

GUARDHOG

Cover For Guests and Hosts

THE BRIEF



To put cover in place that provides GuestReady hosts and guests with full protection when using GuestReady's technology platform and systems.

GUARDHOG products:

- Guest Cover - Cover for home failure, home misrepresentation, home fraud, host cancellation, guest cancellation and loss of keys
- Host Cover - Cover for buildings, contents, public liability and home-share liability on a per booking basis
- Deposit Cover - Replaces the need to take an actual cash deposit from the guest, it protects hosts against guest damage

Designed to:

- Provide cover on a worldwide basis
- To automatically cover all of your hosts bookings
- Take the burden of damage/insurance away from GuestReady
- Take the burden of relocation management and reimbursement away from GuestReady
- Create a great, positive customer experience when a problem arises
- Offer peace of mind, knowing your guest/host has proper cover in place

This is a high level summary of the cover provided, full details of the insurance policy can be found in the policy documents. Please ask if you have any questions or are unclear of any of the terms and conditions.

GUESTCOVER



What we cover

- Home failure, which renders it uninhabitable during the booking dates.
- Home misrepresentation, we will cover alternative accommodation costs
- Host cancellation, we will cover alternative accommodation costs, or reimburse non-refundable travel expenses
- Guest Cancellation, we will cover non-refundable travel expenses
- Home fraud, we will cover alternative accommodation costs
- Loss of Keys, we will pay the cost of changing the locks, keys and alarm fobs

Limits

- Alternative accommodation costs, limited at £150 per night
- Excess of £250
- Loss of keys liability, limited to £1,000

Structure

- Cover provided on a per booking basis

Pricing

- £2.50 per guest, per day

Payment Terms

- Paid monthly in arrears by GuestReady

Information we need

- Guest name, address, DOB, email address and passport number
- Booking details
- Host information

HOSTCOVER



What we cover

- Malicious damage by guest
- Accidental damage by guest
- Theft by the guest
- Unforced entry (guest leaves window open)
- Public liability in case the guest has an accident in or around the property
- Home-share liability in case they damage a neighbouring/3rd parties property i.e. communal and shared areas
- Host Assist (for settling home-share legal disputes)
- Loss of rent
- Identity theft
- Infestation (bed bugs)
- Excessive use of utilities
- Replacement keys and locks

Limits

- Buildings £1m
- Contents £100k
- Public liability and home-share liability £2m
- Minimum claim £1,000
- Excess £250

Structure

- Primary and non-contributory policy – so host's don't need to claim on another insurance policy first
- Cover provided to hosts as a free membership benefit
- All Hosts bookings covered
- Cover is provided on an on-demand stay-by-stay basis i.e. just when they need it
- Hosts do not need to change or move their existing policies

Pricing

- 0.5% of nightly rate if automatically covering all homes/bookings
- 1.5-2.5% of the nightly rate, if optional

Payment Terms

- Paid monthly in arrears by GuestReady

Information we need

- GuestReady registers hosts with GUARDHOG providing us with the following info:
- Host/guest name
- Booking and guest details
- Property address and number of bedrooms
- Price per night
- Ical

DEPOSITCOVER



What the deposit is there for

- Accidental damage by guest
- Deliberate damage by a guest i.e. smoking
- Malicious damage by a guest
- Theft by a guest

How much is the deposit

- Cash deposit of £1,000
- First £50 is covered by you or the guest/host

Structure

- Access to the deposit for hosts is provided as a free membership benefit or as part of a “trust and safety fee”
- GuestReady pays a non-refundable fee based on the length of their stay
- GuestReady hosts and guests are able to make a deposit payment request
- Guests are fully responsible in keeping homes in a good condition

