

Important aspects:



Taking Traveler Payments

HomeToGo will send the credit card details of the guest to your Booking page in myRent. The credit card details are available for 10 days. After 10 days the credit card details will expire. Please do charge the guest within this 10 day window.



Boosting your Performance

Please fill out the number of bedrooms, number of guests, and property size (m² or ft²) for all of your properties so HomeToGo can match and rank your offers correctly. Also, please provide availability for the next 18 months. This will increase the visibility of your properties in search and help you receive more bookings.



Cancellations - Guests cancel directly with you

HomeToGo will display your cancellation policy when a guest books your listing. If a guest needs to cancel their booking, they will need to cancel directly with you. You can then cancel this booking in your myRent interface.

If a guest reaches out to HomeToGo directly to request a cancelation, we will contact you with the guest in CC. Once both parties agree to a cancelation, we will process it on our end. This only changes the availability of the property on the website- you will still need to process the guest's refund for the booking.

If you need to cancel a booking for any unforeseen circumstance, please contact info@hometogo.com and we can assist you.



I. Connection Process - New Clients

II. Connection

What is synchronized?

Rates

Bookings

Payment Process

Cancellation Policy

III. Listing Criteria

IV. FAQs

Connection process - new clients

1

Sign the HomeToGo Connection Form.
This will automatically create a ticket for your integration.

2

Enable your properties to HomeToGo from your myRent account.

3

A HomeToGo Integration Manager will reach out to onboard you.



You will receive a confirmation email once your properties go live.

II. Connection

1. HomeToGo will pull all the information you have in myRent.
2. The connection is a two way "sync". Bookings will block your calendar in myRent.

What is synchronized?

- Rates
- Availability
- All static content such as amenities, description, photos, etc.

Rates

Before you enable your properties for HomeToGo, make sure the price per night you have in your software is correct. HomeToGo will pull your nightly rate from myRent. If you also have an option for extra guest fees, that will also be pulled from myRent. The final price indicated in your software is the final price the guest pays so it is important your rates are set up properly in myRent.

Accurate pricing is the responsibility of the provider. Should you encounter any issues with your rates not reflected properly on our site however please reach out to us at partnersupport@hometogo.com so we can investigate any pricing discrepancies.

Simple process



Users find your brand and properties on HomeToGo

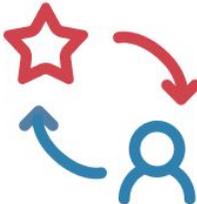


Users complete the booking on HomeToGo

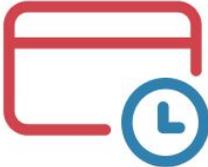
Cancellation Policy
The guests accept your cancellation policy and contact you directly if they want to cancel their booking.



Booking confirmation is sent to your myRent account incl. credit card data and customer details. please do reach out to them with the check in details.



A confirmation email is sent to the user with your company's name and booking details



The credit card details are available for 10 days. After 10 days the credit card details will expire.
You have to charge the credit card within this 10 day window.

III. Listing Criteria

To go live on HomeToGo, get a good ranking and receive more bookings you should fulfill the following requirements:

1. Company profile in myRent needs to be filled in, phone number, email, etc.
2. Property title without numbers and non-Latin characters
3. Complete address and location
4. Photos: a minimum of 10 photos in size 1024x768 (max 50)
5. Amenities: a minimum of 10
6. Description with a minimum of 700 characters
7. Guests, bedrooms and bathrooms needs to be specified (at least one bathroom and at least one room)
8. Property size (ft² or m²) needs to be specified
9. Bedding info in each room e.g.; single bed, double bed, etc.
10. Arrival instructions for the guest; check-in hours, phone number and email address.
11. Prices and availability for the next 18 months
12. Properties in instant booking only
13. Capacity of at least one adult

IV. FAQs

Can I activate a few listings first and then the rest of my inventory?

We always suggest enabling your whole inventory on HomeToGo for maximum exposure and a higher ranking.

How do I know if my properties are live?

Once you have connected to us via myRent, you are directly placed in our Integration pipeline. You will receive further details from our Integration Team as soon as your properties are live.

Do I have access to a HomeToGo dashboard to manage my listings?

With HomeToGo, no need for you to connect to an extra dashboard! You can manage your properties directly in your myRent dashboard.

How will I be invoiced?

At the beginning of each month, you will receive the invoice for the generated bookings with check-in date of previous month from HomeToGo. The payment period is 30 days.

How can I contact HomeToGo?

- ◆ Integration-related questions: channel.manager@hometogo.com
- ◆ Booking-related questions: info@hometogo.com
- ◆ Other questions: partnersupport@hometogo.com



Note: For a speedy connection, it is important you stay in contact with us until your integration is complete. If you haven't received any communication from us during your integration, be sure to check your spam and junk folders just in case. Please be sure to add the correct email and phone number in the connection form where we can reach you to provide you with updates about your integration.