

Security Deposits

StayMarquis allows owners to collect a security deposit for each booking. The security deposit collected must be a fixed amount and can be determined by the owner for each booking. The traveler's credit card remains open and on file and can be charged for any costs that exceed the security deposit collected.

*Note: some platforms do not support the collection of security deposits

StayProtected Insurance

Every booking that comes through the StayMarquis platform comes with StayProtected insurance, which is property damage insurance that covers up to \$5,000 per incident and \$25,000 in the aggregate for the year. To put in a claim, the insurance provider needs proof of damages and associated costs. StayProtected insurance also comes with a \$1m liability protection policy with a \$10,000 deductible.

Utilities

StayMarquis allows owners to collect for utilities. Owners can choose their collection method, which are as follows:

INCLUDE IN RENTAL RATE

Owner includes utilities in the rental amount charged to traveler

PROS:

- Most attractive to traveler
- Easy - owner doesn't have to spend time calculating cost of utilities

CONS:

- Leaves owner exposed to neglect/over usage

COLLECT FIXED NIGHTLY RATE

Owner collects a nightly utility fee at the time of booking

PROS:

- Cut and dry – no question of cost

CONS:

- May leave owner exposed to neglect/over usage
- Deterrent to travelers as travelers prefer to see an all-inclusive price

BASED ON USAGE

Owner determines the utilities the traveler is responsible for prior to booking and charges the traveler after their stay based on actual utility costs

PROS:

- Most fair methodology
- Cost is variable, giving owner proper protection

CONS:

- Requires work to calculate utility cost
- Need to have proper documentation otherwise traveler will likely dispute charge
- Deterrent to travelers as travelers prefer to see an all-inclusive price

*Note: Some platforms do not support the collection of utilities

Collections & Payouts

Collections

Each traveler pays a non-refundable deposit at the time of booking. The non-refundable deposit ranges from 10% to 50% depending on the platform on which it was booked. The final payment is due anywhere from 3 days to 6 weeks later, depending on when it was booked and the size of the initial deposit. If the time the reservation is made is within a certain period of the check-in date, the entire payment will be due upon booking. All payments are collected prior to check-in.

Payouts

StayMarquis will disburse payment to the owner once the traveler has paid-in-full, holding back StayMarquis' commission. A payout may take 1-7 business days to arrive in the owner's account, depending on the method of transfer. When a payout is made, the owner will receive an email notification with the details of the payout. Security deposits are either disbursed to the owner or returned to the traveler after the traveler's reservation has ended.