (s) to keep the Property secure at all times, including by properly managing all utilities and appliances;
- (t) to notify the appropriate emergency services in the event of an emergency. An HSSE form with instructions for its completion will be provided by Veeve at check-in, together with a list of relevant telephone numbers;
- (u) not to do or permit to be done on the Property anything which is illegal, immoral or which may be or become a nuisance (whether actionable or not), annoyance, inconvenience or disturbance to the Property Owner, Veeve or to any tenants or occupiers of the building in which the Property is located (if applicable) or any owner or occupier of neighbouring property (this includes nuisance caused by noise);
- (v) not to cause or permit to be caused any damage to:
  - (i) the Furnishings;
  - (ii) the Property, the building in which the Property is located (if applicable) or any neighbouring property;
  - (iii) any property, belongings or personal effects at the Property, or any neighbouring property; or
  - (iv) the Service Media;
- (w) not to obstruct the Common Parts, make them dirty or untidy or cause any damage to leave any rubbish on them;
- (x) not to do anything that will or might constitute a breach of any Consents affecting the Property or which will or might vitiate or invalidate in whole or in part any insurance effected by the Property Owner or Veeve in respect of the Property and/or the building in which the Property is located (if applicable), or increase the



insurance premium(s);

- (y) to comply with all laws and with any recommendations of the relevant suppliers relating to the supply of electricity, gas, water, sewage, telecommunications and data and other services and utilities to or from the Property;
- (z) to observe all rules and regulations the Property Owner or Veeve makes and notifies to the Guest from time to time governing the Guest's use of the Property and the Common Parts;
- (aa) to leave the Property in a clean and tidy condition and to remove the Guest's possessions from the Property at the end of the Licence Period including any rubbish as instructed in the Guest guide;
- (bb) to comply with the terms of this Licence;
- (cc) if applicable, not to do anything on or in relation to the Property that would or might cause the Property Owner to be in breach of its covenants as a tenant; and
- (dd) to vacate the Property on the End Date at the agreed check-out time and to leave the Property in the same condition as it was in at the start of the Licence Period.
- (ee) That all utilities (including electricity, gas, water, and internet) are included in the Booking at no additional cost, provided usage remains within fair and reasonable limits based on the size of the home, number of guests, and duration of stay. The Guest acknowledges that:
  - (i) Veeve shall determine, at its sole discretion, whether usage has exceeded fair and reasonable limits;
  - (ii) Any excessive utility usage may result in additional charges, which may be deducted from the security deposit and/or invoiced separately;
  - (iii) To help ensure comfort, sustainability, and fairness for all parties, the Guest shall:
    - Switch off heating, air conditioning, electrical appliances, and lights when not in use;
    - Keep windows and doors closed when climate control systems are operating.

4.2. The Guest shall indemnify Veeve and the Property Owner against all liabilities, costs, expenses, damages and losses (including but not limited to any direct, indirect or consequential losses, loss of profit, loss of reputation and all interest, penalties and legal costs (calculated on a full indemnity basis) and all other reasonable professional costs and expenses) suffered or incurred by Veeve and/or the Property Owner arising out of or in connection with:

- (a) the Guest's breach or negligent performance or non-performance of this Licence;
- (b) loss or damage to the Property or Common Parts by the Guest;
- (c) theft, damage to, or duplication of the key(s) or lock(s) to the Property; and

- (d) the enforcement of this Licence.

## 5. **PROPERTY OWNERS' OBLIGATIONS AND INDEMNITY**

### 5.1. The Property Owner confirms, warrants and undertakes:

- (a) they have obtained (and shall maintain at all times) the necessary Consents and notified all relevant parties of the existence of this Licence, including (but not limited to) the Property Owner's mortgage company (if applicable) insurance provider and the Property Owner's council or local authority (if required);
- (b) the Furnishings are fire resistant and comply with the Furniture and Furnishings (Fire) (Safety) Regulations 1988 as amended;
- (c) the Gas Safety (Installation and Use) Regulations 1998 (SI 1998/2451) have been satisfied and where applicable an electronic copy of the gas safety certificate is available upon request for inspection by the Guest;
- (d) the electrical appliances provided by the Property Owner are safe and comply with the Electrical Equipment (Safety) Regulations 1994 and the Plugs and Sockets, etc. (Safety) Regulations 1994 and all appliances manufactured after 19 January 1997 are marked with the relevant CE symbol;
- (e) the Regulatory Reform (Fire Safety) Order 2005 (the Fire Safety Order) have been satisfied and where applicable
- (f) they shall be responsible for any and all taxes (whether of the UK or elsewhere) for which they are liable for in connection with this Licence;
- (g) that (i) the Property shall be vacant during the Licence Period; (ii) the Property has been left by the Property Owner in excellent condition; and (iii) they shall bear the costs of bringing the condition of the Property to the required standard if the Property is not left by them in excellent condition;
- (h) to provide Veeve with, and to maintain, the Inventory and the Blueprint. The Property Owner shall promptly notify Veeve of any changes to the Inventory and/or the Blueprint; and
- (i) to comply with the terms of this Licence;
- (j) to vacate the Property by 09:00 on the Start Date and not to return unless agreed in advance with Veeve earlier than 18:00 on the End Date. If the Property Owner is in breach of this paragraph 5.1(i) they shall pay a £250 fee plus any other costs incurred by Veeve as a result of such breach.

