

Frequently Asked Questions

NOTE: AFTER REVIEWING THE INFORMATION BELOW, YOU MAY HAVE QUESTIONS YOU'D LIKE ANSWERED VERBALLY. IF SO, PLEASE EMAIL US AT INFO@BESTRATEVILLAS.COM AND SUGGEST A TIME FOR ONE OF OUR BUSINESS DEVELOPMENT SPECIALISTS TO CALL.

THAT SAID, BEST RATE VILLAS' STATE-OF-THE-ART TECHNOLOGY-DRIVEN PLATFORM ALLOWS YOU TO LIST ALMOST INSTANTANEOUSLY. GIVEN THIS, MANY OF OUR PROPERTY MANAGER CLIENTS DIRECTLY LIST AND DISCOVER THAT THEIR QUESTIONS ARE ANSWERED WHEN THE FIRST BOOKING IS COMPLETED. THIS IS EASY TO DO SINCE THERE'S TRULY NO RISK (YOU CAN CANCEL THE RELATIONSHIP AT ANY TIME AND CANCEL ANY BOOKING AT ANY TIME) TO GIVE THE PLATFORM A CHANCE TO DELIVER YOU NEW HASSLE-FREE BOOKINGS FROM A CLIENTELE THE VACATION RENTAL INDUSTRY HAS NEVER HAD ACCESS TO BEFORE.

GIVE IT A TRY AND SEE FOR YOURSELF.

Who is Best Rate Villas (BRV)?

BRV is the major private distribution channel for the short-term rental industry. We serve the growing need for corporate travel programs from Fortune 500 companies, military benefits organizations, and travel groups.

Who is HVN?

HVN (pronounced "Haven") is our parent company. HVN (for "Hotel Villa Network") offers a variety of wholesale rate travel inventory, including hotels, car rentals, tours, and activities to our private network of travelers.

We get pitched by new listing sites and OTAs all the time. Why should we use you?

We're not a public listing site or OTA. We don't compete with your paid keyword (SEO) strategy and we don't market, in any way, to the general public to deliver our bookings.

Our clients are exclusively private corporations and their employees, as well as the members of tight-knit groups, that don't access the public marketplace for their business AND leisure travel. Rather, they book through their private password-protected site and Best Rate Villas is their only provider of private accommodations.

How does your program work?

We incentivize our corporate travel clients to book our accommodations by showing real-time savings versus publicly listed rates, including traveler service fees. Often, our discounts increase as the date of arrival gets closer, translating into more "heads in beds". Our service is particularly effective for bookings within 30-60 days of arrival.

How much does it cost to list with BRV?

There is no up-front fee to list. Nor do we charge a commission in the traditional sense of the word. Rather, we work off of a “net rate” you supply to us. While the net rate you offer is at your discretion, most of our property manager clients offer a net rate that is about 15% less than the rate published on their own site.

Do these net rates still allow us to collect our Management Fee?

Yes. We encourage you to distribute net rates that incentivize our users to book, but this is at your discretion. You still collect your fee, and, because these booked periods would often have been left unoccupied, the incremental income goes straight to your bottom line.

How does BRV make money?

BRV works on a mark-up basis, usually ranging from 2% to 9%.

Here’s an example:

- Rate on your website (including your management fee): \$100
- Price the public sees on HomeAway/Airbnb (after Service Fees): \$108 - \$131*
*(*Service fees range from 7% to 23%. Many managers raise their prices on public sites vs. their site by up to 10% or more).*
- Price you offer to BRV (your choice): \$85
- Price we offer our Network after Discount: \$87 - \$95*
*(*sliding scale offers lower prices the closer the booking occurs to the date of check-in).*

Our margin is the difference between the price you offer and the price we book your properties.

How do Net Rates Work?

We incentive our private travelers with wholesale rates that are established by our suppliers. Properties are ranked in the ‘sort order’ based on the percentage discount to the public prices as seen on HomeAway, Airbnb, and booking.com. The larger the discount for a property, the higher that property appears in the ‘sort order’.