Pricing

- £3-5 per day

Payment Terms

- Paid monthly in arrears by GuestReady

Information we need

Guest

- Name
- Home address
- DOB*
- Passport/ID number*
- Email *
- Tel

Host

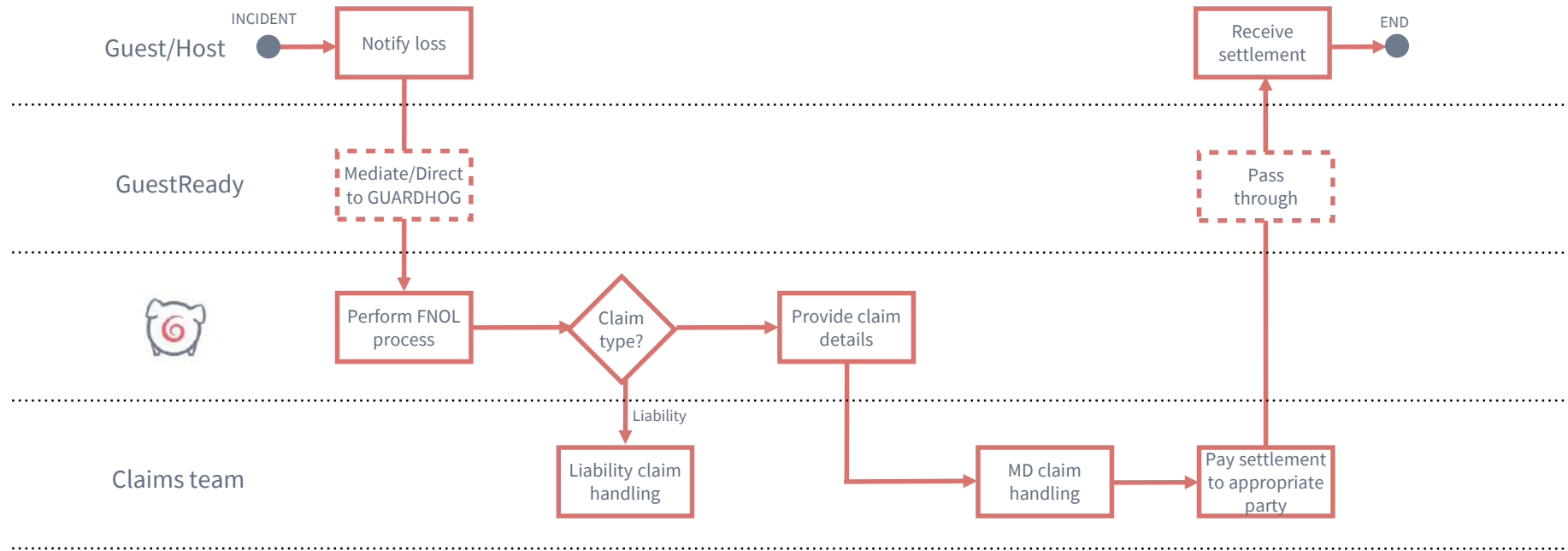
- Name
- Main address
- DOB
- Email
- Tel
- Full postal address
- Number of bedrooms
- Average price per night

Booking

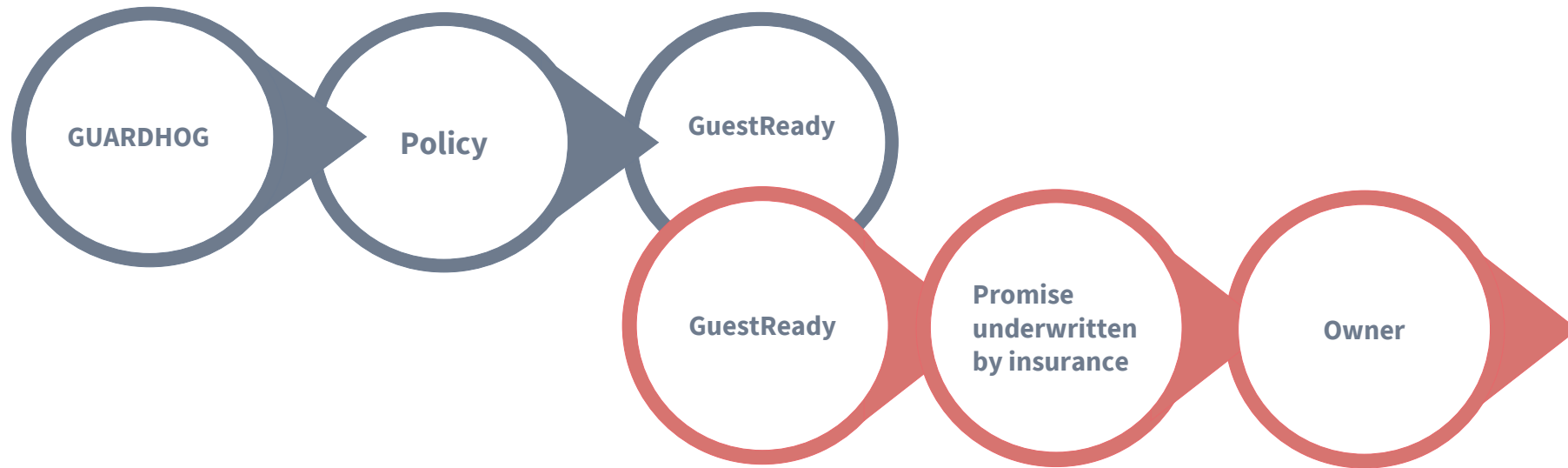
- Booking reference
- Check in
- Check out
- Nights
- When booked
- Number of guests

