



After your booking

Help for renters

What we send you before the day, how you get in, how to reach the host, and what you can still do with your booking afterwards.

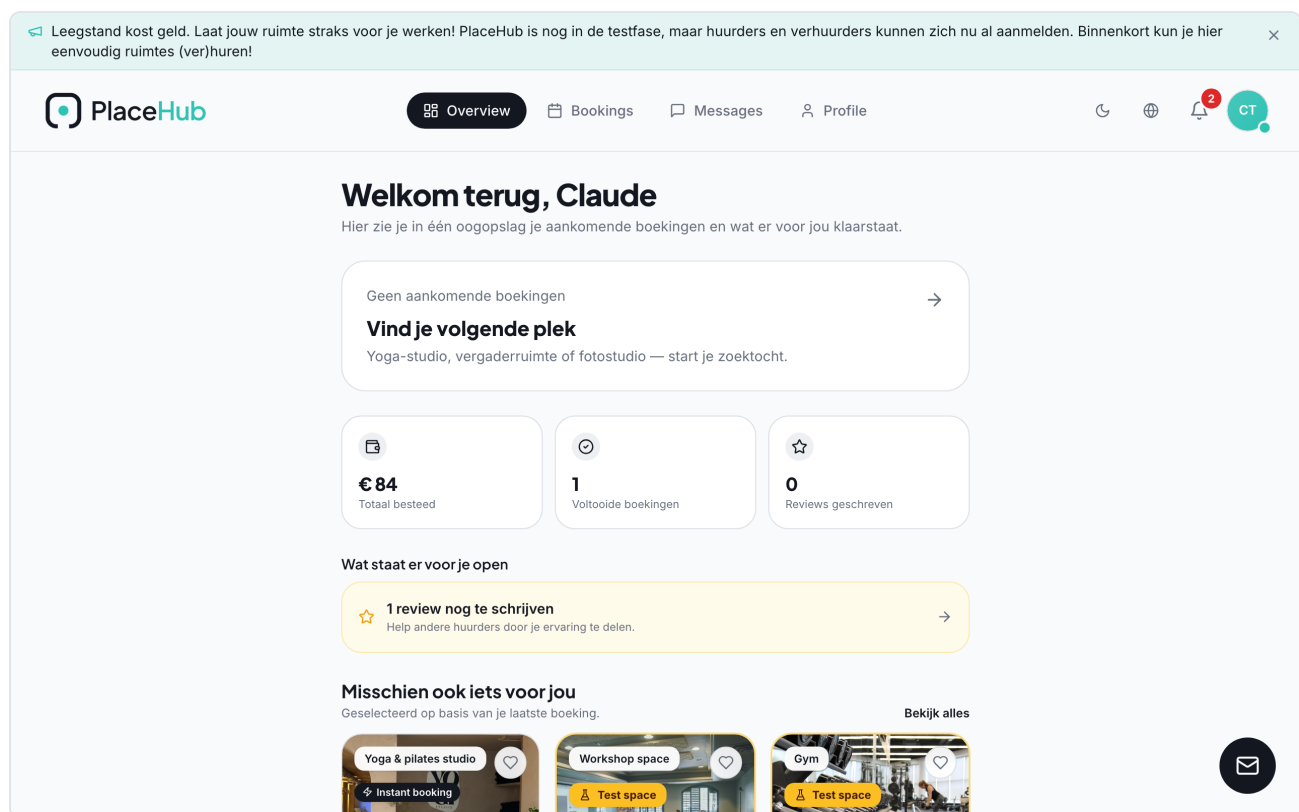
Read the part you need. Every section stands on its own.

What arrives without you asking

Once your booking is settled there is nothing left for you to keep track of. We send you a few messages around the date.

- The day before, you read that your booking at the space is tomorrow, with the name of the space in it.
- 2 hours before the start time a reminder follows, with the time included.
- 30 minutes before your time runs out there is one more, so you can clear up without rushing.

All of it is in your overview as well, so you never have to go hunting through email.



Your overview after logging in, with your upcoming bookings and notifications.

How do you get in?

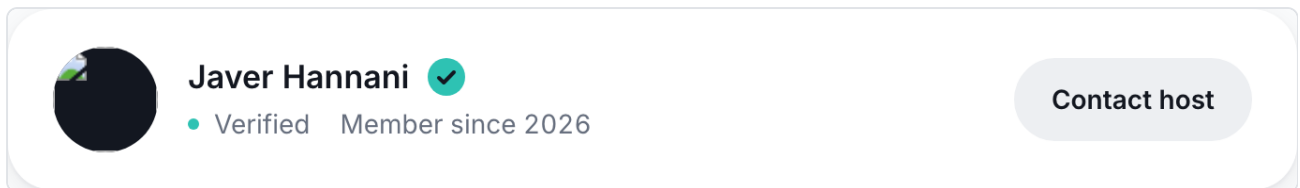
A confirmed booking gets a card with the access instructions. What it says depends on how the host arranged things. It could be a key box, a smart lock, a reception desk where you announce yourself, or the host meeting you in person. If there is a code, the card shows it.

That information does not appear straight away. It becomes visible shortly before your booking starts, and the host sets how many hours in advance that is. The bottom of the card tells you which period applies to you.

Card not there yet? Then it is either too early, or the booking is not confirmed yet. If you are standing at the door and something is not working, message the host.

Contact with the host

Every space page has a "Contact host" button, so you can ask a question long before you book anything.



The host card on a space page, with the "Contact host" button.

All conversations sit together in your messages. You type in the field "Type a message..." and click "Send". Under your message you can see whether it is "Sent", "Delivered" or "Read". While the other person is writing back, you see "is typing...".

Keep the contact in one place. That way everything stays together and you can look up later what the two of you agreed.

Writing a review

A day after the end time your booking gets the status "Completed". From then on you can write a review. You get a message about it, and the email carries a link that drops you straight into the right form.

- 1 **Go to your bookings and look under "Past".** The booking has a "Write a review" button.
- 2 **Give stars.** Above the form it says "How was your experience?", and at the stars "Tap to rate".
- 3 **Write down briefly what you thought.** The form says what it is after: "Tell other renters what you thought. What was good, and what could be better?"
- 4 **Add photos if you have any.** That goes under "Add photos" and it is optional.
- 5 **Click "Submit review".**

Your review then appears on the page of the space, under "Reviews". Which is the same place you were reading when you were searching yourself.

Reviews



No reviews yet

There are no reviews yet. You could write the first one.

The "Reviews" block on a space page.

Your invoice

You pick the invoice up in your bookings overview with the "Invoice (PDF)" button. If you filled in a company name and a VAT number when you booked, the invoice is made out to your company.

Not getting anywhere?

Email us at support@placehub.nl. A real person answers within 24 hours. If it concerns a booking that starts today, say so in the email.