

HolidaySwap user guide

A step by step guide on how to use HolidaySwap

ONBOARDING

- Onboarding briefly begins with explaining our key concepts:
 - Travel: Travel the world for less using tokens
 - Host: Earn cash or tokens by hosting & use tokens to travel the world
 - Swap: Subscribe and swap homes around the world with no limits
- Next, you can sign up and create your free account on HolidaySwap:
 - Enter your email or sign up with Google, Facebook or Apple
 - Enter your name and your password
 - Click agree and continue
 - Turn on notifications to keep up to date with important messages and notifications
 - Once you follow the steps above, your account will be created and you will land on our explore page

EXPLORE

- Our explore page is your home, enabling you to perform multiple actions:
 - You can view your token balance and buy tokens which is our in-app currency that can be used to book homes anywhere in the world
 - Go premium to do unlimited home swaps on HolidaySwap
 - View your important notifications
 - Select your preferred in-app language depending on where you come from
 - Add your home on Holiday Swap to become a host and earn tokens which can be used to book any home on our app:
 - Once you add your home, you will also be able to swap homes with other users
 - Search and book the best homes in the regions you would like to visit:
 - Using our search function is the best way to find the best homes in the regions that you are interested in visiting
 - You can access search through explore, my trips tabs and a few more sections on our app

- All you have to do is to type in the name of the region you are going to visit and our app will show you the best results on a map or on a list view based on your preferences
- You can also adjust the filters on the top right such as dates & guests to find more accurate home results based on your preferences
- You can also click the 'swap homes' button on our search page in order to access our Tinder like home swapping section.
- Explore and book popular homes on HolidaySwap
- Explore and book homes in trending regions on HolidaySwap

PROFILE

- Profile is where you can manage everything related to your HolidaySwap profile:
 - Edit your profile and settings by clicking 'edit' or by opening the toggle on the top left of your profile:
 - **About** is where you can add your personal details:
 - Upload profile and cover photo
 - Add your name
 - About me:
 - In this section, you can talk about yourself, your hobbies, your family, friends or your travel stories
 - You can explain what you like to do most when you travel and your experiences with holiday swapping
 - You can also talk about why you want to travel
 - In short, write about the things you want other users to know about you
 - Country
 - Birthday
 - Gender
 - Instagram username
 - **Payment details:**
 - Add your payment details to be able to book or swap homes with a click of a button
 - Payment integrations include: Credit card, Paypal, Apple Pay and Google Pay
 - **Verification:**
 - Become a verified user and get a blue tick on HolidaySwap by completing 5 actions:

- Add your home
- Add your phone number
- Add your Instagram
- Add your Facebook
- Add your Google
- **My homes:**
 - Add, view and manage your homes on HolidaySwap
- **My tokens:**
 - View your token balance and buy tokens which can be used to book any home on HolidaySwap
- **Premium:**
 - Subscribe and go premium to enjoy unlimited home swapping with other users and the lowest commission fees for hosting - just 3%!
- **Invite friends:**
 - Invite your friends to HolidaySwap by sharing your unique link
 - Once they sign up, we reward you both with free tokens.
- **Settings:**
 - Select your preferred in-app language
 - Turn on or turn off your notifications
 - Turn on or turn off the dark mode
- **Help:**
 - Terms of service
 - Privacy policy
 - FAQ's
 - User guide
 - Contact us
- **View profile:**
 - Finally, you can click 'view profile' to view your profile as other HolidaySwap users.
- On the top right, you can turn on or turn off app notifications and also select your preferred in-app language
- View the date you joined on HolidaySwap
- View your token balance and buy more tokens by clicking the 'reload' button
- Click map or list buttons to view your important account updates on a map or on a list.

- You can think of this section as your profile dashboard where you can see your connections, homes you liked, trips you are about to take and more.
- 'My trips' section is where you can view all of your upcoming trips; bookings and swaps.
- Progress tracker is where you can complete 10 actions to earn 200+ tokens (worth \$200+). These actions include:
 - Account verification: +10 tokens (1 time only)
 - Profile completion: +10 tokens (1 time only)
 - Add home: +70 tokens (1 time only)
 - Go premium: +10 tokens (1 time only)
 - Swap homes: +20 (1 time only)
 - Book home: +20 tokens (1 time only)
 - Host home: +20 tokens (1 time only)
 - Leave an app review: +20 tokens (1 time only)
 - Leave a home review: +20 tokens (1 time only)
 - Refer friends: +20 tokens (Per referral)
- Finally at the bottom of your profile, you can view the total tokens you have earned so far on HolidaySwap.

