



Your earnings

Help for hosts

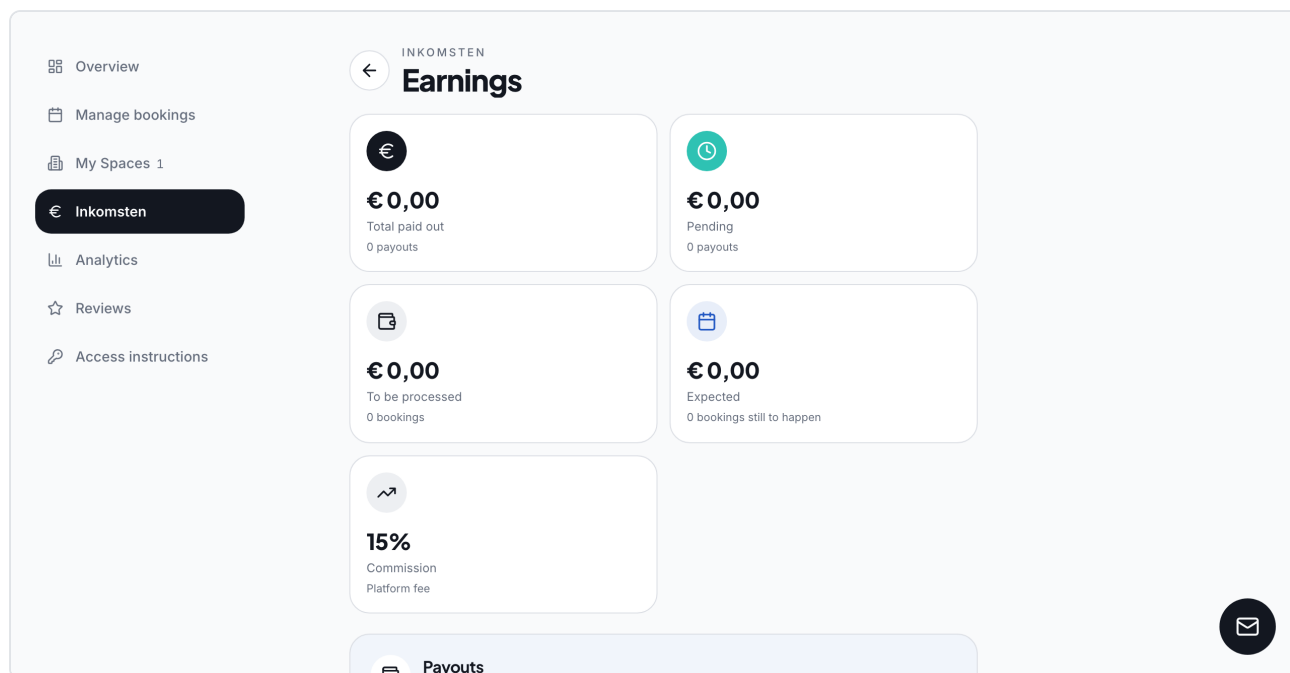
What the tiles on your earnings page mean, when your payout arrives, what the commission is, and where to find your invoices.

About fifteen minutes, and you will know what happens to your money and where to see it back.

Where to find it

Everything about money sits on one page: "Earnings" in the host menu. Rent out at more than one location and "Which location" lets you pick: everything added up, or a single branch on its own. The amounts, the payouts and the invoices follow that choice. The monthly statements do not, because those cover the whole organisation.

The renter pays at the moment of booking. We keep our commission on the rent and transfer the rest, together with anything paid for extras, to your organisation's bank account. There is one account for all your locations, and only the owner of the organisation can set it.



The earnings page of a new host. Everything stays at zero until your first booking has been completed.

The five tiles

- "Total paid out": everything that has reached your account, added up.
- "Pending": amounts that are ready or on their way. Payments still being processed count here.
- "To be processed": bookings that are over and whose payout still has to be made.
- "Expected": money from bookings that have yet to take place. Below it you see how many bookings that is.
- "Commission": the percentage we keep per booking.

