

## Hosted Open House Event – Terms and Conditions

Please read the following carefully, print, sign and date each page and fill in additional details on the final page. In order to return this to us, you can scan and e-mail if you have that facility, or use your mobile phone to photograph each page (if you photograph each page, ensure there is good lighting, laid flat against a plain background) – you can then WhatsApp these to us, or e-mail.

- Your open house event must be paid for through our website in advance.
- We will endeavour to accommodate the date you have picked – you can use the Bot on the product page to book in a date which is linked to our calendar. The date will still be subject to confirmation by us.
- At the start of the event, and before any visitors we will inspect your property for any issues and photograph where necessary and communicate these to you by e-mail.
- On the day two of us will attend your property and greet and show around any visitors who come to view your home. We will record their names, date and time of visit, and contact details so that you can follow up with them later if you wish. We will solicit and note feedback, and relay any offers (if any) that may be made following the event.
- On completion of the event, we will ensure all lights etc.. are turned off, window blinds closed, alarm set and doors closed and secured. The keys will be returned. We will e-mail you an open house event report usually with 2 working days.

### Publicising your open house event

All properties with hosted open house events will be tagged on site, and be upgraded to featured status for the week leading up to the event. When you host your own open house event your property will be tagged but will not enjoy featured status – you can however upgrade your property to featured status.

You can use the share buttons on your listing to post your property on social networks such as Facebook as well as posting announcements elsewhere.

You may wish to consider upgrading or adding your listing to major property portals using our portal upgrade – property listing on Kyero, ThinkSpain and / or A Place in The Sun.

Signature: \_\_\_\_\_ Date of signing: \_\_\_\_\_ Page 1

Name: \_\_\_\_\_ Property Ref: \_\_\_\_\_

## Security and Valuables on site

Please inform anyone who is keeping an eye on your property whilst you are away that we will be in your home on the date and times.

You will need to arrange for us to have access to your property for the duration of the event. Any alarm systems must be disengaged or instructions provided on how to set and unset the alarm.

Please instruct us if there are any valuables that need to be safeguarded, if they are small we will ensure that they are removed and safeguarded to a locked case which we will keep with us. Items will be returned to their locations on completion of the event. Note, however we cannot guarantee the safety of these. In any event you should make sure that your property and its contents are sufficiently insured. If you have a trusted neighbour that has access to the property you could arrange with them beforehand for their safekeeping.

## Refund Policy

Once we have confirmed your date, in the event that you sell your house before the date, we will refund you less our administration charge of 20%.

In the event we cannot accommodate you on your chosen date we will offer up to 3 alternatives. In the event we are unable to agree on a suitable date we will refund you in full.

Signature: \_\_\_\_\_ Date of signing: \_\_\_\_\_ Page 2

Name: \_\_\_\_\_ Property Ref: \_\_\_\_\_

## Event Specifics

The agreed date of my open house event is: \_\_\_\_\_

The booked times for my open house event is: \_\_\_\_\_

This booking refers to (your invoice number for this order!): \_\_\_\_\_

If you are happy for us to accept any offers, please indicate the minimum price you would accept? (Where you do not indicate, we will forward any offers to you following the event): \_\_\_\_\_

Do you want us to hold all offers and responses until after the event? (We will do this by default, you only need to answer this where you have indicate a minimum in the previous question): \_\_\_\_\_

Is there anything else that you can tell us that may help on the day?

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Contact details for keys and / or alarm:

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Signature: \_\_\_\_\_ Date of signing: \_\_\_\_\_

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Name: \_\_\_\_\_ Property Ref: \_\_\_\_\_