- 5.2. Unless otherwise agreed with Veeve, the Property Owner shall be responsible for, and shall promptly arrange and pay for, any and all maintenance (except basic cleaning, which shall be arranged by Veeve and paid for by the Guest) required at the Property (whether before, during or after the Licence Period) and all Service Media. Veeve reserves the right to deduct any maintenance or additional cleaning costs it incurs in relation to the Property from the Accommodation Fee (as defined in Schedule 2) if such sums have not already been paid for or reimbursed by the Property Owner.
- 5.3. The Property Owner shall indemnify Veeve and the Guest against all liabilities, costs, expenses, damages and losses (including but not limited to any direct, indirect or consequential losses, loss of profit, loss of reputation and all interest, penalties and legal costs (calculated on a full indemnity basis) and all other reasonable professional costs and expenses) suffered or incurred by Veeve and/or the Guest arising out of or in connection with:
- (a) the Property Owner's breach or negligent performance or non-performance of this Licence;
  - (b) the unavailability of the Property;
  - (c) the enforcement of this Licence.

## 6. FEES AND CHARGES

- 6.1. The Guest agrees and undertakes:
- (a) to pay to Veeve (without any deduction):
    - (i) the Fee, together with any additional cleaning or booking charges or other charges payable under the terms of this agreement, in full (in GBP) and hereby authorises Veeve to collect the full amount of the Fee immediately upon booking and/or the stated payment schedule agreed upon booking;
    - (ii) the fees for any Additional Guest Services that Veeve agrees to provide to the Guest pursuant to the terms of this agreement immediately following written confirmation from Veeve of their agreement to provide those services.
    - (iii) the Deposit and hereby authorises Veeve to deduct an amount from a credit or debit card by way of security deposit;
    - (iv) the cost of any damage to the Property or contents and to pay any fees in

relation to any unauthorised overstay in accordance with the terms of this agreement. The Guest authorises Veeve to deduct from the Deposit or credit or debit card in the event of any damage to the Furnishings, the Property or its contents or in the event of any requested and unpaid additional services, late check-out or overstaying;

- 6.2. Except as expressly set out in this Licence, the Guest shall not have any obligations or liability to make any payment to the Property Owner.
- 6.3. All fees and charges will be exclusive of VAT (unless otherwise stated) and shall be payable to Veeve in GBP. The Guest shall be responsible for, and shall pay, any fees charged by the Guest's bank or credit or debit card provider.

## **7. CANCELLATION**

- 7.1. The provisions of clause 7 of this agreement shall also apply in relation to this Licence.
- 7.2. Once a Confirmation of Booking has been sent to the Guest the Property Owner is not entitled to cancel or terminate the Guest's or Veeve's right to occupy the Property pursuant to paragraph 3.1.
- 7.3. There may be circumstances beyond the reasonable control of the Property Owner and Veeve, or emergencies in which the Property is unavailable for all or part of a Licence Period. In such exceptional circumstances Veeve will use reasonable endeavours to locate alternative accommodation for the Guest (which will be of comparable quality and location to the Property). If that is not possible, Veeve shall use reasonable endeavours to provide the Guest with alternative accommodation elsewhere. If relocation is not possible or the Guest would prefer to cancel the booking instead of relocating in these circumstances, Veeve will issue a full refund for any remaining nights where the guest is not staying in the home, to the Guest within 5 working days.
- 7.4. Veeve reserves the right to cancel any Booking without penalty if the Deposit is not paid and a fully completed Pre-Check-In, or the information contained in the Pre-Check-In including valid identity documents for the Guest and all persons who will be staying at the Property with the Guest, is not received at least seventy-two (72) hours prior to the Start Date or within twenty four (24) hours of a Booking being made if it is made less than seventy-two (72) hours prior to the Start Date.
- 7.5. Unless Veeve agrees otherwise in writing, any variation of the Licence Period or the Property will amount to a cancellation of a Booking.

## 8. **INSURANCE**

8.1. Veeve recommends that the Guest and the Property Owner shall each take out appropriate insurance cover. In particular:

- (a) Veeve recommends the Property Owner takes out contents insurance to cover, amongst other things, any belongings in the Property during periods where the Property is not occupied by Guests or for any claim which is not the result of any act or omission of a Guest or which is not the direct result of the occupation of the Property by a Guest;
- (b) Veeve recommends that the Property Owner has in place at all times buildings insurance for the Property where it is freehold or procures that the landlord has buildings insurance including the Property where the Property is leasehold;
- (c) Veeve recommends that the Property Owner take out insurance for the Property which includes public liability cover;
- (d) Veeve recommends that the Property Owner has in place business interruption insurance to cover any lost earnings related to the Property not being available for occupation by a Guest and any associated costs of relocation and any loss of income from cancellations, Veeve does not cover loss of income for any reason. This includes, but is not limited to, events classified as Force Majeure, as well as other unforeseen circumstances that may render the Property uninhabitable or otherwise unavailable—whether due to structural damage, urgent maintenance, legal issues, property licensing or any other reason beyond Veeve's control; and
- (e) the Guest acknowledges that the Property Owner's insurance policy (if any) will not cover the Guest's possessions or any matters relating to the Guest's travel arrangements. The Guest is strongly advised to insure their belongings and travel arrangements with a reputable insurer through a relevant travel insurance policy.

8.2. Veeve (or its partner listing portals (for example, Trusted Stays, Homes and Villas by Marriott International, Booking.com, Expedia, HomeAway or Airbnb)) may provide certain contents insurance cover to the Property Owner for additional risks to the contents of the Property due to the acts or omissions of a Guest during a Booking.