When the money reaches you

Payouts go out weekly, in one batch. The page puts it like this: "Payouts run weekly: once a booking is completed your earnings appear here and we transfer them to your IBAN in the next weekly batch, bundled into a single payment. You will receive an email with the breakdown."

Count on 7 business days after the booking has finished. Two rentals in one week arrive as a single amount. The email you get lists which bookings are in it.



Payouts

Payouts run weekly: once a booking is completed your earnings appear here and we transfer them to your IBAN in the next weekly batch, bundled into a single payment. You will receive an email with the breakdown.

The explanation of the weekly batch sits above your payout history.

Without an IBAN we skip a payout, and listings of an organisation without an account do not stay visible to renters. If you are the owner, enter your account number in your profile settings before your first booking arrives; afterwards you only see the last four digits. If you work at a location as a member, your checklist tells you who can set the account.

The statuses of a payout

- "Pending": the amount is ready for the next batch.
- "Processing": the instruction is with the bank.
- "Paid out": the money has been transferred.
- "Failed": the transfer did not work. Check your IBAN, and email us if it is correct.
- "Cancelled": this payout is not going ahead.

Statusweergave — één bron voor alle schermen

Deze pills verschijnen identiek in de boekingenlijst, het hostdashboard, de agenda en de adminschermpjes. Kleur en label komen uit `config/bookingStatus.ts`.

BOEKINGSSTATUS

Not confirmed yet Confirmed Cancelled Completed Unknown

BETAALSTATUS

Awaiting payment Paid Refunded

UITBETALINGSSTATUS

Pending Processing Paid out Failed Cancelled

The labels of a payout.

Your payout history

Below the tiles, every payout gets its own row: the space, the date and the amount, with the status label beside it. A payout that has gone through also shows when it was made, which account it went to (only the last four digits) and which weekly batch it belonged to.

Have you received nothing yet? Then it says "No payouts yet", with "Once your bookings are completed, your payouts will appear here." underneath.

Payout history



No payouts yet

Once your bookings are completed, your payouts will appear here.

The payout history before your first booking has been completed.

What it costs you

As standard we keep 15 percent of the rent. Extras a renter adds, say a projector or coffee, are passed on to you without any deduction. The percentage that applies to you is on your dashboard under "Commission", and in the tile on your earnings page. Click the information icon for the explanation and a worked example.

Agreed a different rate with our administration? Then that rate counts. The screen says it this way: "Agreed a custom rate with PlaceHub administration? You will find it on your profile page."

How does the 15% work?

We keep 15% of every paid booking as platform commission. The remaining 85% is transferred to your IBAN within 7 business days of the booking.

Example for a booking of € 100,00:

Gross amount	€ 100,00
PlaceHub commission (15%)	-€ 15,00
To you	€ 85,00

Agreed a custom rate with PlaceHub administration? You will find it on your profile page.

The explanation of the commission on your dashboard, with a worked example.

The percentage from the moment of booking keeps counting. With every booking we record which percentage applied to you at that time. If the rate changes later, nothing changes for bookings that were already made. It works the same the other way round: a lower rate counts from the day it starts, not backwards.

What you get paid is the rent of the booking minus the commission, plus the full amount of any extras.

Monthly statements and invoices

On the first day of each month we automatically produce an overview of the month before. You find it on the same page under "Monthly statements", where each row shows the month, the number of rentals and a "Download monthly statement (PDF)" button.

Below that sits "Invoices": one invoice per booking, with the VAT amount on it, and a "Download invoice (PDF)" button. The invoice for a single booking is also filed with the booking itself.

Both parts show up as soon as there is something in them. No rentals yet means you do not see them yet.

These PDFs are made for your bookkeeping. Keep them, or forward them to your accountant.

Outstanding balance

Sometimes a refund reaches the renter after we have already paid you. Your earnings page then shows a block called "Outstanding balance". The text explains what is going on: "A booking was refunded to the renter after we had already paid you out. We will contact you personally about this."

Wait for our message. We call or email you, and together we agree how you pay it back. It is not quietly deducted from a later payout. This block only appears when something really is outstanding.

Stuck somewhere?

Does an amount look wrong, or is a payout missing? Email us at support@placehub.nl. Add the booking number and we can look it up straight away. You get an answer within 24 hours.