



Finding and booking a space

Help for renters

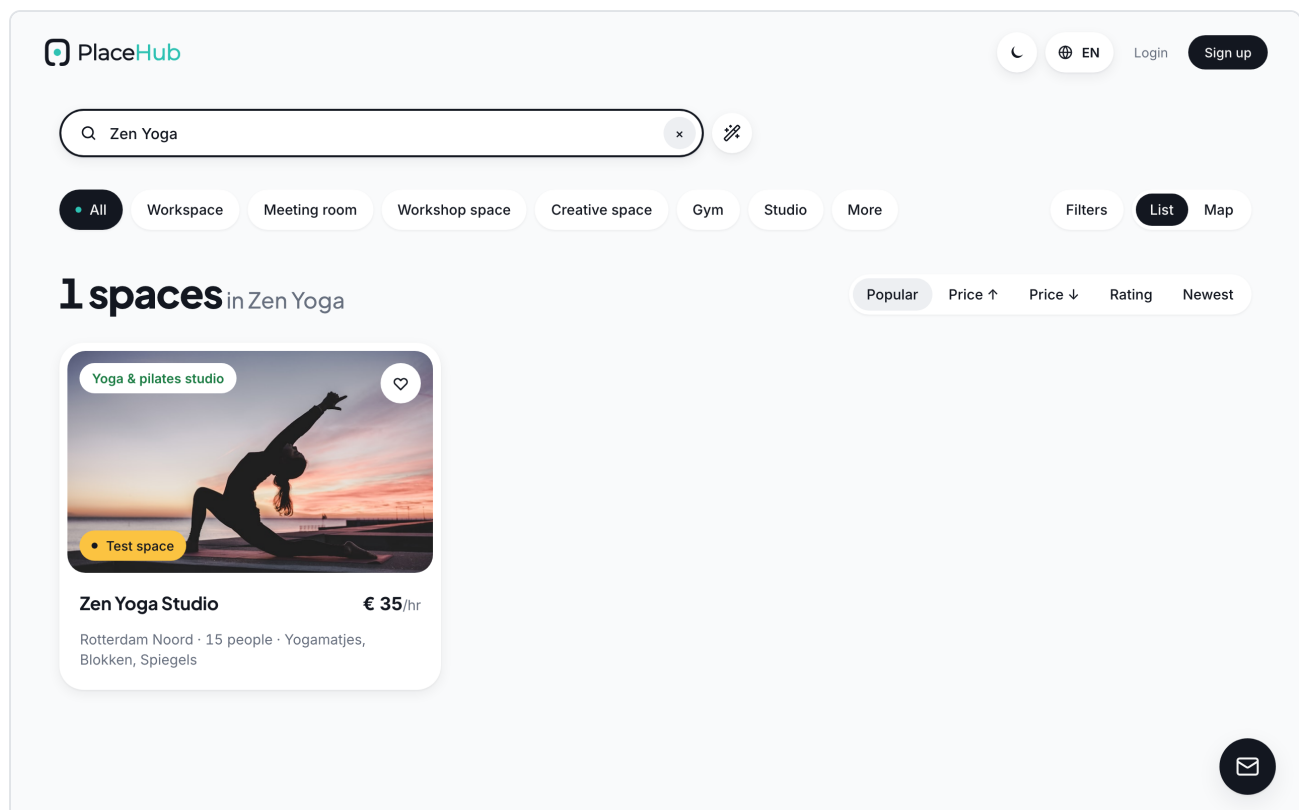
How to find a space, pick a day and a time, and pay. Plus what happens once your request is on its way to the host.

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

Searching

You can look around without an account. The screen is called "Search spaces". In the search bar you type where you want to go. It says "Search by name, city or postcode...", and that is exactly what it matches on.

Results arrive as a list. "View on map" shows you where the spaces are, and "View as list" takes you back. Above the results you can see how many were found. Click a card to open the space page. When someone rents out several spaces at one address, the space page links through to a location page listing everything there, and the map opens that page straight away.



The search screen with results. Above the list is the number of spaces found and the switch to the map.

If nothing comes up, you get "No spaces found" together with the hint "Try different filters or search terms". Usually there is still a filter on that you had forgotten about.

Filtering and sorting

Behind the "Filters" button you can make the search narrower:

- "Max price per hour"
- "Min. capacity", if you are coming with a group
- "Space type"
- "Amenities"
- "Available on", for a day and time you already have fixed

- "Instant booking only"
- "Style and atmosphere" and "Activity"

When you are done choosing, press "Apply filters". "Clear" opens everything up again.