## 9. **TERMINATION**

9.1. This Licence shall end on the earliest of:

- (a) the End Date; or
- (b) the expiry of any notice given by Veeve to the Guest at any time of breach of any of the Guest's obligations contained in paragraph 4. For the avoidance of any doubt, Veeve may exercise its right to terminate this Licence (in Veeve's sole discretion), pursuant to this paragraph 9.1(b), immediately.

9.2. Termination of this Licence shall not affect the rights of any Party in connection with any breach of any obligation under this Licence which existed at or before the date of termination. The clauses in this Licence, which by the context are intended to survive termination, shall survive termination or expiration of this Licence for any reason.

## 10. NOTICES

10.1. Any notice or other communication given under this Licence shall be in writing and shall be delivered by e- mail or by pre-paid first-class post or other internationally recognised delivery services to the relevant e-mail or postal address stated in the Booking Details or as otherwise specified by the relevant Party by notice in writing to each other Party.

10.2. Any notice or other communication given in accordance with paragraph 10.1 will be deemed to have been received:

- (a) if delivered by e-mail, on the date and time of a delivery receipt or, if none, at the time the notice is sent to the proper e-mail address;
- (b) if delivered by pre-paid first-class post or other next working day delivery service, at 09.00 on the second working day after posting; or
- (c) if delivered by an internationally recognised delivery service, at 09.00 on the fourth working day after posting

10.3. This paragraph does not apply to the service of any proceedings or other documents in any legal action or, where applicable, any arbitration or other method of dispute resolution.

## 11. LIMITATION OF LIABILITY

11.1. Subject to paragraph 11.2, neither the Property Owner nor Veeve shall be liable for:

- (a) the death of, or injury to the Guest or visitors to the Property; or
- (b) damage to, or theft of, any possessions of the Guest or the Guest's invitees to the Property;

- (c) any loss of profits, loss of sales or business, loss of agreements or contracts, loss of anticipated savings, loss of or damage to goodwill claims, any indirect or consequential loss incurred by the Guest or the Guest's invitees to the Property in the exercise or purported exercise of the rights granted by paragraph 3.

11.2. Nothing in this paragraph 11 shall limit or exclude the Property Owner's or Veeve's liability for:

- (a) death or personal injury or damage to property caused by negligence on the part of the Property Owner (or its agents) or Veeve (or its employees or agents); or
- (b) any matter in respect of which it would be unlawful for the Property Owner or Veeve to exclude or restrict liability.

11.3. Subject to this paragraph 11, the Property Owner's and/or Veeve's liability to the Guest for the non-availability of the Property during the Licence Period shall be limited to the Fee for the relevant Booking.

11.4. Nothing in this agreement shall limit:

- (a) the Property Owner's and/or the Guest's liability to Veeve; or
- (b) the Guest's liability to the Property Owner.

11.5. Subject to this paragraph 11, Veeve's liability to each of the Property Owner and the Guest shall be limited to: (a) the total Commission, fees, payments and charges paid to Veeve by the Property Owner in the previous 3 calendar months, if you are a Property Owner; (b) the total fees, payments and charges paid by a Guest to Veeve for the relevant Booking, if you are a Guest; or (c) £500 in all other circumstances.

11.6. Subject to this paragraph 11, the Property Owner's liability to the Guest shall be limited to the higher of: (a) the total fees, payments and charges paid by a Guest to Veeve for the relevant Booking; or (b) £500 in all other circumstances.

11.7. Subject to paragraph 11.2, the limitation of liability at paragraphs 11.5 and 11.6 shall apply for each and every claim arising out of the same originating cause or source. In addition, the limit shall apply however that liability arises, including, without limitation, a liability arising by breach of contract, arising by tort (including, without limitation, the tort of negligence) or arising by breach of statutory duty.

## **12. ASSIGNMENT AND OTHER DEALINGS**

12.1. Neither the Property Owner nor the Guest shall assign, transfer, mortgage, charge, subcontract, declare a trust over or deal in any other manner with any of its rights and obligations under this Licence.

12.2. Veeve may at any time and without notice:

- (a) assign, transfer, mortgage, charge or deal in any other manner with any or all of its rights and obligations under this Licence;
- (b) disclose to a proposed assignee any information in its possession that relates to this Licence or its subject matter, the negotiations relating to it and the other Party which it is reasonably necessary to disclose for the purposes of the proposed assignment; and
- (c) subcontract or delegate in any manner any or all of its obligations under this Licence to any third party.

## **13. WAIVER**

No failure or delay by a Party to exercise any right or remedy provided under this Licence or by law shall constitute a waiver of that or any other right or remedy, nor shall it prevent or restrict the further exercise of that or any other right or remedy. No single or partial exercise of such right or remedy shall prevent or restrict the further exercise of that or any other right or remedy.

## **14. ENTIRE AGREEMENT**

14.1. This Licence (together with the documents referred to in it) constitutes the entire agreement between the Parties in respect of the occupation of the Property by the Guest and supersedes and extinguishes all previous agreements, promises, assurances, warranties, representations and understandings between them, whether written or oral, relating to its subject matter.

14.2. Each Party agrees that it shall have no remedies in respect of any statement, representation, assurance or warranty (whether made innocently or negligently) that is not set out in this Licence. Each Party agrees that it shall have no claim for innocent or negligent misrepresentation based on any statement in this Licence.



## 15. **FORCE MAJEURE**

Neither the Property Owner nor Veeve shall be in breach of this Licence nor liable for delay in performing, or failure to perform, any of its obligations under this Licence if such delay or failure result from events, circumstances or causes beyond its reasonable control defined as a Force Majeure Event.

