

1. WHAT IS FIREBNB?

The FireBnB website allows users to publish offers and to exchange their homes (apartment, house, loft, etc.) for a short vacation (a day to a few weeks). These exchanges are free, but each owner can define some services that the guests must provide as well as some constraints they have to respect.

You must create an account to view offers, post offers and make exchange offers with other owners.

2. WHO CAN BECOME A MEMBER ON FIREBNB (ACCOMMODATIONS)?

Everyone can become a member, make offers and exchange their home, whether you are a professional or not. Registration and posting offers is free. The accommodations available on the site are as varied as the hosts who post them. You can advertise your accommodation in almost any country in the world.

In order to offer enjoyable and travel-friendly stays, we ask all members to respect 4 basic criteria:

- **Be responsive:** maintain a high response rate by answering messages and exchange offers within 24 hours.
- **Avoiding cancellations:** Cancellations are not trivial and we ask all members to avoid cancelling other members' reservations so as not to jeopardize their travel plans.
- **Maintain a good overall rating:** Travelers like to be able to expect a consistent level of quality, regardless of their destination.

In addition, we strongly encourage members to provide essential amenities: toilet paper, soap, linens, sheets, and at least one towel and pillow per traveler.

3. CAN FIREBNB DEACTIVATE OR DELETE MY OFFERS OR MY ACCOUNT?

FireBnB may limit, suspend or deactivate your account in accordance with its Terms of Use.

Your account may be deactivated during an FireBnB account review. These reviews are part of efforts to uphold the Airbnb Community Values (peace of mind, safety, respect, authenticity, trustworthiness), its Terms of Use, applicable laws and regulations, and to build mutual trust. Your account may also be deactivated or suspended as a result of a problem reported to our admin. **This also applies to your offers.**

If your account is deactivated or suspended, any future reservations, pending or accepted, either as a host or traveler, may be cancelled.

4. SERVICE FEES

Registration and the uploading of offers are free. Houses exchange is decided between owners and is free. The only counterpart is that each owner will define some services that the guests must provide and some constraints/limits that they must respect.

5. WHAT HAPPENS TO MY PERSONAL DATA?

Your personal data is only used to improve and optimize the management of our services and is not sold or shared with other companies or partners. For more information, please refer to our Term of Use or contact our admin.

6. I CAN'T FIND AN ANSWER TO MY QUESTION IN THIS PAGE, WHAT DO I DO?

For more information, please send a message to the admin. They will do their best to answer to you as quickly as possible and give you the necessary information.