



Your spaces, access and reviews

Help for hosts

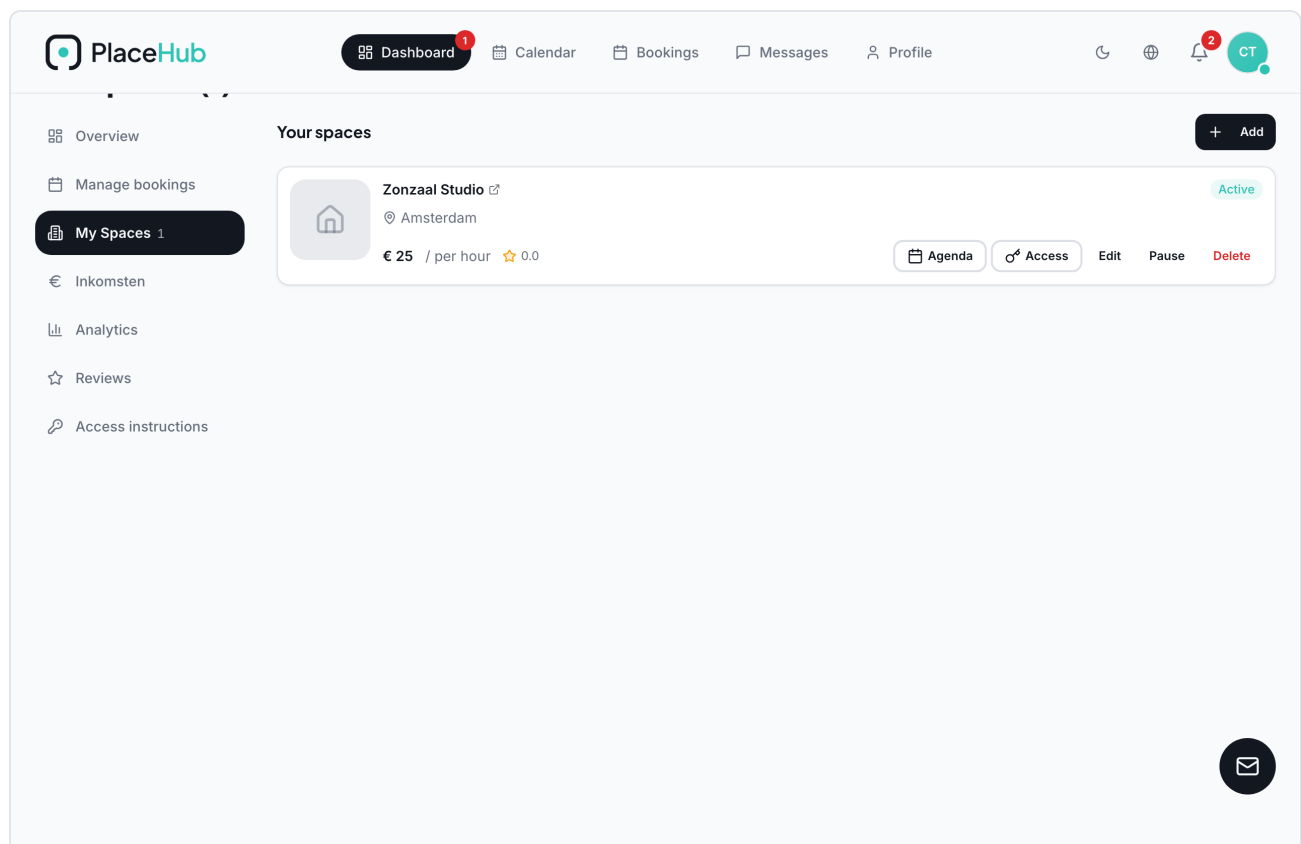
Changing the price and the terms per space, taking a space out of the rental for a while, setting how renters get in, and answering a review.

About fifteen minutes of reading. Changing the settings themselves takes a couple of minutes.

