



Locations and your team

Help for hosts

What an organisation, a location and a space are on PlaceHub, who can work where, and the difference between an admin and a staff member. Also covers inviting people, adding yourself, linking a branch to an organisation that is already on PlaceHub, and the bank account you need to stay visible.

Worth reading once you work with colleagues or rent out at more than one address. Ten minutes will do.

How it fits together

Everything you rent out on PlaceHub belongs to an **organisation**: the company, club or person behind the listings. The organisation is what we verify. It has one owner and one bank account for payouts.

An organisation has one or more **locations**. A location is an address. It can carry its own name (otherwise we show the address), its own email address for booking mail, and its own list of people who are allowed to work there.

Inside a location sit the **spaces**: the listings renters see, each with its own price, photos and calendar.

If you rent out on your own at a single address, most of this stays out of sight. The organisation and the location are simply you. It starts to matter the day you add a second address or give a colleague access.

Where to find it

The top of your host dashboard shows the location you are working in. With more than one location, that is where you switch. Every menu item (Bookings, Calendar, Spaces, Members, and for admins also Access instructions and Settings) is about that one location. Earnings is the exception: it adds up all your locations.

The organisation itself lives at /app/organisatie. That page lists your locations, the people with access, the verification status and the organisation's details.

The name renters see your organisation under

If renters know you by a name, put that name on the site. At /app/organisatie, with the rest of your organisation's details, you fill in what your organisation is called for renters. It then appears on the page of every space, in the block about the host. It stays out of the search results, where someone is still browsing and the space itself is what counts. Fill in nothing and we show nothing; no other name quietly takes its place.

This is not the business name from your business details. That one stays where it belongs, on your invoices and your payouts, and never reaches the site. Only the owner of the organisation sets the name renters see. While your verification is still running, nobody sees it, along with the rest of your listings.

Adding a location

Open /app/organisatie/locaties and press **New location**. Enter the street and number, postcode and city, and a name if you want one. Renters see that name above every space at the address; leave it

empty and the address takes its place.

Once saved, you land in the new location and can start adding spaces. Whoever creates a location becomes its admin.

Enter an address your organisation already has, and you end up in that existing location rather than a duplicate.

Only an admin of the organisation can add a location. If you are a member of a location but not an organisation admin, the button is not there for you. Ask the owner.

Adding a space to a location

Pick the location at the top, go to Spaces and press the button to add one. The address is already settled, so you only describe the space itself: name, price, photos and amenities. A space always belongs to exactly one location.

Members and roles

Under **Members** in a location you see who can work there. There are two roles.

A staff member sees the spaces, bookings and messages of the location. They can accept and decline bookings, keep the calendar up to date and chat with renters. What they cannot do: edit or delete a space, change the access instructions, manage members, or cancel a booking that has already been paid.

An admin can do everything a staff member can, plus edit and delete spaces, change the access instructions, adjust the location settings, invite people, change roles and revoke access.

A location always keeps at least one admin. If you are the only one, you can only remove yourself after making someone else an admin. The screen tells you so before you try.

On top of the roles within a location there is the **organisation admin**, who sees every location of the organisation and can add themselves to any of them. Seeing a location in the list is not the same as having access to it: that only comes with membership. The **owner** of the organisation is the only person who manages the bank account and can hand the organisation over.

Inviting someone

As an admin, press **Invite someone** under Members, enter an email address and choose the role. The person receives an email with a link. Through that link they create an account, or sign in if they already have one. The link stays valid for 14 days and is tied to the email address you entered; signing in with a different address will not work.

While an invitation is open you see it under "Open invitations", where you can also withdraw it. A withdrawn link stops working, and you can always send a fresh one.

Whoever accepts agrees to the host terms and appears in the member list right away. They do not fill in business details and do not go through verification, because that has already been handled at the level of the organisation.

Adding yourself as an organisation admin

If you manage the organisation but are not a member of a particular location, that location shows up in the list at /app/organisatie/locaties, but its spaces and bookings do not. Press **Add me**. You become an admin of that location. The existing members get a note about it and the step is written to the log, so it is always clear who took access and when.