* If available

CLAIMSPROCESS



POLICYMECHANICS



STRUCTURE

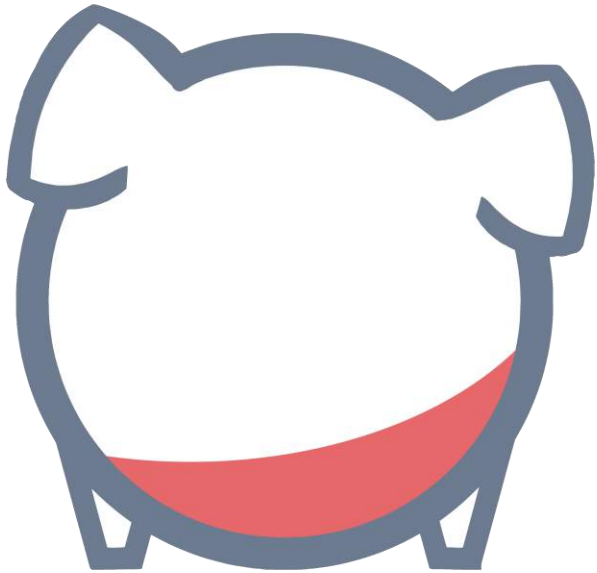
- GuestReady creates an obligation for its guests/hosts, in regard to GUARDHOG Cover
- That obligation allows GuestReady to make a guarantee to the guest/host confirming these obligations
- We provide GuestReady with an insurance policy covering the financial losses incurred in meeting the terms of your guarantee
- This turns your guarantee into an insurance-backed guarantee (giving everyone comfort that you can meet your promises to your customers)
- GuestReady can't 'sell' insurance, but we can help you build it into your revenue model and monetise it, ideally though, your guarantee is extended to all of your guests/hosts as a free benefit

WORLDWIDECOVER

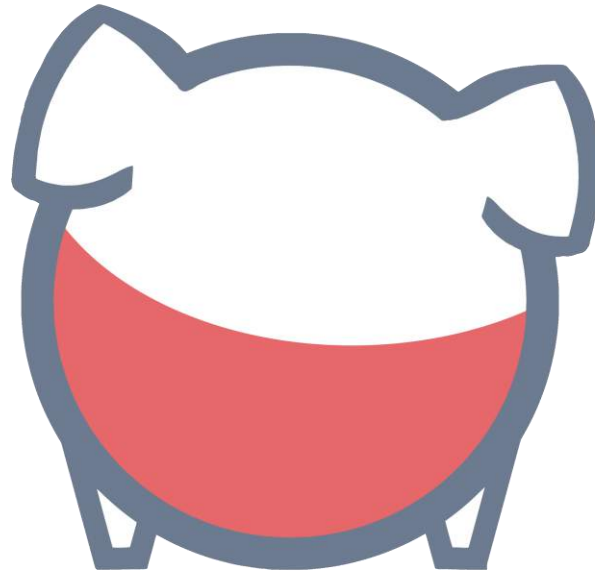


Truly global coverage – the areas in red are the areas we don't cover due to Foreign and Commonwealth guidance.

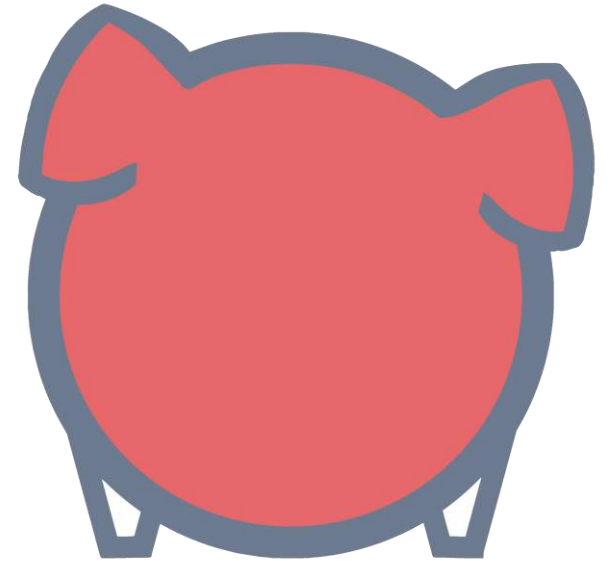
NEXTSTEPS



16.05.2019
Today



22.05.2019
**Agree wording
and pricing**



01.06.2019
**GuestReady
cover in place**