## 16. **SEVERANCE**

If any provision or part-provision of this Licence is or becomes invalid, illegal or unenforceable, it shall be deemed modified to the minimum extent necessary to make it valid, legal and enforceable. If such modification is not possible, the relevant provision or part-provision shall be deemed deleted. Any modification to or deletion of a provision or part-provision under this clause shall not affect the validity and enforceability of the rest of this Licence.

## 17. **THIRD PARTY RIGHTS**

A person who is not a Party to this Licence shall not have any rights under the Contracts (Rights of Third Parties) Act 1999 to enforce any term of this Licence.

## 18. **COMPLAINTS AND DISPUTE RESOLUTION**

- 18.1. Should the Guest find there is a problem, or has cause for complaint, the Guest should immediately contact Veeve and in any case within twenty four (24) hours of becoming aware of the problem or cause for complaint. All relevant contact details can be found on the website for reference.
- 18.2. In the event of any major maintenance problems (meaning a problem which renders the Property unfit for occupation and use), Veeve will use reasonable endeavours to ensure that a suitably qualified engineer or contractor inspects the Property within twenty four (24) hours of the Guest making Veeve aware of the problem and Veeve will use reasonable endeavours to have any such problem repaired as soon as reasonably practicable. Veeve is not liable for any damage related to works undertaken by any third-party contractors to resolve any maintenance problems.
- 18.3. In the event of any minor maintenance problems (meaning a problem which does not render the Property unfit for occupation and use) Veeve will use reasonable endeavours to ensure that a suitably qualified engineer or contractor inspects the Property within seventy two (72) hours of the Guest making Veeve aware of the problem, and Veeve will

use reasonable endeavours to have any such problem repaired as soon as reasonably practicable. Veeve is not liable for any damage related to works undertaken by any third-party contractors to resolve any maintenance problems.

- 18.4. If any dispute arises in connection with this Licence, a representative of Veeve with authority to settle the dispute will, within ten (10) working days of a request from a Member (whether a Guest or a Property Owner) meet (either in person or by telephone conference) in a good faith effort to resolve the dispute.
- 18.5. Should such dispute not be resolved within 30 days, the parties agree to refer to mediation in accordance with the model procedure of the Centre for Effective Dispute Resolution, London ("CEDR"), such mediation to be completed within 30 days of signature of the CEDR Mediation Agreement.
- 18.6. If the parties cannot agree on mediation, then the dispute shall be resolved by arbitration with seat (or legal place) in London, England conducted in the English language by a single arbitrator pursuant to the rules of the London Court of International Arbitration ("LCIA") (such arbitration to also be administered by the LCIA in accordance with those rules).
- 18.7. In any such arbitration, in the event of a declared public health emergency by either the World Health Organisation (the "WHO") or a national Government, as a consequence of which it is inadvisable or prohibited for the parties and/or their legal representatives to travel to, or attend any hearing ordered by the tribunal, the following shall apply:
  - i. any such hearing shall be held via video or telephone conference upon the order of the tribunal;
  - ii. the parties agree that no objection shall be taken to the decision, order or award of the tribunal following any such hearing on the basis that the hearing was held by video or telephone conference; and
  - iii. in exceptional circumstances only the tribunal shall have the discretion to order that a hearing shall be held in person, but only after full and thorough consideration of the prevailing guidance of the WHO and any relevant travel or social distancing restrictions or guidelines affecting the parties and/or their legal representatives and the implementation of appropriate mitigation.
- 18.8. Notwithstanding anything else in this Licence, a Party shall be entitled to seek the remedies of injunction, specific performance or other equitable relief for any threatened or actual breach of the terms of this Licence.



210 New Kings Road, London, SW6 4NZ  
+44 (0) 207 993 5599

This Licence has been entered into on the date of booking as stated in the Booking Confirmation.

Company Number: 07666067

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## SCHEDULE 2

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### ADDITIONAL TERMS FOR PROPERTY OWNERS

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#### 1. INTERPRETATION

- 1.1. These additional terms for Property Owners form part of the terms and conditions of use agreement ("**Terms and Conditions of Use**") and shall have effect as if set out in full in the body of the Terms and Conditions of Use (these additional terms for Property Owners and the Terms and Conditions of Use together "**this agreement**").
- 1.2. Terms defined in the Terms and Conditions of Use shall have the same meaning when used in these additional terms for Property Owners. In addition, the definitions below apply in these additional terms for Property Owners:

**Accommodation Fee:** the fee agreed between Veeve and the Property Owner in the Proposal that is payable to the Property Owner by Veeve for Guest Bookings in the Property during the Availability Period, where a Booking is confirmed.

**Availability Period:** the period of time in which the Property Owner has guaranteed to make available a Property for a Booking.

**Commission:** the fee that Veeve charges to the Property Owner as per the Proposal.

**Deep Clean:** an intensive clean that goes beyond the standard pre- and post-stay cleans provided as part of Guest Bookings. It may be required if the Property is left in an unreasonably poor condition or if hygiene issues arise that cannot be addressed through normal cleaning. Whether a Deep Clean is necessary will be determined by Veeve at its sole discretion. The cost of any Deep Clean will be paid by the Property Owner. Veeve recommends that a Deep Clean is carried out on a quarterly basis to maintain overall standards and Guest experience.

