CHARGES OUTSIDE THE PLATFORM

Offline Fee Policy

The narrow set of circumstances in which a Host may ask a Guest for money outside BabuSpace, and everything they may not.

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

The default rule is simple: everything a Guest must pay should be in the Booking Total, paid through BabuSpace, before arrival. This document exists because a small number of charges genuinely cannot be handled that way, and Guests deserve to know in advance which ones those are.

1. The default rule

1.1 A Host must include every mandatory charge in the Accommodation Price at the point the Listing is displayed. That includes cleaning fees, linen fees, extra-guest charges, pet charges, resort or amenity charges, and any minimum-spend requirement.

1.2 A Host must not require a Guest to pay any mandatory amount outside the Platform, whether in cash, by bank transfer, by mobile money, or by any other method, except as permitted in section 2.

1.3 A charge that was not disclosed before the Guest booked is not payable. A Guest who is asked for an undisclosed mandatory charge on arrival should decline it and report it through the Resolution Centre.

> **Why this is not just a house rule**
>
> A mandatory charge withheld until after the consumer has committed is a drip-pricing practice, and drip pricing is a banned practice under UK consumer protection law. It exposes the Host to enforcement risk, not only to a BabuSpace penalty. We take it seriously on the Host's behalf as well as the Guest's.

2. Charges a Host may collect offline

A Host may collect the following outside the Platform, and only these:

2.1 Government-levied tourist, occupancy or city taxes

Where a local authority requires a per-person or per-night levy to be collected in person and BabuSpace does not collect it at checkout, the Host may collect it on arrival. The Host must state the exact amount and the legal basis in the Listing before booking, and must issue a receipt.

2.2 A refundable security deposit, where permitted

Where the Host requires a security deposit and the Platform's deposit facility is unavailable for that market, the Host may hold a deposit by pre-authorisation on a payment card only. The amount must be disclosed in the Listing. The deposit must be released within 14 days of check-out unless a claim has been opened under the Host Damage Protection Terms (BS-POL-016).

2.3 Genuinely optional extras, requested by the Guest

Airport transfers, mid-stay cleaning, breakfast, late check-out, equipment hire and similar services that the Guest chooses to buy. These must be:

- optional in fact, not just in name — declining them must not affect the stay;
- priced in the Listing or quoted in writing through Platform messaging before the Guest commits;
- never a condition of check-in, key collection or access.

2.4 Damage or loss identified after check-out

Handled exclusively through the Resolution Centre (BS-POL-015) and the Host Damage Protection Terms (BS-POL-016), not by direct demand.

3. Charges that are never permitted offline

Prohibited charge	Why
Any part of the nightly rate or cleaning fee	Must be in the Accommodation Price. Splitting it is fee avoidance.
A "platform fee", "booking fee" or "admin fee" invented by the Host	BabuSpace charges the only fees on this Platform.
A surcharge for paying by a particular method	Prohibited by our Payments Terms and, for consumer card payments, by law in the UK.
A charge for keys, access codes, Wi-Fi, heating, water, electricity or bedding	These are part of the accommodation.
A late-payment, no-show or cancellation charge outside our Cancellation Policies	Cancellations are governed exclusively by BS-POL-010.
Any charge collected in cash without a receipt	Unverifiable and unenforceable.
Any charge that would take the total above the amount the Guest agreed	Full stop.

4. Disclosure standard

4.1 Every permitted offline charge must appear in the Listing description under a clearly titled heading, before the Guest books. "Contact host for details" is not disclosure.

4.2 The disclosure must state: what the charge is, the exact amount or the formula, who levies it, when it is payable, and how it is paid.

4.3 Where an offline charge is required by law and the amount is set by a public authority, a link or reference to that authority satisfies the amount requirement.

5. What a Guest should do if asked for an undisclosed charge

- Do not pay it at the door under pressure.
- Ask the Host to send the request in writing through BabuSpace messaging.

- Open a case in the Resolution Centre. Include photographs of any notice or invoice.
- If access to the property is being withheld until payment, contact BabuSpace support immediately. Withholding access over an undisclosed charge is treated as a Host cancellation under BS-POL-013.

6. Enforcement

6.1 A first breach normally results in a written warning, correction of the Listing, and a refund to the Guest of any amount improperly collected.

6.2 Repeated or serious breaches — particularly withholding access, demanding cash on arrival, or a pattern of undisclosed charges — may result in removal of Listings, withholding of payouts to cover refunds due, and permanent removal from the Platform.

6.3 Where a Host has collected an improper charge, BabuSpace may refund the Guest and recover the amount from the Host's future payouts.

6.4 Nothing in this policy limits a Guest's rights under consumer protection law, or a Host's right to pursue a Guest for genuine damage through the proper channel.

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info@babuspace.uk