

LivinExperts Holiday Homes – Terms and Conditions

These Terms and Conditions ("Terms") govern the use of services provided by LivinExperts for the booking and rental of holiday homes ("Holiday Homes"). By using our website or services, you agree to comply with these Terms. If you do not agree, please refrain from using our services.

1. General Information

LivinExperts is a leading provider of premium holiday home rentals in the UAE. Through our platform, guests can book various types of holiday homes, including villas, apartments, and other vacation properties, owned or managed by third-party hosts.

Living Experts Real Estate Brokerage LLC

Address: Office 804, Bay Square Building 1, Business Bay, Dubai, UAE.

Email: livinholidays@livinexperts.ae

Phone: +971 54 247 3144

2. Booking Process

2.1 Booking a Holiday Home:

To book a holiday home, users must complete the booking process through the LivinExperts website. This includes selecting the desired property, checking availability, and providing accurate guest information. A confirmed booking is subject to availability and acceptance by LivinExperts or the property owner.

2.2 Confirmation of Booking:

Once a booking is made, LivinExperts will send a booking confirmation email with all relevant details, including check-in/check-out times, property address, and payment information.

2.3 Changes and Cancellations:

- **Guest Cancellations:** Guests can cancel their bookings subject to the cancellation policy applied to the respective holiday home. Cancellation policies vary by property and will be detailed during the booking process.

- **Host Cancellations:** In the rare event that a host cancels a booking, LivinExperts will notify the guest immediately and provide assistance in finding alternative accommodation or a full refund.

2.4 Minimum Stay Requirements:

Certain properties may have minimum stay requirements. These will be indicated on the property page at the time of booking.

3. Payments and Fee

3.1 Payment Methods:

Guests are required to pay the total booking amount, including any applicable taxes, fees, and security deposits, using accepted payment methods (credit/debit cards, bank transfer, etc.) at the time of booking or as per the payment schedule provided.

3.2 Security Deposit:

A security deposit may be required by the host, which will be refunded to the guest upon check-out, subject to property inspection. If there is damage to the property, the deposit may be used for repairs or replacement of damaged items.

3.3 Additional Charges:

Guests may be subject to additional charges such as cleaning fees, utility charges, or extra guest fees. These will be specified at the time of booking and are the responsibility of the guest.

3.4 Currency:

All payments are processed in AED (Arab Emirates Dirham), or as per the currency option chosen during booking. Currency conversion fees may apply depending on the payment method used.

4. Guest Responsibilities

4.1 Use of the Property:

Guests agree to use the holiday home in a responsible manner. This includes adhering to house rules set by the property owner, respecting neighbors, and refraining from disruptive behavior. LivinExperts is not responsible for disputes between guests and hosts regarding house rules.

4.2 Occupancy Limits:

The number of guests must not exceed the maximum occupancy stated in the property listing. Any unauthorized guests may result in additional charges or termination of the stay without refund.

4.3 Check-In and Check-Out:

Check-in and check-out times are defined by the host and communicated in the booking confirmation. Late check-outs or early check-ins may incur additional charges and are subject to availability.

4.4 Damages:

Guests are responsible for any damage or loss to the property during their stay. Guests must immediately notify LivinExperts and the host of any damage or issues.

LivinExperts reserves the right to charge the guest for repairs or replacement of damaged property.

4.5 Smoking and Pets:

Most properties on our platform are non-smoking and do not allow pets. Specific rules related to smoking and pets will be mentioned in the property listing. Violations may result in penalties or termination of the stay.

5. Host Responsibilities

5.1 Property Listing Accuracy:

Hosts must ensure that their property listings are accurate, including the description of the property, amenities, photos, and pricing. LivinExperts does not verify the content provided by hosts but reserves the right to remove any listing that is misleading or violates our policies.

5.2 Availability:

Hosts must ensure that their property is available for the dates specified in the booking confirmation. If the property becomes unavailable after confirmation, LivinExperts will assist the guest in finding alternative accommodation.

5.3 Communication:

Hosts are expected to maintain clear communication with guests before, during, and after their stay. Any changes to booking details should be communicated promptly to LivinExperts and the guest.

6. Liability and Disclaimers

6.1 Liability of LivinExperts:

LivinExperts acts as an intermediary between guests and hosts, facilitating the booking and rental process. We do not assume any liability for the actions, omissions, or conduct of guests or hosts. LivinExperts is not responsible for any injuries, accidents, or property damage that may occur during a guest's stay.

6.2 Force Majeure:

Neither LivinExperts nor the host shall be liable for failure to perform under these Terms due to circumstances beyond their reasonable control, such as natural disasters, government actions, strikes, or other unforeseeable events.

6.3 Insurance:

We recommend that guests and hosts have appropriate travel insurance or property insurance to cover any unforeseen incidents or damages that may occur.

7. Privacy and Data Protection

7.1 Personal Information:

By using LivinExperts' services, guests and hosts agree to provide accurate personal information. We respect your privacy and ensure that all data is handled in accordance with applicable privacy laws. For more details, refer to our Privacy Policy [\[insert link\]](#).

7.2 Data Sharing:

LivinExperts may share certain details, such as name, contact information, and booking details, with the host to facilitate the booking process and ensure a smooth guest experience.

8. Dispute Resolution and Governing Law

8.1 Dispute Resolution:

In the event of a dispute between a guest and a host, LivinExperts will assist in resolving the issue amicably. However, LivinExperts does not have the authority to settle disputes that are outside of the scope of our services. We recommend that guests and hosts communicate directly to address concerns.

8.2 Governing Law:

These Terms shall be governed by the laws of the United Arab Emirates, and any disputes shall be subject to the exclusive jurisdiction of the courts in Dubai, UAE.

9. Modifications to the Terms

LivinExperts reserves the right to amend or update these Terms and Conditions at any time. Any changes will be communicated to users through our website. The updated Terms will be effective as of the date of publication.

10. Contact Us

If you have any questions regarding these Terms and Conditions, please contact us at:

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These Terms and Conditions have been designed to ensure a fair and transparent experience for both guests and hosts using LivinExperts Holiday Homes. Thank you for choosing LivinExperts for your vacation needs!

This version summarizes and tailors Booking.com's Terms and Conditions to fit your service offering, while making it specific to the holiday homes segment. If you need further customization or clarifications, feel free to let me know!