

# Standards and Requirements for Services and Experiences - Furnished Rental Group

**Last Updated:** May 13, 2025

At **Furnished Rental Group (FRG)**, we expect all Hosts and co-Hosts offering Services and Experiences to maintain the highest professional and safety standards. These requirements apply **before a listing is published and throughout the entire period it remains active** on our platform.

FRG reserves the right, at its sole discretion, to determine whether a Service or Experience meets these standards. Meeting these requirements does not guarantee listing approval, as final approval may depend on additional factors such as quality, safety, and compliance with all applicable laws and regulations.

All Hosts and co-Hosts must also comply with:

- **The FRG Terms of Service**
- **Supplemental Terms for Services and Experiences**
- **FRG Community Policies**

Certain activities are **prohibited** or **restricted** on the platform. Hosts should review the **Prohibited and Restricted Activities Policy** for additional guidance.

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## 1. Pre-Publication Requirements for Services and Experiences

Before listing any Service or Experience on FRG, both the Host and the listing must meet the following criteria:

### A. Host Criteria

- **Identity Verification & Background Checks:** Hosts must complete FRG's identity verification process and, where applicable, undergo background checks or other screening procedures.
- **Licensing & Certification:** Hosts must maintain valid permits, licenses, insurance, or certifications as required by local laws and industry regulations. Proof of compliance may be requested at any time.
- **Experience & Qualifications:**

- At least **2 years of professional experience** in the relevant category, or **5 years for chefs** without formal culinary certification.
  - A professional reputation for **high-quality service**, demonstrated through customer reviews, industry awards, or professional recognition.
  - **Portfolio Requirements:**
    - For photography, personal training, culinary services, spa treatments, beauty services, or similar categories, Hosts must provide a **visual portfolio** showcasing professional work.
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## B. Service Listing Standards

Each Service listing must include:

- **High-Quality Images:** Minimum of **5 color photos** for each listing. Photography services require at least **15 portfolio images**; spa and massage listings must use FRG-approved images.
  - **Title and Description:**
    - Title should clearly define the service and provider.
    - Description should explain qualifications, methods, materials, and what differentiates the service provider.
  - **Service Tiers:**
    - Minimum of **three options per listing** (Basic, Standard, Premium).
    - Each option must have a clear price point and accompanying image.
    - Examples: Basic (e.g., \$50 or less, shorter duration), Standard (mid-tier), Premium (highest service level).
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## C. Experience Listing Standards

Experiences must meet the following requirements:

- **Knowledge & Expertise:** Hosts must have relevant formal training, cultural background, or professional experience related to the activity.
  - **Cultural Relevance:** Experiences should connect Guests with **local culture, cuisine, or communities**, fostering meaningful interaction.
  - **Safety & Venue Standards:**
    - Venues must be **safe, clean, comfortable, and appropriately sized** for the activity and group size.
    - Spaces should align with standard industry practices for that type of activity.
  - **Photos & Visual Content:** Minimum **5 high-quality images** showcasing the experience setting and activities.
  - **Activity Itinerary:** A clear schedule describing all activities from start to finish (minimum 1 activity, maximum 5 per listing).
  - **Title & Description:** Title should highlight the core experience using action-oriented language (“Explore...”, “Discover...”, “Learn...”).
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## 2. Post-Publication Requirements for Services and Experiences

Once published, all Services and Experiences must continue to meet the following requirements:

- **Reservation Integrity:**
  - Hosts must honor confirmed reservations.
  - Cancellations are subject to the **FRG Host Cancellation Policy for Services and Experiences**.
- **Guest Communication:**
  - Hosts must maintain timely, professional communication with Guests before and during reservations.
- **Safety & Quality Maintenance:**
  - Hosts must adhere to the **FRG Safety Policies for Services and Experiences**.

- Listings may be periodically reviewed based on Guest feedback, incident reports, or quality audits.
  - **Co-Host Accountability:**
    - Hosts are responsible for ensuring co-Hosts or assistants comply with all standards.
  - **Guest Verification:**
    - FRG may verify Guest identity for all reservations.
    - We strongly discourage mixing FRG Guests with participants from other platforms in the same session.
  - **Assistants & Support Staff:**
    - If a Host involves assistants, Guests must be notified in advance as per **FRG Host Fundamentals**.
  - **Listing Updates:**
    - Significant changes to offerings, location, or activities require re-verification before remaining active on the platform.
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### 3. Compliance Monitoring and Enforcement

FRG actively reviews:

- **Guest Feedback** and ratings
- **Host Cancellations** and reservation practices
- **Safety and Quality Reports** submitted to our Support Team

Failure to comply with these requirements may result in:

- Listing removal
- Account suspension
- Permanent platform bans for repeated or severe violations

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This **Standards and Requirements for Services and Experiences Policy** forms part of the **Furnished Rental Group Terms of Service** and applies across all regions where FRG operates, with regional modifications where required by law.

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