**Fair wear and tear:** the natural and gradual deterioration of a property and its contents that occurs over time through normal, every-day use. This includes, by way of example and without limitation, minor scuffs on walls, fading of fabrics, thinning upholstery, worn

carpets in high-traffic areas, or limescale build-up in appliances. The examples provided are illustrative only and do not represent an exhaustive list.

**Maintenance Fees:** the fees required for any Maintenance Services that are needed to ensure the property meets the Property Standards Requirements.

**Maintenance Services:** any maintenance services supplied by or arranged by Veeve.

**Management Services:** the management services that Veeve (and/or any persons authorised by Veeve) shall perform, including (but not limited to), the cleaning of the Property, linen provision, maintenance, managing check-in and check-out.

**Property Standards Requirements:** the minimum standards for a Property to be listed on the Website as notified to the Property Owner from time to time in writing.

## 2. PROPERTY OWNER ELIGIBILITY

2.1. To be eligible as a Property Owner you must:

- (a) be at least 18 years old;
- (b) be (and at all times remain) the freehold or leasehold owner of the Property, or be duly authorised to enter into this agreement for the licence of the Property;
- (c) agree to the terms of the Occupancy Agreement;
- (d) at all times be and remain a Member.

## 3. APPOINTMENT OF VEEVE AS AGENT

3.1. For the duration of the Availability Period (and any subsequent or additional Availability Period), each Property Owner appoints Veeve to be its sole agent (save for the sale or long-term tenancy of six (6) or more months of the Property unless otherwise agreed), and Veeve accepts the appointment on the terms of this agreement, to:

- (a) promote the Property and list it on the Website (or any other website or listing service) as available for Booking;
- (b) procure the Booking of the Property by Guests;
- (c) manage the Booking of the Property;
- (d) perform the Management Services;
- (e) perform any other services agreed between Veeve and the Property Owner from time-to-time.

3.2. In accordance with paragraph 3.1, you shall:

- (a) not, directly or indirectly (or appoint any other person, firm or company to) enter into, re-start, solicit, initiate or otherwise participate in any agreement, arrangement or understanding with a third party for the marketing or Booking of the Property; and
- (b) refer all possible Bookings of the Property to the Website or Veeve.

3.3. Where Veeve finds evidence of a duplicate listing for a Property in breach of paragraph 3.2 above we reserve the right to terminate this agreement on notice with no obligation to honour any future Booking and pay to Veeve a fee of £1000 on demand.

3.4. You hereby grant to Veeve (and any persons authorised by Veeve) a licence to occupy the Property for the duration of the Availability Period in connection with the management of the Property, together with the right for Veeve to access and egress from the Property.

3.5. You permit Veeve to disclose to the local council and any other relevant authorities details of any Bookings in response to any request from such authorities or where Veeve is legally obliged to disclose such information.

#### **4. PROPERTY OWNER'S OBLIGATIONS, WARRANTIES AND UNDERTAKINGS**

4.1. If you are a Property Owner (or at any point become a Property Owner) you agree, acknowledge, warrant and undertake:

- (a) that your acceptance of this agreement shall constitute your irrevocable agreement to the terms of the Occupancy Agreement;
- (b) that you are responsible for keeping the Availability Period updated at all times;
- (c) that Veeve shall be entitled to conclude Booking(s) of the Property for all or any part of the Availability Period without further notice or consent from you;
- (d) that once you have agreed that the Property is available for a Booking during the Availability Period, you guarantee the Property will be available;
- (e) to raise any issues, damage or other complaints of any nature about a Booking to Veeve within three (3) days or seventy-two (72) hours of the End Date.
- (f) that the Property is in the same state and condition as it is described on the Website and in the Proposal. If, in Veeve's sole discretion (acting reasonably), the Property is not in the same state and condition described on the Website or in the Proposal (or is otherwise unsatisfactory) you agree to pay Veeve's costs of

having to make good the Property. Veeve may deduct from the Accommodation Fee (and any other sums due to you) Veeve's direct and indirect costs of having to make good the Property;

- (g) that the Property complies with the Property Standards Requirements;
- (h) that the Property is regularly cleaned to a professional standard and, that if any additional cleaning over and above the standard Veeve pre-check-in cleaning service is required to ensure the Property is in the condition required for a Booking to proceed, the Property Owner will request and pay for such additional cleaning in advance. Our cleaning standards are available upon request from [hosts@veeve.com](mailto:hosts@veeve.com). A Deep Clean is recommended once per quarter and can be arranged by Veeve for Property Owners upon request and subject to the relevant fees at the time. Veeve will not be liable for quality issues that are flagged and reported as falling under Deep Clean but not acted upon. Where additional cleaning is required but is not requested in advance it will be provided by Veeve and the Property Owner will pay Veeve the additional cost of such cleaning together with an administration fee of £50; and
- (i) to provide Veeve with, and to maintain, the Inventory.

- 4.2. Each Property Owner authorises Veeve (or persons authorised by Veeve) to: (i) perform photo or video inventories in order to document the condition of the Property and Furnishings; and (ii) take photographs of the Property to display on the Website.

## 5. CANCELLATION

- 5.1. The provisions of clause 7 of this agreement shall also apply in relation to this Licence.
- 5.2. Once a Confirmation of Booking has been sent to the Guest the Property Owner is not entitled to cancel or terminate the Guest's or Veeve's right to occupy the Property pursuant to paragraph 4.1
- 5.3. If an owner requests to cancel a booking greater than 14 days ahead of check-in cancellation fees are:
- (a) Relocation charges (difference in value of the new property) if applicable
  - (b) £500 cancellation penalty

- 5.4. If an owner requests to cancel a booking between 14 and 7 days ahead of check-in, cancellation fees are:
- (a) Relocation charges (difference in value of the new property) if applicable
  - (b) £500 cancellation penalty
  - (c) 50% of the cost of the original gross booking value less 50% of the owners' original earnings
- 5.5. If an owner requests to cancel a booking less than 7 days ahead of check-in, cancellation fees are:
- (a) Relocation charges (difference in value of the new property) if applicable
  - (b) £500 cancellation penalty
  - (c) 100% of the cost of the original gross booking value less 100% the owners' original earnings
  - (d) Cleaning fees.