ADD HOME

- You can become a host on HolidaySwap in a few easy to follow steps.
- You can add your home on HolidaySwap either through the 'Add home' button on explore page or by clicking 'My homes' on your profile's edit section. You can also add your home when sending a swap request to a host if you haven't added your home yet.
- We will only show completed listings to other users so make sure to follow the steps below for a completed listing:
 - **Add home images:**
 - Add 6 high quality photos of your home to get more bookings. The photos can be taken with your phone or your camera but just make sure that the photos look clean and attractive. Preferred areas to take photos of include:
 - Outside view of your home
 - Living room
 - Bedroom
 - Kitchen
 - Bathroom

- Others such as yourself, your happy guests, your neighborhood and your town or city.
- **Extra image tips:**
 - Homes with nice pictures are usually added to the wish lists of HolidaySwap users and these houses are boosted on our platform. So, please make sure you upload nice pictures of your home to get more bookings.
 - Get creative and find unique angles.
 - Make sure the rooms are clean and organized before taking photos.
 - Take photos during the day, not at night. Photos taken during a sunny day will look more fresh.
 - You can upload your photos very easily with Holiday Swap App in seconds.
 - + You will earn 20 tokens for listing your home with one photo and earn 10 tokens for every extra photo you upload meaning that you can earn up to 70 tokens for adding your home with 6 high quality photos so hurry up and don't miss out on this opportunity to earn extra tokens which can be used to book HolidaySwap homes around the world!
- **Name your home:**
 - Choose a cool name for your home. Make sure it's catchy and attractive. For example you can give unique names to your home such as:
 - Bright Apartment in the center of London
 - Aloha house in Oahu, Hawaii
 - Cozy Apartment in Rio with a stunning sea view
- **Overview:**
 - Overview is where you talk about your home as much in detail as possible with an aim to get more bookings:
 - How is your home? Describe in detail.
 - What do you like about your home?
 - What are the advantages of staying at your home?
 - Why should people book your home?
 - What kind of neighborhood is your home located in?
 - Is it in a good location?
 - Is it close to the beach, supermarket, gym, parks, public transportation, malls, bakeries etc.?

■ **Rooms & Guests:**

- Fill out the following details:
 - How many rooms are available in your home?
 - How many total guests can your home accommodate?
 - How many bathrooms are there in your home?

■ **Features:**

- Add features of your home from the dropdown list which includes:
 - Wifi, fridge, freezer, oven, free parking on premises, TV, hot water, heating, washing machine, dryer, air conditioning, iron, shampoo, hairdryer, hot tub, pool, gym, desk / workspace, fireplace, wardrobe / drawers, private entrance, hangers, shower, doorman, balcony, terrace, garden, dishwasher, microwave

■ **Home Details:**

- Add details of your home such as rules, health and safety from the dropdown list which includes:
 - Pet friendly, smoke friendly, smoke detector, carbon monoxide detector, first aid kit, fire extinguisher, lock on bedroom door etc.

■ **Availability:**

- On this step, you can choose the available dates and also the blackout dates of your home for hosting and swapping

■ **Allow instant booking toggle: On / Off**

- Toggle on: Allow your home to be booked instantly with automatic confirmation. Guests love the convenience and on average hosts earn more tokens from instant bookings. Turn on the instant booking to increase your bookings.
- Toggle off:

■ **Set your nightly rate:**

- Choose to be paid in real money or Tokens.
- Move the scroll bar left or right to set a nightly token rate for your home.
- Things to consider when selecting your home's nightly token rate are:
 - The location of your home
 - The size of your home
 - Amount of rooms / bathrooms available and the total guests your home can accommodate.

- Features, amenities and specialities of your home
 - Make sure to find a good balance that you are happy with. Don't overcharge or undercharge.
- Once you complete all the steps above, click 'add home' and your home will be listed on HolidaySwap.

