

## **Terms of use for accommodation advertisers**

By listing your accommodation property on the **Mountain Life Hub** website, you must agree to the following terms and conditions.

- We accept your advertisement in good faith. Any claims or objections that arise in respect to your content on the **Mountain Life Hub** website must be borne upon yourself. **Mountain Life Hub** will not be held responsible for any advertiser content unless it is obviously clear that it breaches state, federal or international laws.
- Any wording, photographs or other material that you supply to us in order to publish your accommodation listing on the **Mountain Life Hub** website must either be content that you hold the copyright for, or content that you have gained permission for us to reproduce. We will not be held responsible for copyright claims that may arise from supplying us with unauthorised information or photographs which we have been published in good faith. Sole responsibility for this rests with the advertising party.
- We reserve the right to refuse any advertising application if we believe that the property wishing to be advertised is inconsistent, incompatible or out of character with the contents of the **Mountain Life Hub website**. We also reserve the right to refuse listing a property if it is located outside the existing geographical coverage of the **Mountain Life Hub** website.
- We do not permit a single general advertisement for a booking service or real estate agent. However, operators of such services are most welcome to list some of their properties by having an individual advertisement for each property they wish to showcase.
- The addition of new accommodation listings or updates to existing accommodation listings will endeavour to be implemented as a matter of high priority. However, while the majority of requested changes are performed within a day or so, **Mountain Life Hub** makes no guarantee that this level of turnaround time will be achievable in every situation.
- We reserve the right to make minor changes to your advertisement at any time in order to maintain a certain level of quality and consistency. These minor changes will be limited to correcting punctuation and spelling mistakes, fixing grammatical errors and the general layout of information within your advertisement.
- It is your responsibility to ensure your advertisement on the **Mountain Life Hub** website is up to date. That includes details such as the facilities offered, pricing, photographs, phone number(s) and email address. By advertising with us, you agree that **Mountain Life Hub** will not be held responsible for the consequences of displaying out of date, inaccurate or misleading information that you have provided within your advertisement. Please contact us at any time to notify us of changes required to your advertisement, and we will promptly attend to it.

- While the **Mountain Life Hub** website is visited by people every day, this in no way guarantees that you will receive a certain number of enquiries or bookings from your listing. Many different factors can affect the level of feedback you get from your advertisement, including the location of your property, its facilities, the quality of photographs, pricing, the time of year, demand, supply, weather conditions, publicity and the availability of other accommodation in your area.
- The **Mountain Life Hub** website is hosted on a high availability cluster of servers supplied by Australian web hosting providers with data centres physically located in Australia. This provides fast and reliable access to your advertisement for potential guests. Despite this, we cannot guarantee that the website will be available and accessible 100% of the time due to circumstances beyond our control. However, we guarantee to achieve the best possible uptime for visitors and advertisers.
- Providing **Mountain Life Hub** with your postal address, email address or telephone number gives us permission to use any or all of those methods to contact you in regards to your advertisement while it is published on the **Mountain Life Hub** website.

- We use a third-party payment provider (PayPal).

When a guest makes a booking for your property, the total tariff amount will go into Mountain Life Hub's PayPal account. The day after the guest checks in, Mountain Life Hub will pay the total tariff into the property owners PayPal account less the fees Mountain Life Hub were charged by PayPal.

\*\*\*The Property Owners PayPal account is based on information against the property profile within Mountain Life Hub.

For further information on PayPal fees please go to

[https://www.paypal.com/au/smarthelp/topic/ALL ABOUT PAYPAL](https://www.paypal.com/au/smarthelp/topic/ALL_ABOUT_PAYPAL)

Example:

- Tariff for accommodation is \$100
- Guest pays \$100 into Mountain Life Hub PayPal account
- Mountain Life Hub is charged a fee of \$2.90 by PayPal, netting \$97.10
- Day after Guest checks in, Mountain Life Hub will transfer \$97.10 to the property owners PayPal account
- PayPal charge a fee of \$2.82 to the Property Owner, netting \$94.28

PayPal fees are subject to change without notice. Please refer to

[https://www.paypal.com/au/smarthelp/topic/ALL ABOUT PAYPAL](https://www.paypal.com/au/smarthelp/topic/ALL_ABOUT_PAYPAL)

- Mountain Life hub does not charge commission. The monies received by Mountain Life Hub and the Property Owners are less PayPal's transaction fees. Please refer to [https://www.paypal.com/au/smarthelp/topic/ALL ABOUT PAYPAL](https://www.paypal.com/au/smarthelp/topic/ALL_ABOUT_PAYPAL)

- The Property Owner is responsible for setting the “per night” tariff (“Pricing”) and any peak and off-peak pricing periods when creating the Listing.
- The Property Owner for the advertised property is responsible for their cancellation policy. Cancellation policies are to be presented on all listings and if not, then they are to be communicated once a booking has been confirmed. Both Property Managers and guests are responsible for ensuring communication has been made in relation to a cancellation policy
- There are no refunds on Memberships should a member wish to discontinue before the end of the Membership period.