## 6. **PROPERTY OWNER TERMINATION**

- 6.1. Subject to paragraph 6.2 and 6.3, Property Owners may terminate this agreement after the initial year by providing thirty (30) days written notice to us.
- 6.2. If you cancel any of your obligations under this agreement and Veeve has already confirmed a Booking of the Property, you shall be liable to Veeve for: (a) the costs of relocating the Guest to a similar or higher standard property; and (b) a fee of £500 per Booking (c) any applicable cancellation charges from booking platforms.
- 6.3. You may not terminate this agreement if you have agreed with Veeve a period of exclusivity for the listing of a Property and the period of exclusivity has not yet expired unless you pay to the Veeve a cancellation fee of up to £500 to cover your onboarding costs.
- 6.4. Unless otherwise agreed in writing, the Availability Period shall not be less than six (6) weeks per calendar year and if you terminate this agreement within twelve (12) months of the date of this agreement, and on termination have not made the Property available for six (6) weeks or more, you will pay Veeve a fee of £500 to reimburse their costs.

## 7. **VEEVE TERMINATION**

- 7.1. Subject to paragraph 7.2 and 7.3, Veeve may terminate this agreement after the initial year



by providing thirty (30) days written to the Property Owner.

- 7.2. If Veeve cancels any of their obligations under this agreement and Veeve has already confirmed a Booking of the Property, that Booking will still be honoured unless, at Veeve's sole discretion, Veeve deem a cancellation or relocation to be required.
- 7.3. Veeve may stop further marketing of the Property pursuant to paragraph 8 if the Property Owner does not comply with their obligations under this agreement, including but not limited to meeting the Property Standards Requirements. Where this applies any penalties in clause 6 will apply.

## **8. MARKETING OF THE PROPERTY**

- 8.1. You agree and acknowledge that you (as the Property Owner) are responsible for confirming all the information, including images, videos, text and other content ("Content"), relating to the Property is materially accurate and you shall inform us as soon as reasonably practicable if any Content is untrue, inaccurate or incorrect. Veeve will have no liability to you for any misleading statement, inaccuracy, or error as long as we have provided you with a reasonable opportunity to check the photographs and descriptions we have used.
- 8.2. Photographs or descriptions provided by Veeve are our intellectual property and we are free to use them for any reasonable purpose. Where you have provided us with photographs and descriptions, you grant us an unlimited worldwide license to use them for the purpose of marketing the Property on our website, in other marketing materials and through booking platforms and third-party providers.
- 8.3. If you make any material changes to the design, layout or content of the Property which would render the Content inaccurate or incorrect you will notify Veeve within seven (7) days of the relevant change and we will amend the Content as necessary.
- 8.4. You agree and acknowledge that Veeve may market or list the Property on any other suitable platforms or listing service at Veeve's discretion and any fees payable to those platforms for the listing of the Property and any confirmed booking will be paid by you, and this may include specific subscription requirements or platform-related commissions on a Booking. Any reference in this agreement to a listing of the Property on the Website shall be deemed to include any other website, platform or listing service.

## **9. PROPERTY OWNER INDEMNITY**

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9.1. You hereby agree to indemnify, defend and hold harmless Veeve, its subsidiaries, successors, assignees, affiliates, agents, directors, officers, employees and shareholders from and against any and all claims, liabilities, obligations, damages, losses, expenses, and costs, (including but not limited to any direct, indirect or consequential losses, loss of profit, loss of reputation and all interest, penalties and legal costs (calculated on a full indemnity basis) and all other reasonable professional costs and expenses) suffered or incurred by Veeve arising out of or in connection with:

- (a) the Property Owner's breach, negligent performance or non-performance of this agreement;
- (b) the unavailability of the Property as described in paragraph 6.2 of this schedule;
- (c) the relocation of a Guest as described in paragraph 10.3 of this schedule;
- (d) the enforcement of this agreement.

## 10. MAINTENANCE

10.1. Property Owners shall be responsible for the maintenance of their Property to ensure that the Property meets the Property Standards Requirements. As such, Veeve recommends that the Property Owner takes out:

- (a) the insurance cover described in paragraph 11.1 of this Schedule; and
- (b) suitable maintenance insurance policies / cover (for example, boiler & heating cover; plumbing & drains cover; home electrical cover; etc.).

10.2. In the event the Property becomes unsafe for continued Guest occupation during a Booking, you authorise Veeve to carry out such emergency Maintenance Services as are reasonably required to render the Property safe and to prevent further damage being caused to the Property, and the cost of such Maintenance Services shall be deducted from the Accommodation Fee. If the cost of such Maintenance Services exceeds the Accommodation Fee for the Booking, any excess will be invoiced to the Property Owner or deducted from the Accommodation Fee payable for other Bookings at Veeve's sole discretion.

10.3. If, in Veeve's reasonable opinion, a Guest cannot occupy the Property (because, for example, the Property becomes unsafe or the condition of a Property requires the relocation of a Guest), you shall indemnify Veeve in respect of its loss.

