



## Ristay Connect Limited – Terms & Conditions

### Effective Date

June 25, 2025

### Company Name

Ristay Connect Limited

### Contact

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### Platform

www.ristay.co.ke

### 1. Introduction & Scope

By accessing or using Ristay, you agree to these Terms & Conditions. Ristay Connect Limited ("Ristay", "we", "us") operates a digital marketplace that connects guests with independent hosts (for stays) and car owners (for rides). We are not the provider of any property or vehicle listed on the platform.

### 2. Account Registration

To book or list on Ristay, users must create an account and provide accurate, current information. Each user is responsible for maintaining the confidentiality and security of their account credentials.

### 3. Platform Role & Listings

Ristay does not verify property ownership. Listings may be created by hosts, agents, or authorized parties. However, we verify listings against platform standards (e.g., photo checks, KYC, reviews) and may tag listings as "Ristay Verified" to increase guest confidence.

### 4. Booking & Payments

- Bookings are made via the Ristay platform or secure payment links.
- All payments are processed through licensed third-party providers (e.g., PesaPal, Co-op, NCBA Loop, Safaricom B2C, Cryptix).

- Ristay collects booking fees and disburses host/owner payouts after check-in.
- Commission Rates:
  - 15% on bookings made through the platform
  - 18% on Ristay-managed listings

## 5. Cancellations & Refunds

- Each listing follows the host's selected cancellation policy (flexible, moderate, or strict).
- Refunds are issued based on that policy.
- Ristay's service fee may be non-refundable.

## 6. Host & Car Owner Responsibilities

Hosts and car owners agree to:

- Ensure listings remain accurate and updated
- Keep properties or vehicles clean, safe, and guest-ready
- Respond promptly to guest inquiries and bookings
- Provide clear check-in instructions or meet guests where required
- Keep their availability calendar updated, including blocking out dates for offline or external bookings (e.g., Airbnb)

Ristay is not responsible for misrepresentation or guest issues arising from outdated listing information.

## 7. Guest Responsibilities

Guests must:

- Treat all properties and vehicles with care and respect
- Follow host/owner rules and communicate proactively
- Avoid illegal use, parties, or damaging behavior
- Observe check-in and check-out times

## 8. Disclaimers & Liability

- Ristay is a connector, not the owner, operator, or insurer of listings.
- We are not liable for disputes, injuries, damage, or losses during bookings.
- Ristay may assist with disputes but does not guarantee resolutions or reimbursements.

## 9. Modifications to Terms

Ristay may update these Terms from time to time. Continued use of the platform signifies acceptance of any changes. The latest version will always be available on [www.ristay.co.ke](http://www.ristay.co.ke).