Your locations at a glance

Everything you offer sits under "My locations" in the host menu, ordered by location: the address your spaces share. Click a location and its spaces appear underneath, each with a photo, name, price per hour and rating. The label beside a space says whether it is "Active" or "Inactive".

Each space carries buttons for the calendar of that space, the access instructions, editing, pausing or activating, and deleting. Below the spaces of a location sits "Add a space at this location": the address is already filled in, so only the new space itself is left. A second address starts with "New location". Offering nothing yet gives you "No location yet".



Your locations with their spaces underneath. While your verification is running, a line above it says your spaces are not public yet.

Not verified yet? Then a notice sits above your spaces: your spaces are not publicly on PlaceHub, and once we have approved your verification they go live automatically. There is nothing you have to do for that.

Price and settings per space

Click "Edit" on a space. The "Pricing & capacity" block holds what a renter pays and how many people the space is for.

- Price per hour. Whole euros, no cents.

- Capacity, and the floor area in square metres.
- "Min. duration": 1, 1.5, 2, 3 or 4 hours. The renter cannot book shorter than that.

Weekend surcharge and volume discount

These two only turn up when you edit a space that already exists. On a new space they are not there yet, because the rules belong to a saved space. So save your space first and open it again afterwards.

Under "Weekend surcharge (%)" you charge a percentage on top of your hourly rate on Saturdays and Sundays. Leave it empty or fill in 0 and there is no surcharge.

The volume discount rewards long bookings: someone who rents the whole day pays less per hour. Empty or 0 means no discount here as well. Read the line next to it: a discount and a weekend surcharge do not work together. If a booking falls under both, the strongest rule counts.

At the bottom of the edit screen you also find "Extras (paid)". Think of a projector, or cleaning afterwards. That too can only be set once the space exists.

MEDIA

Photos



Click or drag to upload

JPG, PNG or WebP. Max 5MB each.

0 of 5 images

Videos (optional)



Click or drag to upload

MP4, WebM or MOV. Max 100MB per video.

0 of 3 videos

BASICS

The edit screen of a space. The weekend surcharge and the volume discount live here.

Cancellation policy

Per space you choose how strict you are when a renter calls it off. There are three options. With Flexible the renter can cancel free of charge up to 24 hours before the start. With Standard that is up to 7 days before the start, and with Strict up to 30 days. Cancel later than that and the renter does not get the whole amount back.

Change the policy and it only counts for what gets booked afterwards. The screen says: "Applies to new bookings only; existing bookings keep the policy they were booked with." So a renter who booked last week keeps last week's terms.

Pausing, activating and deleting

Doing building work, or unable to rent out for a while? Put the space on pause. You get the question "Pause this space?" with the explanation: "It disappears from search results and cannot be booked until you activate it again." Even someone holding the direct link no longer gets in.

Bookings that are already confirmed go ahead as normal. Pausing only holds back new requests. Switching it back on is one click on "Activate".

Ruimte-kaart — grid (SpaceCard)

STANDAARD (GEVERIFIEERD, DIRECT BOEKEN)

Lichte Yogastudio € 45/hr
Amsterdam Centrum · 20 people · 80 m² · WiFi, yogamatten, Sound system

ZONDER AFBEELDING, GEEN REVIEWS, NIET GEVERIFIEERD

Nieuwe Werkplek € 45/hr
Amsterdam Centrum · 20 people · WiFi, yogamatten, Sound system

LANGE NAAM + VEEL VOORZIENINGEN

Zeer Ruime Multifunctionele Evenementenzaal Rotterdam-Zuid € 126/hr
Amsterdam Centrum · 200 people · 80 m² · WiFi, Projector, Sound system

TESTRUIMTE (IS_DEMO — AMBER CHIP)

Demo Studio € 45/hr
Amsterdam Centrum · 20 people · 80 m² · WiFi, yogamatten, Sound system

IDENTIEKE PLEKKEN (PLEKKEN-BADGE)

Focus Bureau € 45/hr
Amsterdam Centrum · 20 people · 80 m² · 4 spots · WiFi, yogamatten, Sound system

VERHUURDER REAGEERT SNEL (BADGE)