Filters ×

Price per hour € 1.000

People – 1 +

Instant booking only
Your booking is confirmed immediately, no waiting for the host. ☐

Amenities

WiFi Parking Shower Projector

Air conditioning Wheelchair accessible

Coffee/Tea More

Activity

Photo shoot Video shoot Meeting

Workshop Training Birthday Drinks

Yoga class Dance class Rehearsal

[Clear all](#) **Show 1 space**

The filter panel, with "Clear" and "Apply filters" at the bottom.

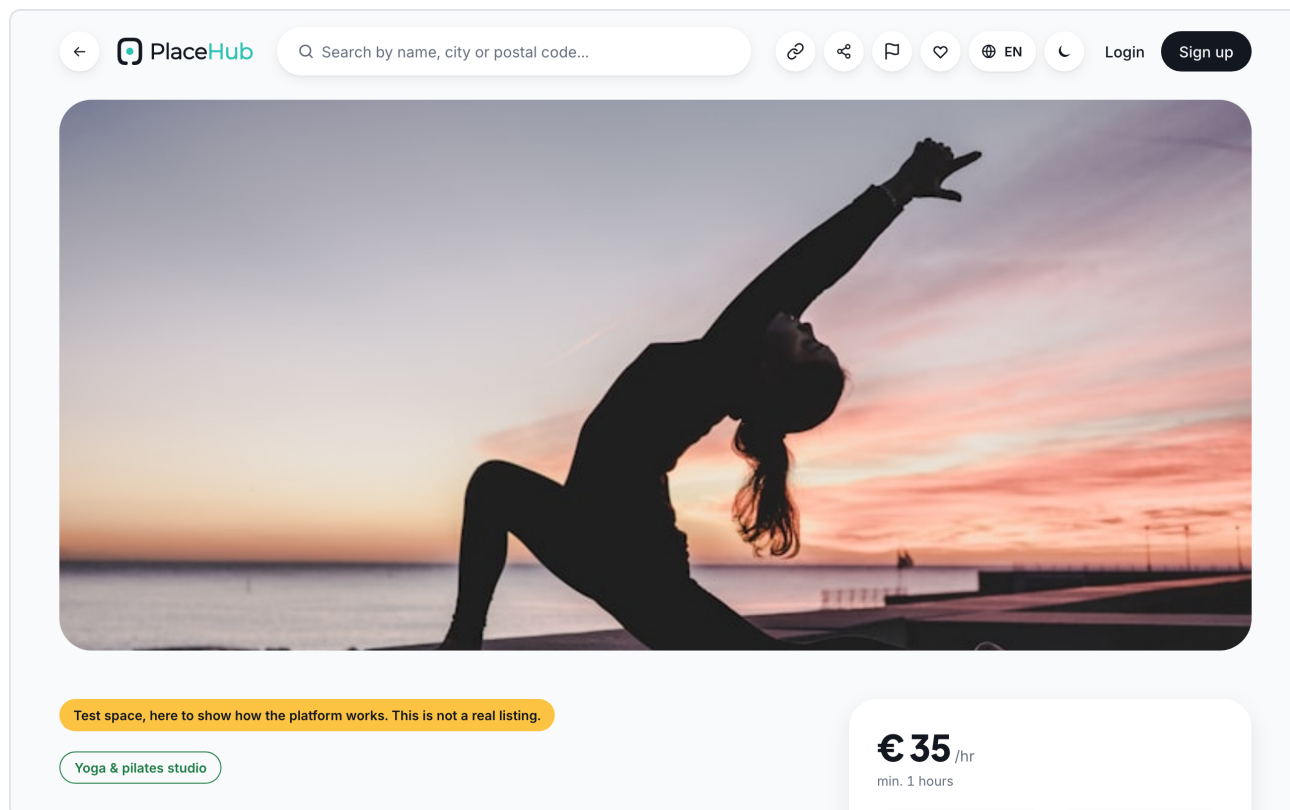
Two of these filters get read the wrong way often. Under "Available on" the screen says: "Only shows spaces that are actually free at that time." And under "Instant booking only": "Your booking is confirmed immediately, no waiting for the host."

"Sort by" puts the list in an order you choose: "Price ↑", "Price ↓", "Rating", "Newest" or "Popular". Spaces you opened earlier come back under "Recently viewed". Not sure where to start? Try "Smart search with AI" and describe in your own words what you are looking for.

