STANDARDS OF BEHAVIOUR

Community Policies

What BabuSpace expects of every Member, what will get you removed, and how we enforce it consistently.

BS-POL-018 · Version 1.0 · Effective 15 October 2026 · Live
Applies to: All Members · Governing law: England and Wales · Owner: Trust and Safety, BabuSpace Ltd

BabuSpace grew out of a family network. The idea behind it is that hospitality is about welcoming people in. That only works if everyone on the Platform behaves as though the person on the other side of the booking is somebody's family, because they are.

1. The four commitments

Every Member agrees to these.

1.1 Be safe

Do not put anyone at risk. That covers physical safety, fire safety, unsafe occupancy numbers, and the safety of neighbours and the wider community.

1.2 Be honest

Describe accurately. Do not misrepresent a property, an identity, a review or a claim.

1.3 Be respectful

Treat every Member with courtesy, whoever they are and wherever they are from.

1.4 Be reliable

Do what you said you would do. Turn up. Respond. Honour the booking.

2. Safety

2.1 Hosts must

- Provide a property that is safe, structurally sound and legally habitable.
- Fit and maintain **working smoke alarms**, and **carbon monoxide alarms where there is any fuel-burning appliance**.
- Provide a clearly displayed emergency contact number, the property's full address, and the location of the nearest hospital.
- Ensure fire exits are unobstructed and any locks on exit routes can be opened from inside without a key.
- Disclose anything a reasonable Guest would want to know before booking: stairs without a handrail, no lift above ground floor, a pool without a barrier, a balcony without a full-height rail, exposed heights, a shared entrance, ongoing building works, or a property that is not suitable for children.
- Meet all local gas, electrical, fire and licensing requirements for their property.
- Not exceed the safe or lawful occupancy of the property.

2.2 Guests must

- Not exceed the number of guests booked, and not bring undisclosed additional people.
- Not hold a party or event unless the Host has agreed in writing.
- Not smoke where smoking is prohibited, and not use candles, shisha or open flame where prohibited.
- Not tamper with, disable or remove a smoke or carbon monoxide alarm. This results in immediate removal from the Platform.
- Not bring an animal into a property that does not accept animals, other than a recognised assistance animal disclosed in advance.
- Respect the neighbours. A property in a residential building is somebody's home all year.

3. Conduct that results in removal

The following are treated as the most serious breaches and normally result in immediate and permanent removal, without a warning stage.

Conduct
Violence, or a credible threat of violence, against any person
Sexual assault, sexual harassment, or any sexual conduct without consent
Any conduct involving a child that endangers or exploits them
Human trafficking, exploitation, or facilitating either
Discrimination or a hate incident under BS-POL-020
A concealed recording device in a private space
Weapons brought into a property, other than lawfully held and disclosed
Using a property for a serious crime, including drug production or supply
Tampering with a smoke or carbon monoxide alarm
Fraud, identity misrepresentation, or fabricated claims
Stalking, doxxing, or persistent unwanted contact after a stay has ended

3.1 Where conduct may constitute a crime, we will report it to the appropriate authority and cooperate fully.

4. Conduct that will be sanctioned

Conduct	Typical first response
Rudeness, aggressive language, or persistent unpleasant messaging	Warning; repeated conduct suspends the account
Late cancellation without cause	Handled under BS-POL-010
Failing to respond to a Guest before or during a stay	Listing suppressed in search until responsiveness improves
Conduct	**Typical first response**

Persistently inaccurate Listing descriptions	Listing suspended until corrected
Leaving a property in an unreasonable state	Charged under BS-POL-016; repeated conduct suspends the account
Noise or disturbance complaints from neighbours	Warning; repeated complaints suspend the Listing or the Guest account
Attempting to move a booking off-Platform	Handled under BS-POL-006
Pressuring another Member over a review	Handled under BS-POL-017

5. Neighbours and communities

5.1 A short-term let sits inside a community that did not choose it. We take that seriously.

5.2 Hosts must comply with building rules, leases, freeholder consents, homeowners' association rules and local by-laws. Where a lease or a local rule prohibits short-term letting, the property may not be listed.

5.3 A neighbour who is not a Member may report a problem to info@babuspace.uk. We will investigate. Repeated substantiated complaints about a property may result in it being removed from the Platform, whether or not the Guests broke any rule.

5.4 Hosts must give Guests clear quiet hours and clear rules on shared spaces, bins and parking, and Guests must follow them.

6. How we enforce

6.1 **Proportionality.** The response fits the conduct and the history. A first minor breach gets a warning. A serious breach does not.

6.2 **Consistency.** The same conduct gets the same response regardless of how much a Member earns on the Platform or how long they have been here. A high-earning Host is not exempt.

6.3 **Notice.** We tell you what you are alleged to have done and give you an opportunity to respond, except where there is an immediate risk to safety, where we act first and explain afterwards.

6.4 **Appeal.** Every enforcement decision may be appealed once, within **30 days**, to a reviewer who was not involved in the original decision. Write to info@babuspace.uk with "Appeal" and your account reference.

6.5 **Reinstatement.** A suspended account may be reinstated where the underlying issue is corrected. A permanent removal is permanent, and creating a new account after removal is itself a breach.

7. Reporting

7.1 Report through the in-product report function, or to info@babuspace.uk.

7.2 **In an emergency, call local emergency services first.** Then tell us. Do not wait for us to act before protecting yourself.

7.3 We treat reports confidentially. We do not tell the subject of a report who made it.

7.4 We do not tolerate retaliation against a Member who makes a report in good faith. Retaliation is itself a removable breach.

7.5 A knowingly false report is a breach and will be actioned.

8. Our commitment to you

- We will read every report a person makes.
- We will explain our decisions rather than issue them.
- We will apply the same standard to ourselves that we apply to you.
- Where we get it wrong, we will say so and put it right.

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