10.4. Veeve will provide a 24-hour emergency and non-emergency maintenance response

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service to deal with any maintenance issues arising during a Booking.

- 10.5. if you do not wish to use the service provided pursuant to paragraph 10.4 and wish to appoint your own third party maintenance provider, you must notify Veeve either prior to signing this agreement or before 1 December in any year for such arrangement to take effect from the following 1 January and provide details of the relevant third party contractor, including 24-hour phone numbers, in writing to [hosts@veeve.com](mailto:hosts@veeve.com). You will be responsible for meeting the Service Levels that we require of our own maintenance providers, including call-out times and issue resolution where you elect to use your own providers. Veeve will not be responsible for any works carried out to the Property by any such contractor and will not be liable for any damage caused to the Property by any such contractor.
- 10.6. Veeve may carry out any other Maintenance Services to the Property during a Booking up to a maximum cost of £500 plus VAT without having to obtain your prior authority where such works are required to:
- (i) prevent the Property from becoming unsafe, unsanitary or insecure for occupation by the Guest;
  - (ii) prevent further damage being caused to the Property or its contents;
  - (iii) ensure the Property is fit for habitation and has sufficient heating, lighting and running hot and cold water.
  - (iv) That all appliances and other facilities in the Property are in good working order.
- 10.7. Where the cost of any non-emergency Maintenance Service required during a Booking is likely to exceed £250 plus VAT then Veeve will use reasonable endeavours to contact you to discuss the most expedient and cost-effective solution prior to arranging for the relevant Maintenance Services to be carried out.
- 10.8. The cost of any Maintenance Services provided pursuant to paragraphs 10.6 and 10.7 shall be deducted from the Accommodation Fee and in the event that the cost of such Maintenance Services exceeds the Accommodation Fee for the Booking, any excess will be invoiced to the Property Owner or deducted from the Accommodation Fee payable for other Bookings.
- 10.9. Where any maintenance issues in the Property lead to a reduction of the Fee by the Guest, the full deduction will be covered by the Property Owner as a reduction in the Accommodation Fee and any excess will be invoiced to the Property Owner or deducted

from other Bookings.

- 10.10. If it is necessary to undertake additional work, such as cleaning (other than the standard pre-stay cleaning), moving furniture or equipment, or repairs, and this additional work results from a failure by you to meet your obligations under the agreement, we reserve the right to charge you for that additional work by our internal maintenance at a rate of £70 per hour (plus VAT). Where possible we will always inform you when additional work is required. Any fees for such additional work will be deducted from your host payment

## 11. KEYS

Veeve requires Property Owners to provide a minimum of four (4) full sets of working keys, (or fobs or codes as applicable) including all access doors, windows, internal lockable cupboards with service media access. Veeve strongly recommends that Property Owners only provide keys that cannot be cut or duplicated for security purposes.

## 12. FEES AND CHARGES

- 12.1. Subject to clause 12.3, Veeve shall pay to the Property Owner the Accommodation Fee minus Commission (in GBP) for any Guest stays completed during a given calendar month on or around the 12th of the following month. (For example, any stay that has checked out during the month of December will be paid to you on or around 12th January). Any costs, fees or expenses we have incurred on your behalf in performing our obligations under agreement, or for any additional work you have asked us to complete or which we have otherwise deemed necessary, or charges or amounts withheld for taxation purposes will be deducted before payment in all cases.
- 12.2. For the avoidance of any doubt, no fees shall be payable: (a) for any period in which the Property is not Booked; (b) if a Booking is cancelled with more than 5 days' notice; or (c) if a Booking is cancelled via a booking platform where the platform's terms of cancellation supersede the terms of this agreement and provided a refund is due to the Guest; (d) if a Guest successfully claims a chargeback from their credit card company and (e) if the Property Owner cancels the Booking for any reason.
- 12.3. Unless agreed in writing with the Property Owner, the Accommodation Fee minus the Commission will only be paid into an account in the name of the Property Owner at a UK clearing bank. The Property Owner shall be responsible for, and shall pay, any fees deducted from the Accommodation Fee by the Property Owner's bank.

- 12.4. Subject to clause 12.1 and 12.5, in the event a Booking is cancelled by the Guest for convenience, and provided any relevant platform cancellation policy does not override this clause, Veeve shall pay to the Property Owner, in line with clause 12.1, the Accommodation Fee minus Commission that has been received from a Booking.
- 12.5. If at any time for any reason there is fraud, suspected fraud or suspicious Guest activity which could put the Property or the Property Owner at risk, Veeve reserves the right to cancel any Booking at any time. In this scenario neither the Property Owner nor Veeve will receive funds for the Booking and any funds which have been paid by the Guest may at Veeve's sole discretion be refunded in full to them.
- 12.6. If any payment by a Guest is disputed via their bank, credit card company, booking platform or any other intermediary, the Commission, Veeve's fees and the Accommodation Fee will be at risk. If the payment to the Property Owner has already been made by Veeve before a dispute is raised by the Guest or the relevant platform, and monies are reclaimed in any circumstances from Veeve by the Guest's bank, credit card company, booking platform or intermediary, Veeve reserves the right to reclaim the relevant part of Accommodation Fee paid to the Property Owner. Veeve will manage any dispute that may arise and may request information from the Property Owner which is reasonably required to support the case.
- 12.7. In the event a Guest overstays, and such overstay results in the Property not being ready for re-occupancy by 18:00 on the End Date (or if such overstay results in the Property Owner not being able to reoccupy the property at the end of an Availability Period), a one-off fee of £50 shall be payable to the Property Owner unless otherwise agreed in writing.
- 12.8. Each Property Owner agrees and undertakes to pay to Veeve (without any deduction) the Maintenance Fees in full (in GBP), should any such fees arise.
- 12.9. Veeve will charge a up to 20% fee for the administration and supervision of any third party maintenance or other requested services at the Property.
- 12.10. Veeve may deduct from the Accommodation Fee (and any other sums due to the Property Owner) the Commission and any sums that you owe to Veeve at any time. If such fees exceed the Accommodation Fee, Veeve shall submit an invoice which gives details of the services provided and the amount payable for such services. The Property Owner shall pay each invoice submitted by Veeve within fourteen (14) days of receipt.
- 12.11. The Property Owner shall be responsible for any and all taxes (whether of the UK or elsewhere) for which the Property Owner is liable in connection with this agreement.

