PRICING AND FEES

Service Fees Policy

What BabuSpace charges, who pays it, when it is refunded, and how we show it to you before you commit.

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

We charge two fees and nothing else. There are no listing fees, no subscription requirements, no payment surcharges and no fees that appear later in the flow. This document sets out both fees in full, with worked examples.

1. Definitions used in this document

Term	Meaning
Accommodation Price	The amount the Host sets for the stay, including any Host-set cleaning fee, extra-guest charge or pet charge.
Guest Service Fee	5% of the Accommodation Price, charged to the Guest.
Host Commission	10% of the Accommodation Price, deducted from the Host's payout.
Booking Total	Accommodation Price + Guest Service Fee + any taxes collected at booking. This is the figure the Guest pays.
Host Payout	Accommodation Price less Host Commission, less any deductions properly made under our policies.

2. The two fees

2.1 **Guest Service Fee — 5% - 5.5%** Charged to the Guest, calculated on the Accommodation Price, and shown as a separate line in the price breakdown at checkout.

2.2 **Host Commission — 10%.** Deducted from the Host's payout, calculated on the Accommodation Price, and shown in the Host's earnings breakdown before the Host accepts a Booking.

2.3 Both fees are **inclusive of VAT** where VAT applies to that supply. Members do not pay VAT on top of the stated percentage.

2.4 The combined BabuSpace take is 15% of the Accommodation Price. We publish it so that you can check the arithmetic rather than take it on trust.

3. Worked example — a £300 stay

Line	Amount	Who
Accommodation Price (Host-set)	£300.00	—
Line	**Amount**	**Who**

Guest Service Fee (5%)	£15.00	Guest pays
Booking Total charged to Guest	**£315.00**	Guest pays
Host Commission (10%)	(£30.00)	Deducted from Host
Host Payout	**£270.00**	Host receives

3.1 Read the example this way: the Guest pays £315 and the Host receives £270.

3.2 The same arithmetic applies at every price point. A £1,000 Accommodation Price produces a £1,050 Booking Total and a £900 Host Payout.

4. How we show the price

4.1 The **first price a Guest sees in search results is the total price for the dates selected**, including the Guest Service Fee and any taxes we collect. It is not a nightly rate that grows as the Guest moves through checkout.

4.2 Where a Guest has not yet selected dates, we show a nightly rate clearly labelled as such, with a statement that fees and taxes are added once dates are chosen.

4.3 A full breakdown — nightly rate, number of nights, cleaning fee, extra-guest charges, Guest Service Fee, taxes — is available on the listing page before the Guest reaches payment, and again on the payment page.

> **Our commitment on price transparency**
>
> We do not practise drip pricing. Under the Digital Markets, Competition and Consumers Act 2024, a trader inviting a consumer to purchase must show the total price including all mandatory fees. We treat that as a floor, not a target. If a charge is unavoidable, it is in the headline number. If it is genuinely optional, it is labelled optional and is off by default.

5. When fees are refunded

5.1 Fee refunds follow the Cancellation Policy for Homes (BS-POL-010). The rules are set out there in full and summarised here.

Amount	Inside the free window	Outside the free window
Guest Service Fee (5%)	Refunded in full	Retained as a booking charge, **capped at £12** or the local equivalent. Anything above the cap is refunded
Host Commission (10%)	Not charged	Charged only on the amount the Host actually keeps, and reversed on anything rebated to the Guest
Cleaning fee	Refunded in full	Refunded in full whenever the Guest does not check in

5.2 The **free window** is the period in which the cancellation table returns 100%: down to 7 days before check-in on Open, 15 days on Balanced, 30 days on Protected.

5.3 The £12 cap exists because 5% of a £2,000 booking is £100, and £100 to process a cancellation is a penalty rather than a cost.

5.4 **The Guest Service Fee is refunded in full**, with no booking charge retained, in every one of these cases:

- the Host cancels, at any notice;

- death or hospitalisation of the Guest or of the person the booking was made for;
- the property is materially not as described, unsafe or inaccessible;
- a government order makes the stay unlawful;
- a BabuSpace platform or payment failure prevents the stay;
- BabuSpace cancels the Booking for any reason.

5.5 Refunds are returned to the original payment method, at the exchange rate of the original transaction. Mobile money payments return to the originating wallet. Timing is typically 5 to 10 business days after we release the refund.

6. Currency and foreign exchange

6.1 Where the Guest's display currency differs from the Host's payout currency, a conversion takes place. The rate used, and the margin included in it, is disclosed at checkout before the Guest pays.

6.2 We do not present a foreign exchange margin as a separate "fee". It is built into the rate and we tell you so.

6.3 A refund converted back into the Guest's currency may differ slightly from the original amount because exchange rates move. We refund the original transaction amount in the original charge currency wherever the payment method allows it.

7. What we do not charge

- No listing fee, and no charge for creating or maintaining a Listing.
- No fee for messaging, for using the Resolution Centre, or for customer support.
- No fee for cancelling within the terms of the applicable Cancellation Policy.
- No payment method surcharge. A Guest paying by card, bank transfer or mobile money pays the same total.
- No charge for a payout in the Host's own currency to an account in their own country.

8. Promotions, discounts and memberships

8.1 Where a Guest holds a Space+ membership or applies a promotional code, the discount is applied to the Accommodation Price before fees are calculated, unless the promotion states otherwise.

8.2 Where a discount is funded by BabuSpace rather than by the Host, the Host Payout is unaffected. Where a discount is funded by the Host (for example a Host-set weekly or monthly discount), it reduces the Accommodation Price and therefore both fees.

8.3 The funding source of every discount is shown to the Host before they opt in.

9. Changing our fees

9.1 We may change our fees. A change will not affect any Booking already confirmed.

9.2 We will give Hosts at least **30 days' written notice** of any increase to the Host Commission. Hosts who do not accept the change may close their Listings before it takes effect without penalty.

9.3 Changes to the Guest Service Fee take effect for bookings made on or after the effective date and are always shown in the price before the Guest pays.

10. Questions and disputes about fees

10.1 If you believe a fee has been calculated incorrectly, raise it through the Resolution Centre within 60 days of the transaction. Include the booking reference.

10.2 We will show you our calculation. If we got it wrong, we will correct it and refund the difference. If we got it right, we will explain why, line by line.