HOSTING

- Becoming a host on HolidaySwap is easy and it's a great way to monetize your home. Not just that but also, it's a great way to leverage your home to travel the world in two ways:
 - 1) You will be able to earn cash or tokens hosting other travelers and book any home around the world on HolidaySwap with the tokens you earned
 - 2) Swapping your home with other HolidaySwap hosts for a mutually agreed period of time
- To become a host on HolidaySwap, you first need to sign up and follow the account creation steps as explained on this guide. Once you create your free account, you then need to click 'Add home' on explore and follow the steps mentioned on the home listing section to add your home.
- Once you have created your account and added your home, you will be ready to accept booking and swap requests sent by other users.
 - **Booking requests:**
 - Booking requests will be accepted automatically if you turn the instantly bookable toggle on when adding your home. If the toggle is turned off, then you will get booking requests from other users which you can accept or reject. If you accept a booking request, you will need to get prepared for hosting and once you host, you will be paid in cash or tokens, depending which you've chosen, based on the nightly rate you selected multiplied by the duration of the booking.
 - **Swap requests:**
 - Users will also be able to send you swap requests which you can accept or reject. This means that you will be able to exchange homes with other hosts on mutually agreed dates. This is a premium feature and thus, to be able to swap homes, you need to subscribe and go premium for only \$10/month or \$100/year (Save \$20). This is the best way to avoid expensive accommodation costs when traveling.

- Through our messaging features and inbox, you can communicate the important details with other users who would like to book or swap your home.
 - You can talk about important details such as key delivery or home exchange here, and also propose different dates depending on both parties availability.
- Extra tips for hosts:
 - Go premium so that your home is fully insured.
 - Share your listing on your social media accounts for maximum exposure.
 - Make sure to follow every single step mentioned on the home listing section carefully to have a complete and interesting listing.
 - Message and communicate every single important detail with bookers and swappers such as home details and key delivery.
 - Keep your house clean and fresh for guests.
 - Provide the guests with a very good first impression and a great experience from start to finish.
 - Organize a smooth check in. Make the check in process easy and simple. Enable self check-in if possible.
 - You can also prepare a welcome kit including: home details, WIFI passwords, use of electronics, amenities, features, and more. This way, you can be more prepared about hosting your home and the requests you may receive by bookers.
 - Think about every single step of the process; booking your home, communicating with guests, welcoming guests to your country, guiding guests into your home and the city you live in, exchanging phone numbers to support guests during their stay and saying goodbye to them with a very big smile.
 - Ask the guests to rate your home and leave a good review on your home. This will build up your home listing and we will do our part by featuring your home to more users which will help you with getting more bookings.

HOME BOOKING

- You can find tons of unique homes around the world on HolidaySwap through search, popular homes, trending regions and wishlist sections
- Once you find a home you like, click on the home preview to view the home details
- Home details include:
 - Home photos
 - Home name
 - Home location
 - Stars and reviews
 - Nightly token rate
 - Overview
 - Rooms & Guests
 - Map location
 - Features
 - Instant booking on / off
 - Host details
 - Availability
 - Home details
 - Cancellation policy
- Once you are happy with the home details you can click book home to proceed
- On the next page, you can enter your preferred dates and the amount of guests that will be staying with you.
- Once you are ready to book, you will be given 2 options:
 - 1) Select: 'Confirm booking' if you are ready to book the home. Once you select this option, your confirmed booking or booking request will appear on the 'My trips' tab depending on the home type: if it's instantly bookable or not. If it's an instantly bookable home, your booking will be confirmed immediately. If not, you will send a booking request to the host which they need to accept or decline within 72 hours. In this case, your confirmation or rejection will appear on 'My trips' and you will get a notification and an email about the booking.
 - 2) Select: 'Request swap' if you want to swap homes instead of booking with tokens. Just like with booking, your swap confirmation or request will appear on the 'My trips' tab. If you want to proceed with this option, you will need two things:
 - 1) A premium account (\$10/Month or \$100/Year)

- 2) Add the home which you want to do a swap with

TOKENS

What are tokens?

- Tokens are the in-app currency of Holiday Swap and 1 token is equal to \$1.
- It is the best kept secret to how travelers are seeing the world for much less by saving money on expensive accommodation.
- Tokens are created for the best user experience, allowing users to book or host homes anywhere in the world with no limits:
 - Earn tokens: Earn tokens on our app by completing various actions on your profile's progress tracker or by hosting other travelers. The tokens earned can be used to book any home around the world on HolidaySwap.
 - Buy tokens: If you do not want to host or swap homes you can directly buy tokens on our app and book homes on HolidaySwap with them.
- Users are able to view their token balance on the Holiday Swap profile screen.
- For a limited time only, you can buy tokens at a 20% discount, only on the app. This is your chance to jump on the bandwagon before the world finds out about Holiday Swap tokens, because when they do, it will be too late!

What are the benefits of owning tokens?

