

Events at HOME

FAQ's for Home User

How do I set up an official walk through for a home I'm interested in?

Simply contact the home owner via our site. Click on the "message" tab. You can easily communicate with them, and set up a time to meet in person at the property.

After seeing the home, how do I officially book it?

Go to the home's profile on our site, and click "book this home". Follow the instructions.

If I book a house, but then decide a few months down the road that I need to cancel my event, do I receive a full refund?

No. Home users make 3 payments along the way. Once those payments have been processed, they are completely non refundable, as the home owner has held that date for you and passed up other potential customers. You can cancel and not make any future payments towards the property, but all previous funds will not be returned to the home user.

Will I be automatically charged for future payments due?

Yes. At the time of booking, you'll walk through our payment system. The dates when your card on file will be charged are clearly presented. We will charge your card a total of 3 times. Payments are split up evenly.

Can I pay for my home rental entirely upfront?

This option isn't currently available.

Do I sign a renters contract?

The home owner will most likely provide a contract for you at the time of booking. Events at Home doesn't coordinate this aspect of home rentals.

What about insurance?

Because the properties available through Events at Home are not professional venues, we suggest that the home user & the home owner purchase a single day event liability policy. Your local insurance company can assist you.

Can I set up the day prior to my event?

All set up, deliveries and take down details must be discussed with the home owner. Each home owner has their own set of rules.

Am I allowed to sleep over after my event?

The majority of the properties listed on Events at Home are single day rentals, without sleeping accommodations provided. This is something that you'll need to discuss with the home owner, on a case to case basis.

Will I have access to both the interior & exterior of the home for my event?

The accessible areas are clearly detailed on every homeowners listing. The homeowner has the right to rent out just their exterior grounds, or their entire house. It's completely up to them.

I have a complaint about a property.

Please contact our customer service department immediately.
support@eventsathome.co or 860-837-3036

Will I be fully refunded if a Home Owner cancels an event?

Yes! All funds will be electronically refunded to you within 7-10 business days, including your initial deposit.