

Off-Platform Fees Policy — Furnished Rental Group

This Off-Platform Fees Policy (“Policy”) forms part of the **Furnished Rental Group Terms of Service, Payment Terms, and Service Fee Policy**. It explains when and under what circumstances Hosts may charge fees **outside the FRG Platform** (“Off-Platform Fees”), the limitations imposed, and the procedures for compliance with global consumer, tax, and financial regulations.

By hosting or booking on the FRG Platform, you agree to abide by this Policy.

1. General Prohibition on Off-Platform Fees

- Hosts **may not charge Guests any mandatory or optional fees outside the FRG Platform** unless explicitly permitted under this Policy or required by law.
- All charges associated with a reservation must be **fully disclosed at booking** through the FRG Platform’s price breakdown interface.

Violations may result in account suspension, termination, or withholding of payouts under the **FRG Terms of Service**.

2. Permitted Off-Platform Fees

FRG may authorize specific Off-Platform Fees under tightly controlled conditions:

2.1 Mandatory Fees for Software-Connected Hosts

Hosts using integrated **Property Management Software (PMS)** may collect certain mandatory fees off-platform **only if**:

- They are **clearly displayed in the listing price breakdown**,
- Collected **via authorized payment methods**, and
- Comply with all applicable tax and consumer laws.

Examples include:

- **Resort fees** (covering amenities such as pools, gyms, Wi-Fi),
 - **Utilities fees** (electricity, water, gas for long-term stays),
 - **Homeowner Association (HOA) fees** when legally required.
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2.2 Optional Fees for Hotels

Hotels or traditional lodging providers may charge optional off-platform fees **consistent with customary industry practices** (e.g., parking fees, minibar charges).

- Such fees must be disclosed in the listing description and **comply with local laws on transparency and consumer rights**.
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2.3 Taxes Collected Directly by Hosts

In jurisdictions where:

- FRG is **not legally required to collect certain taxes**, or
- Hosts are **legally obligated** to collect taxes directly,

Hosts may collect such taxes off-platform, provided:

- They comply with **local tax laws**,
 - Tax amounts are **disclosed at booking**, and
 - Tax records are **maintained for regulatory inspections**.
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3. Optional Fees for Non-Hotel Hosts

All optional fees (e.g., late check-out, extra cleaning) for non-hotel Hosts must be processed:

- Through the FRG Resolution Center, or
- On-platform during the booking process,

unless FRG grants explicit written authorization for off-platform collection.

4. Security Deposits

4.1 General Rule

- Most Hosts **cannot** charge off-platform security deposits.
 - FRG offers **standard Host Damage Protection** under its **FRG Cover Program**, reducing the need for off-platform deposits.
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4.2 Limited Exceptions

Off-platform security deposits are permitted **only if**:

- They are **required by law** or **standard industry practice** (e.g., hotels requesting incidental deposits at check-in),
- Disclosed clearly in the **listing description** and **reservation summary**,
- Processed via **credit card pre-authorization** or **cash deposit** in line with local regulations.

Hosts must specify:

- **Deposit amount**,
 - **Purpose**,
 - **Conditions for refund or retention**,
 - **Applicable timelines for refund processing**.
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4.3 Hotels and Traditional Lodging

Hotels may request a credit card or cash deposit at check-in for incidentals (e.g., minibar, room service).

- Such deposits must be **pre-disclosed** in the reservation terms and comply with **hospitality industry regulations**.
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5. Transparency & Disclosure Requirements

All off-platform fees must be:

- **Clearly displayed** in the listing price breakdown,
- **Itemized separately** from nightly rates and taxes,
- **Explained in reservation confirmation** emails or invoices.

Hidden fees or undisclosed off-platform charges are strictly prohibited.

6. Regional Variations

6.1 United States & Canada

- Consumer protection laws require **full fee disclosure** at booking.
- State/local laws may regulate resort or occupancy fees separately.

6.2 EEA & United Kingdom

- EU/UK law mandates **price transparency** and prohibits hidden charges under **Directive (EU) 2011/83** and **UK Consumer Rights Act**.

6.3 Australia & New Zealand

- **Australian Consumer Law (ACL)** and **NZ Fair Trading Act** prohibit misleading or hidden fees.

6.4 Brazil

- Brazilian law requires all fees to be **displayed in Brazilian Real (BRL)** with clear tax separation.

6.5 China

- **PIPL** and **consumer rights laws** mandate full disclosure for any off-platform collection of personal or financial data.

6.6 Rest of World

- Local laws apply; where stricter, those laws override this Policy.
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7. Recordkeeping & Compliance

Hosts collecting off-platform fees under authorized exceptions must:

- Maintain **transaction records** for at least **5 years** (or longer if required by local law),
 - Provide receipts upon Guest request,
 - Comply with **tax reporting obligations** where applicable.
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8. Dispute Resolution for Off-Platform Fees

- **Guests** may dispute unauthorized off-platform charges through the FRG Resolution Center.
- **Hosts** may appeal FRG decisions but must provide documentation proving compliance with this Policy.

Disputes follow the same escalation path as outlined in:

- **FRG Terms of Service** (Section 22: Arbitration)
 - **Payment Terms** (Section 13: Dispute Resolution)
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9. Enforcement & Penalties

Violations of this Policy may result in:

- **Automatic refund obligations**,
 - **Suspension or termination** of FRG accounts,
 - **Withholding of payouts** or imposition of penalties,
 - **Legal action** where consumer or financial laws are breached.
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10. Modifications to this Policy

FRG may modify this Policy to:

- Reflect changes in **laws or regulations**,
- Address **emerging fraud risks** or **industry practices**,
- Implement **platform updates** for fee processing.

Users will receive **30 days' notice** before material changes take effect.

11. Effective Dates

This Policy takes effect on **September 3, 2025**, except where specific regional or legal timelines impose different effective dates.

12. Governing Law

This Policy is governed by the laws applicable under the **FRG Terms of Service** and **Payment Terms** for your jurisdiction.

This **FRG Off-Platform Fees Policy** now matches the **length, legal complexity, and global compliance requirements** of the other FRG policies we created. It incorporates **when fees are allowed, regional rules, security deposit handling, enforcement mechanisms, and dispute resolution procedures**.