

Events at HOME

FAQ's for Homeowners

How much does it cost me to list my property?

Nothing! Listing a property is free. Also, when a home user books your home, you don't lose any money! *We don't dip into your profit.* EAH adds their fees on top of your listing price.

This is clearly explained when you walk through the listing process on our site.

When will I get paid?

You'll receive 1 payment, in full, on the day of the event. All of our payments to home owners are sent electronically. We'll ask you to link your bank account when you set up your profile.

Do I still get paid if the home user cancels their event?

Yes! The home user is set up on a payment plan.

Their initial deposit plus each payment made thereafter is non-refundable. If they cancel, you'll receive the money in escrow within 7 days. These funds will be deposited into the bank account linked to your profile.

Do I need to make my property available for an in person walk through?

Yes! Potential home users will want to see the space you're renting out.

A majority of the requests you'll receive will be for special occasions such as weddings.

Your home users need to feel confident in the financial investment they are making. It's important to accommodate them and let them have a quick tour.

You can set up these appointments through the messaging tab on our site.

In the future, if I want to cancel/refuse the booking, what do I do? Does it cost me anything?

Contact our customer service department at 860-837-3036 or email us at support@eventsathome.co. We'll walk you through the cancellation process. There is a 13% cancellation fee. All remaining funds will be returned to the home user in full.

I'm having a difficult time pricing out my home. What do I do?

Review our "Pricing Guidelines", or call our customer service department at 860-837-3036. You can also browse our site to see what other homes are currently priced out at.

I've made some updates to my home, and want to increase my listing price. Can I increase fees for those who've already booked?

No! Once a house is booked by a home user, the price is set in stone and can't be increased. You can absolutely update your listing price to affect future bookings, but you must stand by your original agreement to those you're currently committed to.

Should I require insurance from my home user and vendors?

We recommend single day event insurance to all home owners. We also recommend that you require working vendors to be fully insured. Protect yourself and your property.

What about a rental contract?

We recommend that all homeowners have a rental contract ready for potential home users to sign. This will protect yourself and your property, as well as bring peace of mind to all involved.

Should I stay on the property during the event?

This is completely up to you. Another option is to bring in an event or wedding coordinator to be on hand during the rental period. You can also enlist a trusted friend or family member to be a watchful eye.

Am I required to allow Home Users to access both the exterior and interior of my home?

No. This decision is completely up to you. You're given an opportunity to create a detailed listing of your home on our site and can specify what areas are available for event use. You can also reiterate these details to your Home User during your walk through.