

# FAQ

## Onboarding Process

To create a listing on StayMarquis, an owner needs to create an account, complete the Onboarding Form and then schedule a time for our photographer to take new photos

## Pricing

We have developed an industry-leading pricing tool that allows owners to set pricing for months or week-long periods, which then translates into nightly pricing, taking into account premiums for weekends, holidays and special events

## Availability

There is no minimum number of nights that the owner needs to make available to list with us

## Settings / Strategy

Owners can set minimum night stay restrictions so that a renter would not be able to book for less than a pre-defined period of time (these restrictions can vary by month)

## Utilities

Owners can charge utility fees and can collect them upfront or at the end of the term

## Ancillary Fees

Owners can charge other fees that can be collected upfront including cleaning fees, pet fees, additional guest fees, among others

## Security Deposit

Owners can charge a refundable security deposit, the amount of which is at the owner's discretion and can be modified on a per booking basis

## Insurance

Every booking comes with property damage and liability insurance to provide owners with extra protection

## Booking Process

When a renter requests to book a property through StayMarquis, we send all relevant information to the owner including details about the group along with the economics of the deal, at which point the owner can "Approve", "Decline" or request more information

## Vetting Process

We run a social media and google search on each renter, searching for red flags, and will collect information such as who they are, where they're coming from, number of people, age range, if there are pets and if they are celebrating any special occasion

## Collections

We collect a large non-refundable deposit from the renter at the time of booking and the remainder 30-45 days later (payment is always collected in full before the arrival date)

## Booking Agreement

Booking Agreement between the renter and owner gets digitally executed and stored

## Owner Payments

We deposit funds directly into the owner's bank account at the time the renter has paid-in-full, holding back our fee

## Marketing Fees

Our "Elite" program (marketing program) is 10% and our "Marquis" (full-service program) is 20% of rental revenue

## Broker and Owner Portal

Brokers and owners can access a dashboard that shows important information in regards to the property's performance, upcoming bookings and historical bookings

## Rental Management

We have boots-on-the-ground to provide rental management services which include preparing each house prior to guest arrival, checking the guest in, acting as their point-of-contact during their stay, cleaning the property after they depart, and performing a full walkthrough documenting any damages

## Cleaning

We coordinate end of stay cleanings using your preferred team or one of our fully-insured teams

## Concierge

We have a premier concierge team that can assist travelers with any request including grocery shopping, making reservations, babysitting, among others

## Showings

While the majority of rentals are booked sight-unseen, showings are typically not necessary though we can accommodate them if need be

## Exclusivity

We only require exclusivity on the channels where we advertise each property

## Partner Channels

We create and manage listings for each property on our site (StayMarquis), Airbnb, Homeaway, VRBO, TripAdvisor, Booking.com and 20 other websites

## Promotion Agreement

At sign up, the owner agrees to our Promotion Agreement, which affords us the right to market the property on our site and channel partner sites (there is no term commitment)

**More questions?**

E-mail us at [owners@staymarquis.com](mailto:owners@staymarquis.com)  
(631) 614-3322 | [www.staymarquis.com](http://www.staymarquis.com)