The space page

The page of a space carries the blocks you need in order to decide. The host card comes first, and under it sit "About this space", "Amenities", "Location", "Cancellation policy" and "Reviews". Right at the bottom is "Others also looked at", which helps when this one is close but not quite it.

Read the cancellation block before you book. Each host chooses how strict it is, and that is what decides how much comes back to you if your plan changes later.



The page of a space. The booking block is on the right, with the blocks explaining the space underneath.

Choosing a date and a time

- 1 Pick your day.** Click the "Date" field. A month calendar drops open, and every day in it shows whether anything is still free.
- 2 Pick a part of the day, or set your own time.** The tiles "Morning", "Afternoon", "Evening" and "Full day" fill in a start and an end time for you, and each tile prints the hours it covers. For anything else there is "Choose other time", which opens "Start time" and "End time" with a line underneath saying between which hours the space is open that day.

€35 /hr

min. 1 hours

DATE

Tu 15 Sep

▼

TIME

06:00 – 07:00

▼

☀️

Morning

09:00–12:00

🌞

Afternoon

13:00–17:00

🌙

Evening

18:00–21:00

🕒

Full day

09:00–18:00

START TIME

06:00

▼

END TIME

07:00

▼

On this day you can book 06:00 to 22:00. Set your own start and end time.

🕒 Choose other time

^

1 hours × € 35

€ 35,00

Service fee (5% of the rent)

€ 1,75

Total

€ 36,75

Reserve · € 36,75

Free cancellation up to 24 hours before start

✔️

Not confirmed? Full refund

The booking block, with "Date", "Time" and the parts of the day. "Choose other time" is where you set your own start and end.

Bookings run between 06:00 and 22:00. Within those hours, each host sets what is open for their own space.

3

See what it costs, then carry on. The rent, the service fee and the total sit under your times. The button below repeats that total and takes you to "Your booking", where the last few questions are waiting.

4

Say what you are using the space for. Under "What are you booking for?" the screen explains why: "So the host knows what you're planning." Fill in "Number of people" as well.

5

See whether there are extras. "Extras for this space" lists what you can add to the booking. If somebody gave you a code, it goes in "Discount code (optional)".

6

Need the same slot every week? Switch on "Repeat weekly". The screen tells you what that means: "Same day and time, several weeks running, in a single payment."

When the day is full you get "This day is (almost) fully booked". From there you can press "Join the waitlist".

The top of "Your booking" shows where you are: "Date", "Time" and "Pay".

Instant booking, or a request

There are two kinds of spaces, and the button tells you which one you are looking at.

With instant booking the button says "Reserve", and underneath it "Confirmed instantly after payment". You do not have to wait for the host.

For the other spaces you send a request. There the button says "Reserve & Pay", with "Not confirmed? Full refund" below it. So you pay first, and the host decides afterwards.

Paying

At the top of the payment screen you see "Payment". Under it come your amounts: "Subtotal", "Extras", "Service fee" and "Total price".

The service fee is a percentage of the rent; extras you add to the booking carry no service fee. 5 percent is the standard, and the percentage that applies to your booking is printed on the service fee line itself. At the bottom the screen adds: "The final price (incl. any weekend surcharge and discount) is shown at checkout."

The button at the bottom of the payment screen shows your total and takes you to the secure payment page. Before you get there you see the message "You are now being taken to Stripe's secure payment page." The payment happens at Stripe, so your card details never reach us.

Once you have paid, you land back in your bookings overview with "Booking confirmed" and "Payment completed". If you break off the payment you come back to the same place, and nothing has been charged.

For a space where you send a request, the payment screen says what it means: you pay now, and if the host does not confirm within 24 hours or declines, we refund the full amount automatically.

What happens after you send it

With instant booking there is nothing left to do. Your booking is confirmed already.

If you sent a request, you get the message "Booking request sent", telling you the request is waiting for the host's confirmation. The host has 24 hours from that moment to react.

If the host stays quiet, we step in. The request expires by itself and the whole amount goes back to you. You get the message "Request expired", with the reason that the host did not respond in time. You do not have to email us about it.

Booking for work

If you are booking on behalf of your employer, fill in the company name and the VAT number with the booking. The invoice is then made out to your company, which is what you need to claim it back.

You pick the invoice up later in your bookings overview, with the "Invoice (PDF)" button.

Not getting anywhere?

Email us at support@placehub.nl. A real person answers within 24 hours.