Revoking access

An admin picks "Revoke access" next to a member. That person no longer sees the location in their dashboard and receives an email about it. Their account stays; only the access to this location is gone. Access to any other location they belong to is untouched.

You can also leave a location yourself, with the "Leave" button next to your own name.

Does your branch belong to an organisation already on PlaceHub?

Say you run a branch of a chain, or a venue that falls under a sports federation that already rents out through PlaceHub. There are two ways in.

The quickest is an **invitation** from their admin. Ask them to invite you for a new branch; the link then only asks for your address, and your location is active straight away.

If that is not possible, you file a **link request** in the sign-up wizard. At the question "Does this branch belong to an organisation that is already on PlaceHub?" you answer yes and search for the organisation by name. Only verified organisations appear in the list. You enter the address of your branch and can then set up your first space as usual.

Picked the wrong organisation? Pull the request back yourself in the wizard, as long as PlaceHub has not decided on it. Your branch and the space you set up in advance go away with it, and you start again with the right organisation, or with one of your own.

PlaceHub checks with the organisation whether the branch really is theirs. Until that is confirmed, only you can see your space, and the location settings say so. When the link is approved, your branch becomes a location of that organisation and any spaces you had ready go live. If it is declined, you read the reason in your email and in the location settings.

If your address is already on PlaceHub under that organisation, a link request is not possible. Ask for an invitation instead; nothing has to be entered twice.

An email address per location

Every email about a new booking, a message or a review goes to the organisation's contact address. If you would rather have the mail for one location arrive somewhere else, at the front desk of that branch for example, enter a contact address under the location's Settings. You choose the language of that mail there too. Leave the field empty and the organisation's address applies.

This location in your own calendar

You can have the bookings of a location show up in your own calendar: Google Calendar, Apple Calendar or Outlook. Create an address for it under the location settings, at "This location in your own calendar". That address is personal. Do not share it, because anyone holding it can see the bookings of that location.

It only travels one way. What is in PlaceHub shows up in your calendar; what you change or add in your own calendar never comes back to PlaceHub. Your calendar app fetches the bookings itself, usually once an hour, and Google sometimes takes half a day. A booking that just came in will not be there straight away, so the calendar inside PlaceHub is the one to trust.

- 1 Create the address.** Go to the location settings and choose "Create my calendar link". Copy it right away, because you only see it once.
- 2 Google Calendar.** Open Google Calendar on a computer. Next to "Other calendars" on the left, click the plus and choose "From URL". Paste the address and click "Add calendar".
- 3 Apple Calendar.** Open Calendar on your Mac, then File, then "New Calendar Subscription". Paste the address and click Subscribe. On an iPhone: Settings, Calendar, Accounts, "Add Account", "Other", "Add Subscribed Calendar".
- 4 Outlook.** Open Outlook on the web, go to Calendar, click "Add calendar" and choose "Subscribe from web". Paste the address and give the calendar a name.

Lost the address? Create a new one. The old one stops working at that moment, so remove it from your calendar app afterwards. If you lose access to the location, your calendar link stops on its own. An admin can see who holds a link and can revoke someone else's.

The bank account we pay out to

An organisation has a single payout account, and only the owner can set it, in their profile settings. Members of a location see in their checklist who that is.

Without an account we cannot pay you. A verified host without an account gets a reminder by email, and we do not keep listings of an organisation without an account visible to renters. So enter the account even before your first booking. Afterwards you only see the last four digits.

Handing the organisation over

The owner can transfer ownership to someone who is already an organisation admin, at </app/organisatie/leden>. The new owner takes over the spaces, the verification and the management. Your bank account stays behind, so the new owner enters their own. A custom commission arrangement belongs to the organisation and does travel with it, which means the new owner keeps paying your rate. The screen asks you to confirm both before the transfer goes through.

Stuck somewhere?

Email us at support@placehub.nl and mention the name of the location. A person will get back to you within 24 hours.