DISPUTES

Resolution Centre Policy

How money disputes between Guests and Hosts are raised, evidenced and decided, and what to do if you disagree with our decision.

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Applies to: Guests and Hosts · Governing law: England and Wales · Owner: Operations, BabuSpace Ltd

The Resolution Centre is where money moves after a booking has ended: damage claims, refund requests, additional charges and disputes about what was agreed. It exists so that neither party has to chase the other, and so that every decision is made on a record rather than on who shouted loudest.

1. What the Resolution Centre is for

Use it for	Do not use it for
Requesting money for damage, missing items or extra cleaning	Reporting a safety emergency — call local emergency services first
Requesting a refund after a stay	Reservation Issues at check-in — use the process in BS-POL-013, which is faster
Sending or requesting money for an agreed extra service	Disputes about an off-Platform booking, which we cannot resolve
Disputing a fee or a refund calculation	Complaints about another Member's behaviour with no money at stake — use the report function
Claiming under the Major Disruptive Events Policy	Anything already decided and appealed

2. The process

2.1 Stage one — direct request

The claiming party opens a case and sends a request to the other party, stating the amount, the reason and the evidence. **The other party has 72 hours to accept, decline or respond with a counter-offer.**

Most cases end here. A Host who documents damage clearly and asks for a reasonable amount is usually paid without argument.

2.2 Stage two — BabuSpace review

If there is no agreement within 72 hours, either party may involve BabuSpace. We will:

- confirm what we have and tell both parties what is missing;
- give each side a fixed window, normally 72 hours, to submit anything further;
- decide on the evidence, and explain the decision in writing to both parties.

We aim to decide within **10 business days** of a case being escalated.

2.3 Stage three — appeal

Either party may appeal once, within **14 days**, on the basis of new evidence or a clear error in how we applied a policy. An appeal is reviewed by someone who did not make the original decision. We aim to respond within 10 business days. The appeal decision is final within the Platform.

3. Time limits

Claim type	Deadline to open a case
Damage, missing items, extra cleaning	Within **14 days of check-out**, or before the next Guest checks in, whichever is sooner
Refund request after a stay	Within **30 days of check-out**
Fee or refund calculation dispute	Within **60 days of the transaction**
Major Disruptive Event	Within **14 days of the event**

3.1 The damage deadline is short deliberately. Once another Guest has entered the property it is not possible to establish who caused what, and a claim made after that point cannot fairly be decided.

4. Evidence

4.1 **The party asking for money carries the burden of proving the claim.** That is the rule we apply throughout.

4.2 Strong evidence:

- date-stamped photographs of the same area before and after the stay;
- a repair invoice, a replacement receipt, or a written quotation from a third party;
- the Platform message thread;
- a professional report — plumber, electrician, cleaner, pest controller;
- a police reference number where a crime is alleged.

4.3 Weak evidence: an undated photograph; an estimate written by the claimant; an assertionwith no supporting document; a photograph that could have been taken at any time.

4.4 We do not accept evidence gathered in breach of the Host Privacy Standards (BS-POL-008).Footage from a prohibited indoor camera will not be considered, and its existence will be investigated as a breach.

5. How we value a claim

5.1 **Damage is compensated at repair cost, or at the replacement cost of a comparable item of the same age and condition.** Not at the cost of a new item to replace an old one.

5.2 We apply reasonable depreciation. A seven-year-old sofa is not replaced with a new sofa at BabuSpace's or the Guest's cost.

5.3 We do not compensate for:

- **fair wear and tear** — this is a cost of hosting, not a Guest liability;
- pre-existing damage;
- loss of future bookings, unless the property was genuinely unlettable and that is evidenced;
- distress, inconvenience or time spent.

5.4 Extra cleaning is compensated at the actual, evidenced cost of the additional work, not at the full cleaning fee again.

6. How money moves

6.1 Where a Guest agrees to pay, the amount is charged to their payment method and passed to the Host.

6.2 Where a Guest declines and we decide in the Host's favour, we may charge the Guest's payment method for the decided amount, up to any deposit or authorisation held, and pursue the balance separately.

6.3 Where a Host is required to refund a Guest, we deduct from the Host's payout or recover from future payouts.

6.4 We may hold a payout while a case is open, up to the amount in dispute. The undisputed balance is released normally.

7. Conduct in the Resolution Centre

7.1 Communicate through the Platform. A settlement agreed by phone or in person is not enforceable by us.

7.2 Do not threaten a negative review to force a settlement, and do not offer to remove a review in exchange for money. Both are breaches of the Reviews Policy (BS-POL-017) and both may result in removal from the Platform.

7.3 Do not inflate a claim. A claim found to be deliberately inflated will be refused in full, not reduced to a fair amount.

7.4 Abuse, threats or discriminatory language in a case will be actioned separately under the Community Policies (BS-POL-018), regardless of the merits of the claim.

8. Our role, honestly stated

8.1 BabuSpace decides how funds held or handled through the Platform are allocated. That is a commercial decision under our Terms, made on the evidence.

8.2 **It is not an arbitration and it is not a court judgment.** Our decision does not determine either party's legal rights, and it does not prevent either party from pursuing the other through the courts.

8.3 Where a claim exceeds what we can resolve, or involves an allegation of a crime, we will say so and direct you to the appropriate route.

9. If you are not satisfied with us

9.1 Complaints about how we handled a case go to info@babuspace.uk marked "Resolution Complaint". We will acknowledge within 3 business days and respond substantively within 20 business days.

9.2 Consumers retain all rights under applicable consumer protection law, including the right to bring a claim in court. Nothing in this policy limits those rights.

9.3 Where BabuSpace participates in a certified alternative dispute resolution scheme, details are published at babuspace.uk/legal.

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