Of relevance, BRV works on a mark-up basis, usually ranging from 2% to 9%.

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Can we block certain dates?

Yes. You can set your discount rate to 0% (a 100% “net rate”) for any time period you desire.

How do we communicate with the guest and what is your cancellation policy?

You immediately receive all guest information upon completion of the booking and the guest receives all of your information at the same time. All transactions for the guest are final (non-cancellable for the guest), but you may cancel for any reason, if needed.

Is our brand visible to the potential guest?

All bookings happen behind the password-protected veil of Best Rate Villas until the booking is confirmed. Once payment is submitted, the guest is immediately introduced to you via automated email with all booking and guest contact information and the guest is immediately introduced to you and your contact information via automated email. This approach protects your brand integrity while allowing you to deliver a positive impression to your guests for future stays.

How and when do we get paid?

We process the payments and all funds are directly passed through to you, less credit card processing fees. You still charge all normal add-ons, such as cleaning, taxes, damage waiver, etc., all of which is passed through to you. We batch payments to you and you will always receive payment prior to the guest’s arrival.

Does BRV charge the guests?

BRV charges the guest and passes everything, less credit card processing fees, through to you.

What fees may we charge?

Any that you currently charge.

What fees may we not charge?

None.

Is your marketing targeted specifically to short-term, vacation rentals, or do you have an audience for corporate housing/extended stay business travelers?

Yes! In fact, both are solid segments for us as we expand our offerings to broader needs of our clientele on the corporate side. We also love how these types of properties perform within our ecosystem and would be happy to work with you.

How does BRV fit into our comprehensive marketing strategy?

We believe in balanced marketing strategies between your own website, paid marketing programs, and the primary OTAs. We are a differentiated channel that helps fill gaps that other programs do not.

Is your company marketing directly to in-house business travel agents?

In part. We focus exclusively on our private channel clients and do not do any public marketing on other sites or compete with you for keywords etc.

We use dynamic pricing. Will this still work with your program?

Yes. While we see value in dynamic pricing, our program does not risk your brand integrity or cause public consumers – and all of your past guests – to expect discounted rates from you. Over time, you may come to value BRV's private-access-only program as a way to optimize your dynamic pricing programs.

What are the Terms for Booking with your users?

<https://www.bestatevillas.com/terms/>

A key factor is that our bookings are non-cancellable by the guest. However, you may cancel any bookings you receive from us should the need, for any reason, arise.

Can Bookings be cancelled?

All bookings by our guests are final, non-refundable, and non-cancellable. That means that once they press 'submit', we collect 100% of the funds and the Traveler is 100% committed to staying with you. That said, if you ever wish to cancel a reservation for any reason, you may do so without penalty. You always receive a booking confirmation email from us with the guest name, phone, email, dates and rates. If in your screening process you want to cancel the booking for any reason just let us know and we will do damage control and try to re-accommodate them.

I would like to try this with part of my portfolio, is that ok?

While we want to work with the specific needs of each of our clients it is ultimately our goal to add as much inventory as possible. We have much more demand from our travel network than inventory and want to offer them as many options as we can. We will work with you to satisfy your needs but in an ideal world we would like to feature all of listings.

What kind of traffic do you have on your site?

We don't count traffic in the same way as public OTAs because our inventory is not publicly searchable. Instead, we measure how many travelers are in our network. Currently, this number is around 7 million. That is expected to grow to 15 million by mid-2019.

Can I see a demo account to better understand what you do?

Yes. Use the following credentials to access the site, just as our traveler clients do:

bestratevillas.com/welcome

Username: pm@test.com

Password: [welcome123](#)

Who is the merchant of record?

We are. We collect payments from the guest and will pass the base rent and 100% of all other line items (cleaning, taxes, damage waiver etc.) through to you.

How do we begin?

Please review our Listing Agreement, which you can complete at your convenience. Upon completion we will reach out to discuss next steps.