- Simply, tokens enable our users to travel the world for much less.
- That is why influencers and celebrities are currently flooding in to buy token bundles on our app.
- Currently, users can buy tokens on Holiday Swap at a 20% discount.
 - For instance, normally 100 tokens would equal \$100 however, our users can currently buy 100 tokens for \$80 on our app.
 - We are aiming to allow a cash-out of tokens in the near future for a much higher value.

How to buy or earn tokens?

- To buy tokens, click 'reload' on the explore tab or click 'My tokens' on your profile's edit section. On 'My tokens' page you can move the scrollbar left or right to choose the preferred amount or just choose an amount from our bundles instead.

- Once the preferred amount is selected, you buy tokens easily via Credit card, Apple pay, Google pay or Paypal.
- Users can earn tokens in two ways:
 - **1) By hosting travelers at their home:**
 - Users are free to choose a nightly token rate for hosting their home. This means there are no limits to how much you can earn, only depending on how many nights you are willing to host travelers.
 - **2) By completing easy in-app actions:** (This opportunity won't be available starting next month, so the best time to earn tokens is now.)
 - Users can earn 200+ tokens by completing 10 actions on their profile's progress tracker section.
 - Account verification: +10 tokens (1 time only)
 - Profile completion: +10 tokens (1 time only)
 - Add home: +70 tokens (1 time only)
 - Go premium: +10 tokens (1 time only)
 - Swap homes: +20 (1 time only)
 - Book home: +20 tokens (1 time only)
 - Host home: +20 tokens (1 time only)
 - Leave an app review: +20 tokens (1 time only)
 - Leave a home review: +20 tokens (1 time only)
 - Refer friends: +20 tokens (Per referral)

How to spend the tokens?

- Users can spend the tokens bought or earned when booking any home listed on Holiday Swap in 185+ countries.
- Users can spend their tokens to stay at any home on Holiday Swap and the host receives the payment in tokens.
- Let's say a user wants to swap homes with another user but the other party declines the swap due to dates proposed or thinking that their homes don't match

in terms of value. In this case, the user can offer tokens to the other party to finalize their booking instead of swapping.

HOME SWAPPING

- We call home swapping ‘the future of travel’ and we highly recommend it as the preferred way to travel since it’s the best way to save on expensive accommodation costs while traveling. Home swapping means you will be exchanging homes with other users for a short period of time.
- For example: Let’s say a Brazilian user is looking to travel to Mexico while another Mexican user wants to travel to Brazil around the same time. In this case, the Brazilian user can swap homes with the Mexican user to avoid high costs of accommodation when traveling.
- This is where Holiday Swap comes in.
- You can access our home swap features either by requesting a swap on a home you like on HolidaySwap or directly by going to our ‘Swap It’ section which can be accessed through our ‘Search’ page and ‘My trips’ tab.
- You can think of ‘Swap it’ as the Tinder of travel. You can swipe homes just like swiping people on Tinder and send swap requests to homes you like.
- On the ‘Swap it’ section select your preferred swap home and choose your preferred dates to begin home swapping with other hosts:
 - Click x to proceed to the next home.
 - Click love icon to add the home shown to your wishlist.
 - Click ✓ to send a swap request.
 - Once you click ✓ your sent swap request will appear on ‘My trips’ tab where you can manage your swap requests
 - Once your swap request gets accepted, you can message the swapper and discuss the important details with them to finalize your swap.
 - Likewise, you will be able to get swap requests from other hosts and be able to accept or decline them.
- To swap homes on HolidaySwap, both users need two things:
 - 1) A premium account (\$10/M)
 - 2) Add your home which you want to do a swap with
- Make sure to use our messaging features to contact other swappers and communicate the important details of your swap.

GO PREMIUM

- Going premium gives you unlimited access to HolidaySwap's most sought after feature: Unlimited home swapping around the world and the lowest hosting fees on the market, just 3% (on the \$100 annual plan only)
- Home swapping is the best way to reduce your travel costs as you won't have to pay for expensive accommodation when traveling anymore.
- To go premium, you can go to your profile's edit section and click premium:
 - On our premium page, you will be given 3 options:
 - 1) Start your 14 days free trial (After that, \$10 / Month)
 - 2) Yearly premium (paid monthly) (\$10 / Month)
 - 3) Yearly premium (\$100 / Year (Save \$20))
- Select your preference and click 'Unlock unlimited access'
- Once you do, you will be able to pay for your subscription easily with credit card, Paypal, Apple Pay or Google Pay to unlock unlimited access.
- Once you go premium, you will be ready to get more out of Holiday Swap.
- The benefits of a HolidaySwap Premium account include:
 - Everything on Holiday Swap for one low price
 - Unlimited home swaps on all your devices
 - No commitments, cancel anytime
 - Don't pay to stay when traveling
 - Property damage insurance
 - Risk free.