Atelier Noord € 45/hr
Amsterdam Centrum · 20 people · 80 m² · WiFi, yogamatten, Sound system

NET ONDER DE DREMPEL (GEEN BADGE: SAMPLE 4)

Repetitieruimte Zuid € 45/hr
Amsterdam Centrum · 20 people · 80 m² · WiFi, yogamatten, Sound system

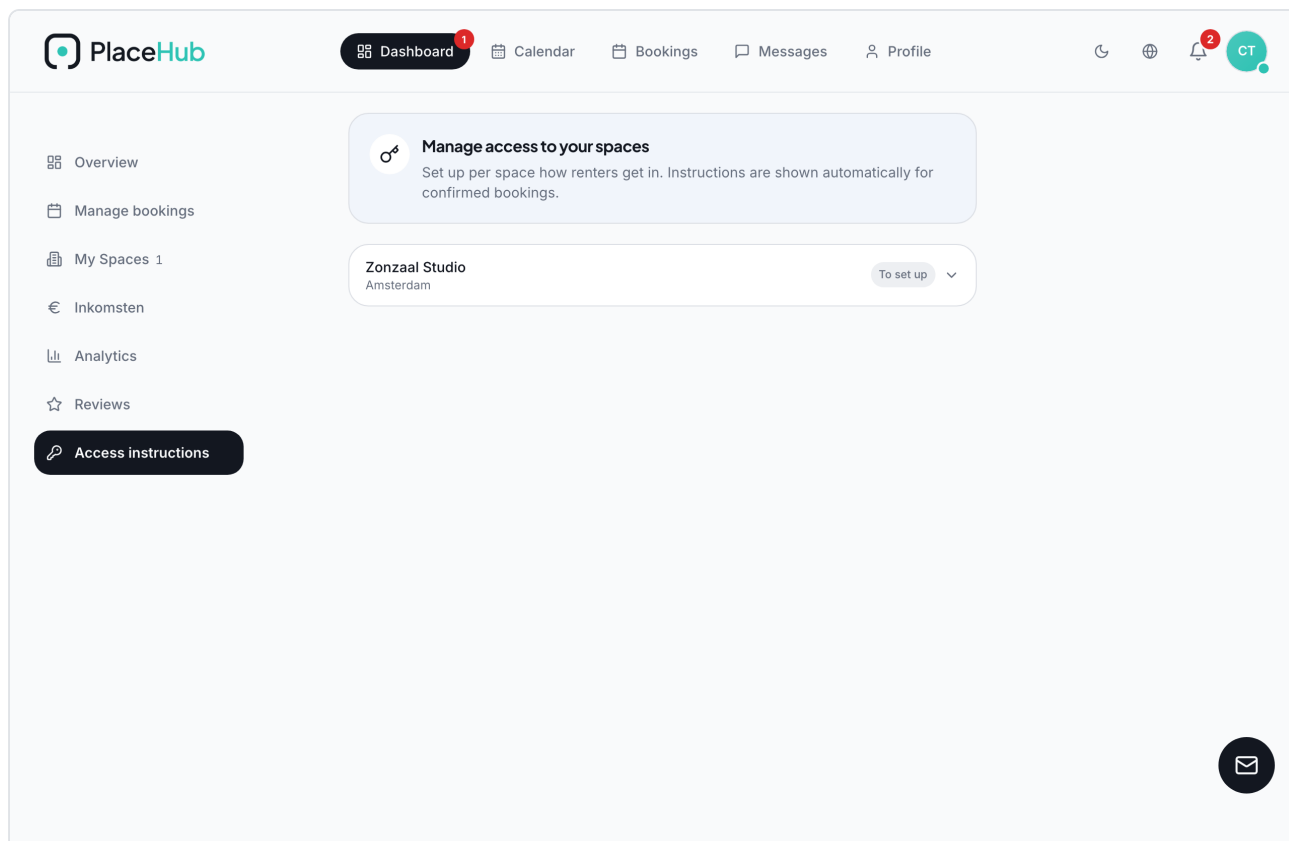
How an active space sits among the search results. On pause it drops out of them.

