SolidStays Service Terms

These Service Terms outline the specific conditions related to your use of SolidStays' platform for discovering and booking paying guest (PG) accommodations. They are supplementary to, and should be read in conjunction with, our primary Terms and Conditions. By utilizing our services, you agree to comply with both documents.

1. Scope of Services

SolidStays operates as an online platform facilitating the connection between individuals seeking PG accommodations ("Guests") and independent PG property owners/operators ("Hosts"). Our services primarily include:

- Displaying listings of PG properties, including descriptions, amenities, and pricing provided by Hosts.
- Providing a booking interface for Guests to reserve available PG accommodations.
- Processing payments for bookings on behalf of Hosts.
- Issuing booking confirmations to Guests.

SolidStays acts solely as an intermediary and does not own, operate, manage, or inspect any PG properties listed on our platform.

2. User Accounts

2.1. Account Creation: To access and use certain features of our services, such as making bookings, you may be required to create a user account. You agree to provide accurate, current, and complete information during the registration process and to keep your account information updated.

2.2. Account Security: You are responsible for maintaining the confidentiality of your account password and for all activities that occur under your account. You agree to notify SolidStays immediately of any unauthorized use of your account.

3. PG Property Listings

3.1. Information Accuracy: While SolidStays endeavors to display accurate information, all details regarding PG properties, including descriptions, photos, amenities, availability, and pricing, are provided by the respective Hosts. SolidStays does not independently verify the accuracy or completeness of this information.

3.2. No Endorsement: SolidStays does not endorse any specific Host or PG property. Any ratings, reviews, or other user-generated content are the opinions of individual users and do not reflect the views or endorsement of SolidStays.

3.3. Availability: Property availability is subject to change and is confirmed only upon

successful booking and receipt of a confirmation from SolidStays.

4. Booking and Confirmation Process

4.1. Booking Request: By initiating a booking through SolidStays, you are making an offer to reserve a PG property under the terms specified by the Host and SolidStays.

4.2. Confirmation: A booking is considered confirmed only upon your receipt of a confirmation email or notification from SolidStays, which will include specific details of your reservation. Until confirmation is issued, SolidStays reserves the right to cancel any booking request for any reason.

4.3. Guest-Host Contract: Upon confirmation, a legally binding agreement is formed directly between you and the Host of the PG property. SolidStays is not a party to this agreement.

5. Payments

5.1. Payment Collection: SolidStays collects payments on behalf of Hosts. By confirming a booking, you authorize SolidStays to charge your selected payment method for the total booking amount, including any applicable taxes or fees.

5.2. Advance Payments: As per our Terms and Conditions, a portion or full payment may be required at the time of booking to secure your reservation.

6. During Your Stay

6.1. Host Rules: You are solely responsible for adhering to all rules, policies, and instructions set forth by the Host and the PG property management during your stay.

6.2. Disputes with Hosts: Any disputes or issues arising directly during your stay at a PG property (e.g., condition of property, services provided by Host, adherence to PG rules) are to be resolved directly between you and the Host. While SolidStays may, at its sole discretion, offer assistance or mediation, we are not obligated to do so and bear no responsibility for such disputes.

6.3. Damage to Property: You remain responsible for any damage caused to the PG property or its contents during your stay, as outlined in our main Terms and Conditions.

7. Support and Communication

7.1. SolidStays Support: For issues related to the SolidStays booking platform, payment processing, or general inquiries, you may contact our customer support team using the contact information provided in our main Terms and Conditions.

7.2. Host Communication: For specific questions about a PG property or during your stay, you

may be provided with direct contact information for the Host.

8. Limitation of Liability for Service Use

In addition to the limitations of liability outlined in our main Terms and Conditions, SolidStays specifically disclaims liability for:

- Any acts, omissions, or negligence of any Host or third-party service provider.
- The accuracy, completeness, or suitability of any PG property information provided by Hosts.
- Any injury, damage, loss, or expense incurred by you during your stay at a PG property.
- Any issues arising from the direct interaction between Guests and Hosts.

9. Amendments to Service Terms

SolidStays reserves the right to modify these Service Terms at any time. Any changes will be effective immediately upon posting on our website. Your continued use of our services after any such changes constitutes your acceptance of the new Service Terms.