

9 tips for staying safe as a host

We understand that as a host you may have concerns about inviting new people into your home, so here's our advice for staying safe on 9flats.com...



Know your guest

- When the guest makes a booking, you can build a picture of who they are through their profile, reviews and recommendations left by other hosts and even links to their Facebook and Twitter pages.
- Google them. Most people these days have a web presence, so have a look at their LinkedIn page, blog, school reunion photos, comments on news sites...
- Chat to them over email before they arrive. This isn't just about being friendly, but also helps you get to know a bit more about who they are, and establish a sense of trust before you meet them.
- If it makes you feel more comfortable, ask them to give you their full address and email you a copy of their passport or ID card.
- If you're not happy about what you've seen, you do not have to accept the booking. Many of our hosts do not accept guests who don't have a photo on their profile.
- **Remember:** you are always in control of who stays with you.



Meet your guest

- Choose a place outside your flat, like a local café.
- When you feel happy, give them a set of keys.
- Show them around the flat, pointing out the things that are precious to you.
- Ask them to sign a copy of a list of your belongings (with their home address).
- Sit back and enjoy having an interesting, new person around the house.



Let us take care of payment

- The guest can not stay with you without typing in their credit card or bank details. This means they are very easy to find if there is a problem.
- You never have to worry about cash transactions as all payments are online.



Keep valuable items safe

- We'd advise you not to leave your passport, driver's licence and birth certificate at home. But if you do, make sure you have copies with you, or saved electronically.
- If you have items that are valuable to you, like jewellery, think about locking them away, leaving them with a friend or putting them in a safety deposit box.



Create a house 'factsheet'

- 9flats.com is about openness, and it would be a shame for guests to feel restricted by lists of rules. However, if there are some things that would make you feel more comfortable, then it's perfectly OK to let the guest know.
- For example, if you have children, you can add the time they go to bed so the guest knows to be quiet after that time.
- If you don't like outdoor shoes in your home, show them where to leave them.
- If you don't want them to invite other people into your house, let them know.
- If you have areas of the house you'd like to keep private, say so.
- If you have expensive items, list them, print a copy and ask the guest to sign it, giving their full address.



Be prepared for a broken glass or two

- As in any household, accidents can happen. We very much hope this doesn't happen, but do advise hosts to prepare for breakages and, if possible, to budget for this.



Trust your instincts

- If after meeting your guest you still don't feel comfortable having them to stay, you can always say 'no'.
- Let us know straight away and we can help to moderate the situation.
- Obviously this isn't ideal for the guest, but our hosts' safety is our priority at all times. After all, without friendly, open people like you, 9flats.com wouldn't exist.



Let us cover you with 9flats.insurance

- Your property is insured for up to €500,000 against accidental damages for all bookings.
- This is brought to you by leading insurer, Zurich Insurance.
- It's completely free!



Rely on our support

- We like to think that 9flats support is the friendliest you'll find anywhere. We're always happy to answer any of your questions or concerns.
- If you have any questions you will find answers in our FAQs.
- Or, if you have an urgent problem when a guest comes to stay, you can call our emergency number at any time. You'll find this in your booking confirmation emails.