

9tips for safe travels with 9flats

Thanks to our network of friendly hosts, secure payment system and strong customer support you'll feel totally at ease travelling with 9flats.com. Here are our top tips for extra peace of mind:



Choose the right place

When you're [browsing for a place to stay](#), look for good quality pictures and detailed descriptions that tell you about the surrounding area too. Make sure you click on the Google Streetview button so you can see what the area really looks like. Reviews of both the place and the host will help you decide if it's a reliable place. Also check for a photo of the host. Understandably, many guests won't book places without one, especially if it's a private room in a shared house.



Get to know your host

Use our secure messaging system to chat to your host before you travel. As soon as the booking's confirmed, we'll send you the host's contact details so you can speak to them directly. If you can, why not Skype them so you can talk face to face? Tell them a bit about yourself too, and why you're travelling to their area.



Don't book if you're not sure

Remember, you're always in control. If after speaking to the host you feel uncomfortable about staying at their place, search for something else. If you've already booked the place, contact our support team and they can advise you on how to book another place.



Rely on safe payment

Because you pay securely online, you don't need to carry large amounts of cash. Also, we hold payment until 24 hours after check-in, so if everything isn't as the host promised, you won't have to pay.



Meet your host

It may not always be possible, but it's a good idea to meet your host in person. Arrange to pick up the keys in a local café rather than the flat. If you decide you don't feel comfortable, give us a call straight away and we'll help you find another place to stay.



Respect the host's property

Trust is a huge part of 9flats' success. Just as our hosts will take care of you, they expect you to take care of their personal property. You're staying in someone's private home after all. If they have house rules, make sure you stick to them. (And don't worry, you don't need to clean the place before you leave.)



Know that your host is covered

No matter how much care you take, we realise that accidents can sometimes happen. The good news is that your host's property is covered against accidental damages with [9flats.insurance](#).



Leave an honest review

When you get home, leave a review about your stay. The good, the bad, the amazing. This will help other guests choose where to book. Plus, if your host has made an extra effort to make you feel at home, leaving them a glowing review will help them get lots more bookings and a higher ranking on 9flats.com



Contact us if you have a problem

If you have any questions you can find help and answers in our FAQs. For all matters regarding your booking you can make use of our contact form. Our customer care team is available for your enquiries from Monday to Friday between 9am and 6pm GMT.

We hope you enjoy feeling at home, wherever you are in the world.