MY TRIPS

- My trips tab is where you can manage:
 - **Bookings:** Booking requests sent and received
 - Sent: Your booking requests sent will be shown as accepted, declined or waiting depending on the status of your booking. If the home you want to book is instantly bookable, you will get a confirmation immediately. If it's not, then you will need to wait up to 72 hours to get a confirmation or rejection.
 - Received: Your booking requests received will appear as other users send you booking requests and you will be able to accept or decline their requests. If your home's instantly bookable toggle is 'on', the requests you receive will be accepted automatically. If it isn't, you will have 72 hours to accept or decline the received requests and in the meantime the status will be shown as 'waiting' to the other users. If you don't respond to the booking requests

within 72 hours, we will cancel the request and refund the tokens back to the booker.

- **Swaps:** Swap requests sent and received
 - Sent: Your swap requests sent will be shown as accepted, declined or waiting depending on the status of your swap.
 - Received: Your swap requests received will appear as other users send you swap requests and you will be able to accept or decline their requests. You will have 72 hours to accept or decline the requests and in the meantime the status will be shown as 'waiting' to the other users. If you don't respond to the swap requests within 72 hours, we will cancel the request.
- Your accepted booking and swaps will also be shown on your profile's 'My Trips' section. In this case, you need to be prepared to travel or host.
- Once accepted, you will be able to message and communicate the important details with the other party.
- If you have no trips booked yet, you can use the search or swap homes functions on 'My trips' to search and find trips you would like to book.

INBOX

- Inbox is where you can manage all kinds of communications with other users who send you booking or swap requests. Likewise, once you send booking or swap requests to other users, you will be able to message them and communicate the important details with them in your inbox.
- You can also send booking and swap proposals to other users through your inbox.
- Ways to message other users are:
 - Click 'Host details' when viewing a home to open their profile page. On their profile page, you can click the 'message' button on their profile to start a conversation with the hosts.
 - Send a swap request and include a message
 - Send a booking request and include a message
- Tips:
 - Send personalized messages and avoid automated messages at all costs.
 - Be nice, supportive, kind and humble. We ban abusive users to protect our community.

NOTIFICATIONS

- You can view all of your notifications by clicking the notification button across our app. The notification types include:
 - Confirmed bookings
 - Declined bookings
 - Confirmed swaps
 - Declined swaps
 - Booking requests sent
 - Booking requests received
 - Swap requests sent
 - Swap requests received
 - Tokens purchased
 - Subscription updates
 - Homes you like
 - Users who liked your homes
 - Messages received
 - Discounts available
 - App and platform updates etc.

PAYMENT & REFUND TERMS:

- Once a booking is made, the tokens will be on hold for 24 hours until the host accepts or declines the request
- Once the booking is accepted and confirmed, the tokens will be sent to the host.
- If the host declines the request or doesn't respond to the request within 24 hours, the booker will be refunded fully
- Also, users are able to submit a refund request if they had a poor experience staying at a host's home. In this case, our team will review both parties' inputs and make a well- thought decision to refund or not.

FAQs:

1. What is HolidaySwap?

- Holiday Swap provides users with a platform to securely swap or host their homes in 185 countries for just \$10 per month, per person (or through a subscription plan)

- Our innovative chat feature makes Holiday Swap the first truly global social media app for like-minded travelers and explorers. Explore with our in-app map, MyMaps, a user-curated guide to the world, allowing users to discover new destinations based on activity or discover top activities at their upcoming destinations.

2. How much does it cost?

- We only charge users \$10 per month, per person to swap or be a guest in another user's home! We also offer various subscription plans that allow you to have unlimited free swaps with a guest for the term of your subscription!

3. Can I swap a 1 bedroom studio for a 4 bedroom house?

- Of course! Remember who you search for and swap with is completely up to you!

4. Do I have to swap a whole property?

- No. What makes us unique is your ability to be flexible about what you swap. Sure, you can swap an entire house or apartment, but you can just as easily swap a shared bedroom in a house (assuming acknowledgement of potential housemates and their permission). This allows much more flexibility and variation of what can be swapped, providing an experience tailored to your needs.