Deleting is another matter. There you get the question "Delete this space?", and it is permanent. If you are in doubt, pause instead.

How renters get in

Under "Access" you set per space how someone gets inside. The reason is at the top: "Set up per space how renters get in. Instructions are shown automatically for confirmed bookings." So you never have to type the same explanation with every booking.

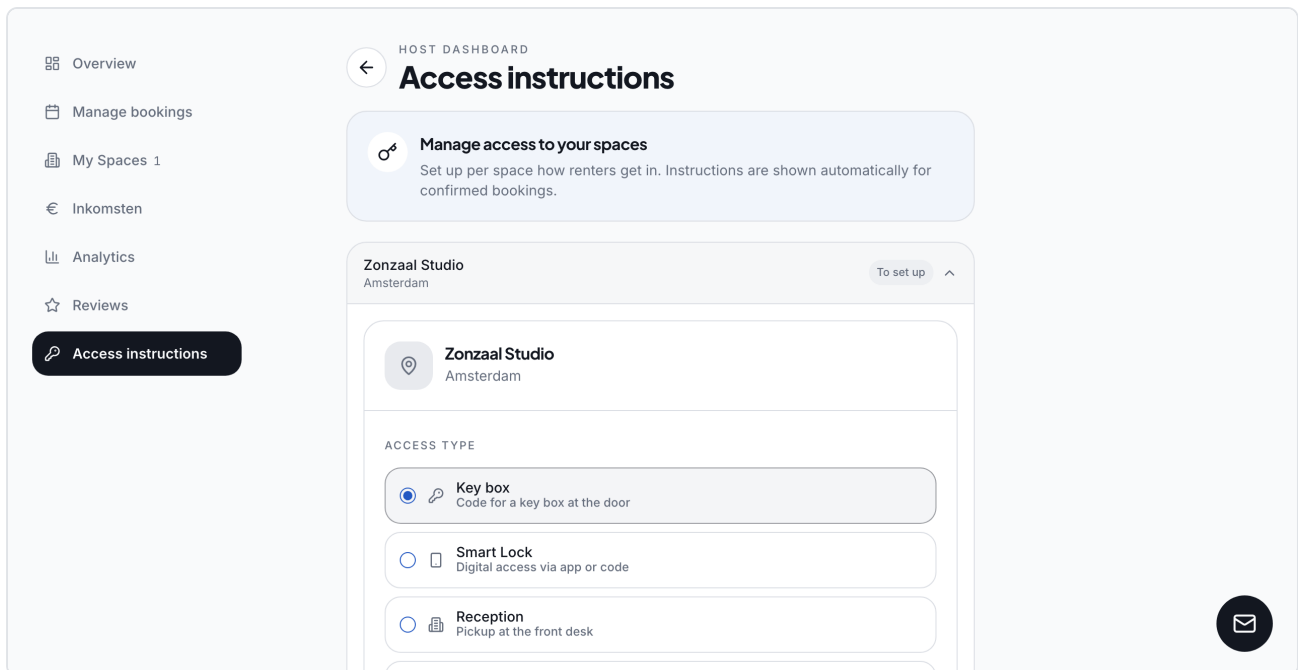
The filters All, To set up and Set up show you quickly which space still needs work. Each space carries the label "Set up" or "To set up".



The access page. Per space you see whether the instructions are ready.

Per space you fill in:

- The access type: Key box, Smart Lock, Reception, In-person handover or General.
- A title. The field suggests "e.g. Key box next to front door". Filling it in is required.
- The instructions themselves, step by step. Required as well. Write for someone who has never been there.
- A code, if there is one. The screen notes: "This code is only shown to renters with confirmed bookings."
- A phone number for when things go wrong, and extra information about the place.
- "Visible to renter": 1, 2, 6, 12, 24, 48 or 72 hours before the start. The default is 24 hours.



