

How the Resolution Center Works — Furnished Rental Group (FRG)

The **Resolution Center** provides a streamlined process for **sending or requesting money** related to a Guest's stay, Service, or Experience on the **Furnished Rental Group (FRG) Platform**. Whether you need to issue a refund, request payment for optional services, or resolve issues such as property damage, the Resolution Center serves as the central hub for managing these financial transactions.

1. Sending or Requesting Money

Before submitting a request, Hosts or Guests may need to **add a payment method** to their FRG account.

Key points:

- Requests must be submitted **within 60 days** of the Guest's check-out date or the end of the Service or Experience.
 - Funds may be requested or refunded for **eligible scenarios only** (see below).
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2. Approved Uses of the Resolution Center

You may use the Resolution Center for:

- **Refunds:**
 - Refunds agreed upon by both Host and Guest.
 - Guest refund requests based on applicable FRG policies.
- **Optional fees:**
 - For example, optional services like **paid transportation**, **premium amenities**, or **special upgrades** requested by the Guest.
- **Security deposits:**

- Only available for certain software-connected Hosts.
 - Must be **properly disclosed** at booking for Guest transparency.
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3. Prohibited Uses

The Resolution Center **cannot** be used for:

- **Reservation modifications:**
 - Additional nights, Guest count changes, or pet fees must be processed through the **Modify Reservation** tool, not the Resolution Center.
- **Mandatory fees and undisclosed deposits:**
 - All mandatory fees must be displayed in the **appropriate pricing fields** at booking.
 - Simply listing them in the property description is insufficient.

Exceptions apply for some software-connected Hosts who may charge the following separately:

- Utility fees (e.g., water, heating, electricity, air conditioning)
- Resort fees
- Bedding or linen fees
- Management fees
- Homeowners' Association (HOA) fees
- Cleaning fees
- Security deposits

For locations where **FRG does not collect taxes** or where **Hosts must collect taxes directly**, tax obligations must be clearly disclosed in the property description.

4. Hotel Stays

The Resolution Center may not be available for some **hotel stays**.

- Hotels may collect optional fees **outside the FRG Platform** as part of standard operational practices (e.g., parking fees).
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5. Viewing Resolution Center Requests

Guests and Hosts can review Resolution Center requests through:

- **Email notifications** linked to their FRG account, or
 - The **Resolution Center dashboard** on the FRG Platform.
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6. If No Agreement is Reached

When Hosts and Guests **cannot resolve a dispute directly**, either party may request **FRG intervention**.

Important requirements:

- Issues must be reported within **72 hours** of discovery to qualify under FRG's Refund and Reservation Assistance Policies.
 - FRG's **specialized support team** will review all submitted evidence and may request additional information before making a **final binding decision**.
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7. Damage Reimbursement Process

If a Guest causes damage during a stay:

- Hosts can submit a **damage reimbursement request** via the Resolution Center.
- Eligible damages may be reimbursed under **AirCover for Hosts**, which includes:

- Up to **\$3M in Host Damage Protection**
- **\$1M Host Liability Insurance**
- Guest identity verification
- 24/7 safety support line

AirCover protection:

- Is **included at no cost** for all Hosts,
- Is **not an insurance policy** but is backed by insurance providers in some jurisdictions.

Regional considerations for insurance coverage

- **United States & EU:** Coverage facilitated by licensed insurance intermediaries.
- **United Kingdom:** Coverage underwritten by Zurich Insurance Company Ltd., regulated by the Financial Conduct Authority (FCA).
- **Australia:** Coverage subject to specific AirCover Terms for Australian Hosts.
- **Japan:** Separate insurance programs apply for Hosts offering stays or Experiences in Japan.

8. Summary Table

Action	Eligible in Resolution Center?	Notes
Guest refund requests	Yes	Must be within policy guidelines
Optional service fees	Yes	Disclosed at booking
Security deposits (software Hosts)	Yes	Properly disclosed at time of booking

Reservation modifications	No	Use Modify Reservation tool instead
Mandatory fees not shown at booking	No	Must be included in original booking price
Hotel optional fees	Sometimes	May be handled outside FRG Platform
Property damage reimbursement	Yes	Covered via AirCover for Hosts

This **How the Resolution Center Works — FRG** policy ensures:

- **Clear procedures** for financial disputes,
- **Proper documentation** for all refund or payment requests, and
- **Fair resolution** for both Hosts and Guests through FRG's dedicated support team.