KEEPING BOOKINGS ON THE PLATFORM

Off-Platform Policy

What must stay on BabuSpace, what you are free to do elsewhere, and why we draw the line where we do.

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Applies to: All Members · Governing law: England and Wales · Owner: Trust and Safety, BabuSpace Ltd

This policy is about protecting the booking, not about controlling your business. Once a booking leaves the Platform, every protection we offer disappears with it: verification, secure payment, cancellation rights, the Resolution Centre, damage claims and support.

Guests lose the most, and they lose it without knowing.

1. The core rule

1.1 Where a Guest and a Host are introduced through BabuSpace, the booking must be **made and paid for through BabuSpace**.

1.2 This applies from first contact until the end of the stay, and for **12 months after** the introduction where no booking has been completed on the Platform.

1.3 It applies regardless of who suggests moving off-Platform.

2. What is not permitted

Prohibited conduct	Example
Diverting a booking	Asking a Guest to book directly by bank transfer, mobile money or cash after they enquired on BabuSpace.
Requesting off-Platform payment	Sending payment details, a payment link or a QR code through Platform messaging.
Sharing contact details prematurely	Putting a phone number, email address, WhatsApp handle or external URL in a Listing, a photograph, a profile or a pre-booking message.
Off-Platform pressure	Telling a Guest the price is lower off-Platform, or that BabuSpace fees can be "saved".
Cancelling to rebook elsewhere	Cancelling a confirmed Booking and completing the same stay directly.
Circumventing on a repeat stay	A returning Guest booking directly within 12 months of a BabuSpace introduction.
Duplicate off-Platform contracts	Asking a Guest to sign a separate agreement that changes the price or the cancellation terms.

3. What is expressly permitted

We want to be equally clear about what this policy does **not** restrict.

3.1 **You may list the same property anywhere else.** On any other platform, on your own website, through an agent, or by word of mouth. We do not require exclusivity.

3.2 **You may charge a different price elsewhere.** BabuSpace does not impose price parity or rate parity. If you charge less on another channel or on your own site, that is your commercial decision and we will not penalise you for it.

3.3 **You may keep your own direct guests.** Guests who came to you from anywhere other than a BabuSpace introduction are yours. Nothing in this policy touches them.

3.4 **You may exchange contact details after a Booking is confirmed**, for the practical purposes of the stay — arrival coordination, access, emergencies.

3.5 **You may market to your own audience.** Your existing customer list, your social media, your signage.

> **Why we do not require rate parity**
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> Broad price-parity obligations imposed by online platforms have repeatedly attracted competition scrutiny in the UK and elsewhere. We think they are also bad business. If our fee is worth paying, Hosts will keep listing with us because of what we do, not because a clause stops them going elsewhere. Our commitment is to earn the 15%.

4. Contact details and external links

4.1 Contact details, external booking links and payment identifiers are automatically filtered from Listings, profiles, photographs and pre-booking messages.

4.2 Attempting to defeat the filter — spelling an address out in words, embedding it in an image, using a code phrase — is itself a breach.

4.3 After a Booking is confirmed, direct contact details are released to both parties in the booking confirmation.

5. Reporting

5.1 If you are asked to transact off-Platform, report it through the Listing or message report function, or to info@babuspace.uk. Do not agree and then report afterwards.

5.2 We do not penalise a Member who receives an off-Platform request and reports it.

5.3 We treat reports confidentially. We will not disclose who reported a breach to the Member concerned.

6. Consequences

6.1 Depending on severity and history, we may: issue a warning; remove or suppress a Listing; withhold or reverse a payout; charge the fees that would have been payable on the diverted booking; suspend an account; or remove a Member permanently.

6.2 Where a Guest has been harmed by a diverted booking, we may compensate the Guest and recover the amount from the Host.

6.3 A Member removed for repeated circumvention may not create a new account, and any new account identified as belonging to them will be closed.

7. What a Guest loses off-Platform

We set this out plainly so the choice is an informed one. A booking made off-Platform has:

- no verified identity on either side, and no GuestVerification score;
- no secure payment, and no chargeback protection for a bank or mobile money transfer;
- no cancellation policy, and no refund entitlement from BabuSpace;
- no access to the Resolution Centre;

- no damage claims process for the Host either; • no 24-hour support, and no record of what was agreed;
- no protection at all if the property does not exist.

7.1 BabuSpace has no liability of any kind in relation to an off-Platform booking, including one that began with a BabuSpace introduction. That is not a technicality. We genuinely cannot help, because we have no record, no funds and no leverage.

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