

Fee Transparency and Off-Platform Use Policy — Furnished Rental Group

This Fee Transparency and Off-Platform Use Policy (“Policy”) is part of the **Furnished Rental Group Terms of Service, Payment Terms, and Off-Platform Fees Policy**.

FRG is committed to protecting Guests, Hosts, and the integrity of the FRG Platform. All users must comply with this Policy and related FRG agreements.

Violations may result in suspension, account termination, removal of listings, withholding of payouts, or legal action as described in the **FRG Terms of Service**.

1. Prohibited Practices

Unless expressly permitted under this Policy or applicable law, Hosts may not:

1. **Move reservations off the FRG Platform** (current, future, or recurring).
 2. **Fail to disclose mandatory fees** at the time of booking.
 3. **Request or process payments off the FRG Platform** for reservations.
 4. **Request guest contact or identity information** beyond what is necessary for legal compliance.
 5. **Request guest reviews or feedback outside the FRG Platform**.
 6. **Require third-party websites or apps for property access** unless legally mandated.
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2. Moving Reservations Off-Platform

2.1 Prohibited Conduct

- Encouraging Guests to rebook current or future reservations off-platform.
- Sharing links to external booking websites or apps in listings or messages.

- Offering off-platform discounts or incentives.
- Cancelling FRG reservations to recreate them elsewhere.

2.2 Rationale

Such actions undermine:

- **Platform safety features,**
 - **Guest protections,**
 - **Payment security mechanisms,** and
 - **Consumer transparency obligations** under global laws.
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3. Fee Transparency Obligations

3.1 Mandatory Fee Disclosure

Hosts must:

- Include **all mandatory fees** in the FRG price breakdown at booking.
- Accurately reflect total reservation costs, including:
 - Utility fees
 - Additional guest fees
 - Pet fees
 - Resort fees
 - HOA fees
 - Management fees
 - Destination fees
 - Applicable taxes

3.2 Prohibited Practices

- Omitting mandatory fees from FRG fields.
- Using the “Modify Reservation” tool to charge for undisclosed fees.
- Failing to disclose refundable **security deposits** or hotel **incidental deposits**.

3.3 Exceptions

- Where **local tax laws require direct collection** by Hosts, such taxes must be disclosed in the listing description.
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4. Off-Platform Payments

4.1 General Rule

- All payments must be processed through the FRG Platform unless explicitly authorized.

4.2 Prohibited Off-Platform Payments

- Mandatory reservation fees (e.g., nightly rates, cleaning fees).
- Optional fees (e.g., pool heating, early check-in) unless authorized.

4.3 Limited Exceptions

- **Hotels** may collect:
 - Standard incidental deposits at check-in,
 - Optional on-site service fees (e.g., parking),
 - Taxes where legally required.
- **Software-connected Hosts** may collect mandatory fees off-platform **if authorized** and disclosed in the listing price breakdown.

5. Guest Contact & Identity Data

5.1 Prohibited Conduct

Hosts may not:

- Request guest contact information **before booking confirmation**.
- Use guest-provided data for **marketing, third-party communications, or unrelated purposes**.
- Request unnecessary identity documents except where legally mandated.

5.2 Permitted Exceptions

- **Legal or regulatory requirements** (e.g., local guest registry laws, HOA rules).
- **Guest-initiated communication preferences** after booking confirmation.
- **Optional alternative communication apps** requested by Guests post-booking.

6. Reviews and Feedback

6.1 Prohibited Practices

- Requesting reviews or surveys **outside the FRG Platform**.
- Incentivizing off-platform reviews (e.g., discounts, upgrades).

6.2 Rationale

Off-platform review practices undermine the **integrity of the FRG review system** and deprive Guests of reliable, transparent feedback.

7. Property Access Requirements

7.1 Prohibited Practices

Hosts may not require Guests to:

- Create accounts on **third-party websites** to access accommodations.
- Install **third-party apps** unless optional or legally mandated.

7.2 Permitted Exceptions

- **Legal obligations** requiring specific access controls (e.g., building safety, HOA regulations).
 - **Optional smart-home apps** (e.g., keyless entry, climate control) that enhance Guest experience but are not mandatory.
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8. Regional Variations

8.1 United States & Canada

- **Federal Trade Commission (FTC)** and state laws prohibit unfair or deceptive practices, including hidden fees.

8.2 EEA & United Kingdom

- **EU Directive 2011/83/EU** and **UK Consumer Rights Act** require full price transparency at booking.

8.3 Australia & New Zealand

- **Australian Consumer Law (ACL)** and **NZ Fair Trading Act** regulate disclosure of mandatory fees.

8.4 Brazil

- **Brazilian Consumer Protection Code** mandates clear disclosure of all fees in BRL.

8.5 China

- **PIPL** imposes strict rules on personal data handling and transparency obligations.

8.6 Rest of World

- Local laws apply; stricter requirements override this Policy where applicable.
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9. Enforcement & Penalties

Violations of this Policy may result in:

- **Listing removal or account suspension;**
 - **Termination of FRG accounts** for repeated or severe breaches;
 - **Automatic refunds** for unauthorized charges;
 - **Legal reporting obligations** where required by law.
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10. Dispute Resolution

Disputes arising from this Policy follow procedures in:

- **FRG Terms of Service** (Arbitration & Governing Law sections)
- **Payment Terms** (Off-Platform Payment Disputes)

Regional mechanisms apply where required by law (e.g., EU consumer rights bodies).

11. Modifications

FRG may amend this Policy to reflect:

- **Regulatory changes,**
- **Platform feature updates,** or
- **Consumer protection enhancements.**

Material changes will be communicated with at least **30 days' notice** before enforcement.

12. Effective Date

This Policy takes effect on **September 3, 2025**, unless regional laws impose different timelines.

This **FRG Fee Transparency and Off-Platform Use Policy** now matches the **length, legal depth, regional compliance requirements,** and **enforcement mechanisms** used in the other FRG governance policies. It consolidates **off-platform booking, payment, contact data, review integrity, and access control rules** into one comprehensive framework.