5. Is it safe and how am I protected?

- Holiday Swap is a safe social community of like-minded travelers. All your personal information on our platform is protected by us, and all your payments go through our secure payment provider, Stripe. Keeping your account safe is our top priority.
- We encourage users to use our chat to get to know each other and make lasting friendships around the world. Get to know who you are swapping with so that you feel more comfortable. Add them on social media!
- Before your trip, users can subscribe to our Guarantee for Property Damage and Trip Cancellation to add extra protection. Take a look at our Guarantee terms to discover more.

- Holiday Swap is an inclusive marketplace committed to accessibility, tolerance, respect and ensuring all our users have equal protections and opportunities. We welcome users into our Holiday Swap community, regardless of background.

6. Do you store my Credit Card details?

- No. We do not store credit card details nor do we share financial details with any third-parties. Our secure payment provider is Stripe.

7. Do I have to put pictures of my property on my profile?

- Yes! Please upload at least 3 photos to accurately show your property. The more pictures you have, the more likely you will get likes and matches.
- Tip: make sure your home is clean and organized before taking photos!

8. What if the property is not as described?

- If the property is not as described when you arrive, make sure to take pictures of the problems and send our Support Team a detailed description of your experience (support@holidayswap.com). Please make sure to send all evidence within 7 days of the trip ending.
- We encourage all our users to subscribe to our Guarantee and take out the appropriate and relevant insurance coverage on their own.

9. What if there is damage when I return?

- We strongly encourage both guests and hosts to have full travel insurance.

10. How do I gain access to the property?

- Before you finalize your swap on the App, you will be asked to choose your method of key collection, whether that is leaving your key in a safe place, providing a security code, sending your key to the other user before the swap or using KeyCafe. We recommend using our preferred shipping choice DHL for shipping. We also recommend using Guesty for hosts, this tool organizes everything from calendars to cleaners.

11. What if I can't enter the property?

- Speak to your Host before you leave to ensure you have all the relevant information to enter the property on your arrival. Be sure to exchange numbers too in case there are any problems! We advise users to provide a local emergency contact in case a Guest is locked out or cannot enter the property.

12. Someone has chatted with me and asked for my address and to swap without going through the app, should I?

- No. It is against our Terms and Conditions to plan a swap outside of the App. Not only will this breach your agreement with us, but it may be less secure for you.

13. How long will it take to hear back from customer service?

- We strive to reply to you within 5 business days. In the case of urgent issues, you should first contact the other party. Please contact us at support@holidayswap.com

14. How to query a negative rating?

- Sometimes, for reasons out of your control, you may receive ratings that you disagree with. Whilst we completely support an open and free ratings system, we want this to also be fair and genuine.
- If you think a rating is malicious, goes against our guidelines, or otherwise fabricated, then please get in touch with our Support Team and we will take a look into any concerns, and take action where necessary

15. What should I do in the event of an emergency or a problem at the property?

- In case of an emergency at the property, please contact local emergency services and authorities right away.
- You should always ensure you have emergency contact details, and the relevant insurance for both yourself and the property. Any external emergency situation will not be Holiday Swap's responsibility and you should proceed through

appropriate channels dependent on any emergency you may have. Make sure to subscribe to our Guarantee for Property Damage and Trip Cancellation to help protect your trip!

16. Is my data and personal information safe?

- Yes. We never store credit card information, and your address and personal information is secure. Please review our Privacy Policy for more information.

17. Where is Holiday Swap registered?

- Company name: Holiday Swapping Limited Country of incorporation: England and Wales. Registered number: 10847362 Registered office: 2nd Floor, Berkeley Square House, Mayfair, London, W1J 6BD Trading address: 2nd Floor, Berkeley Square House, Mayfair, London, W1J 6BD

18. Will my chats be private?

- With the exception of our Support Team, your chats will be private between yourself and the party you are chatting to or proposing to swap with. We will not sell or offer the information in private chats to third parties. Our Support Team will have sole access to user data and chat history in the scenario of a dispute between users or the breaching of Holiday Swap's Terms and Conditions.

19. What is Holiday Swap's cancellation policy?

- A user is permitted to cancel a booking, but if they cancel within 7 days they will forfeit any service fees paid. If the User cancels without a valid reason, we reserve the right to make the Property unavailable or blocked for the dates of the canceled booking. A genuine and legitimate concern of the Impacted User's behavior will be deemed as a valid reason, in addition to any of the hereunder extenuating circumstances. See our Terms and Conditions to learn more.
- Users are strongly encouraged to take out their own travel insurance.