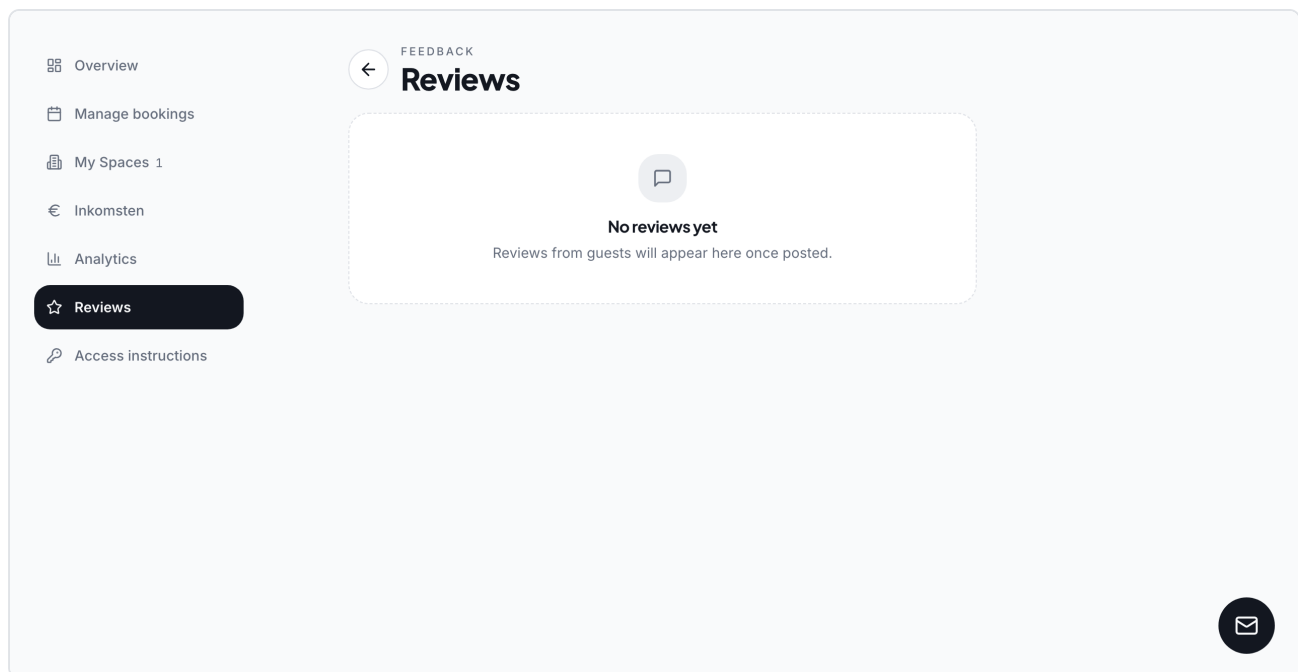
The access form of a space, with the type, the instructions and the visibility window.

The renter only sees your instructions when two things are true: the booking is confirmed, and the start time falls inside the number of hours you picked. Before that the code stays hidden. The bottom of the page repeats this under "Privacy & Safety".

Put a new code on the box and change the instructions too. Renters whose booking is already confirmed see the new text by themselves.

Reviews from renters

Afterwards the renter can write a review. You find those under "Reviews", on the page marked "Feedback". At the top sit your average score, the number of reviews and how many are still waiting for an answer. With nothing there yet you read "No reviews yet", with "Reviews from guests will appear here once posted." underneath.



The reviews page of a new host.

Replying

Every review has a "Reply" button. You write one reply and it stays there. The screen is clear about it: "Your reply is visible to everyone viewing the space."

A calm reply does more than a long defence. Thank the renter, explain briefly what happened, and say what you have changed.

Disputing

Think a review is unfair or wrong? Use "Dispute". Explain why in at least ten characters and click "Submit objection". The screen tells you what happens next: our team assesses your objection, and the review stays visible until there is a decision.

While your objection is running, a note on the review says you have disputed it. If we turn the objection down, you read that too, and the review stays.

Stuck somewhere?

Email us at support@placehub.nl. A person will get back to you within 24 hours.