- 12.12. Veeve advises you to declare any income you receive. Veeve may be required to inform HMRC of income you have received as a result of Guests staying in your Property.
- 12.13. If you are a resident outside the United Kingdom, you agree to ensure that you check whether you are required to obtain a waiver from the HMRC Residency Team. If you do not obtain such a waiver, then you agree to compensate Veeve in the event of any obligation being imposed on us by HMRC to pay tax on your behalf and/or any fine or other penalty being levied against us as a result. We may withhold a portion of any amounts payable to you if required by HMRC or relevant tax law.
- 12.14. In the event of the Property Owner entering into a tenancy of the Property for more than six (6) months with a Member introduced to the Property or any other property belonging to the Property Owner by Veeve or to any other party introduced to the Property Owner at any time by Veeve, the Property Owner hereby agrees to pay Veeve 10% plus VAT of the total rent payable under the tenancy upon the commencement of such tenancy.
- 12.15. In the event of the Property Owner agreeing to sell the Property to a Member introduced to the Property by Veeve or to any other party introduced to the Property Owner at any time by Veeve, the Property Owner hereby agrees to pay Veeve 1% of the total sale price plus VAT upon completion of such sale.

### **13. PROPERTY OWNER INSURANCE**

- 13.1. Veeve (and/or its partner listing portals (for example, Homes and Villas by Marriott International, Booking.com, VRBO or Airbnb, etc.)) may provide certain insurance cover to the Property Owner to cover the additional risk to your home's contents caused by any acts or omissions of a Guest during a booking. This is subject to a number of exemptions which includes but is not limited to valuables, cash, cash equivalents and only applies during a Guest's stay. You will need to maintain your own property insurance for times during which the property is not let by us and/or to cover those exclusions and limitations not covered in our policy. Please contact us for a summary of the insurance terms and conditions.
- 13.2. Veeve requires the Property Owner takes out buildings and contents insurance to cover, amongst other things, damage caused to the Property and the Furnishings or losses in relation to the maintenance of the utilities and/or the Property unless a third party is responsible for effecting insurance for the building of which the Property forms part, in which case the Property Owner will procure that such insurance is in place.

- 13.3. In the event of any damage to the Property or the Furnishings or theft from the Property during a Booking which is covered by any insurance cover taken out by the Property Owner, or by an insurance policy covering the building of which the Property forms part of, Veeve shall, in consideration of any applicable fees which shall be payable by the Property Owner, use commercially reasonable endeavours to provide any information reasonably required by the Property Owner to make a claim(s) to the insurance company for losses covered by the relevant insurance policy, provided that the Property Owner reports any loss or damage to the Property, the Furnishings or the Property Owner's possessions within three (3) days and ideally within forty-eight (48) hours of the relevant End Date (end of relevant booking)
- 13.4. In the event of any damage to the Property or the Furnishings or theft from the Property during a Booking which is covered by insurance cover taken out by Veeve or the platform through which the Booking was made, Veeve shall use commercially reasonable endeavours to make a claim on behalf of the Property Owner provided that:
- (a) the Property Owner reports any loss or damage to the Property or the Furnishings or any theft within three (3) days and ideally within forty-eight (48) hours of the relevant End Date (end of relevant booking);
  - (b) provides all other information which may reasonably be required by Veeve to submit an insurance claim on behalf of the Property Owner within seven (7) days and ideally within forty-eight (48) hours of the relevant End Date (end of relevant booking) of a written request.
  - (c) provides any information required by the insurer within seven (7) days and ideally within forty-eight (48) hours of the relevant End Date (end of relevant booking) of a written request.
  - (d) Any claim made is subject to a £500 excess charge per successful claim made, and will be deducted from any pay-out, where possible a deposit maybe used but is at the sole discretion of Veeve
- 13.5. You acknowledge and agree that Veeve shall only perform the insurance management services that have been agreed in advance of submitting a claim, in writing.
- 1.2. For the purposes of paragraph 13.4 of this Schedule 2, the Property Owner party shall use all reasonable endeavours to promptly execute and deliver such documents and perform such acts as may reasonably be required to support any such claim.

#### 14. **GDS PARTICIPATION VIA TRUSTED STAYS**

- 14.1. If your property qualifies, Veeve can provide access the corporate GDS (Global Distribution Systems) via our Partner, Trusted Stays. Where applicable there may be additional requirements in terms of amenities and standards which will be communicated to you where relevant upon participation in this platform.
- 14.2. Hospira You confirm that 'we' will use Hospira technology to support the marketing and operational management of your property and have agreed to the Hospira Website Terms of use [\[link\]](#)