



# Service Agreement

## Bee & Bee Property Management

### 1. Parties

This Agreement is between:

(1) *Bee & Bee Property Management*, a registered partnership operated by **Talha, Tasha & Irene** (“the Managers”), and

(2) The individual or company whose details appear in **Schedule 1** (“the Owners”).

Both parties agree to the following terms.

### 2. Services Provided

The Managers will provide B&B and short-stay property management services. These may include:

- a. Guest communication during business hours
- b. Coordinating turnover cleaning and laundry

- c. Managing bookings on platforms such as Airbnb, Booking.com, Vrbo and others
- d. Monitoring the property and reporting issues
- e. Overseeing guest check-ins and check-outs
- f. Coordinating maintenance and repairs (subject to Owner approval except in emergencies)
- g. Restocking basic supplies if agreed
- h. Any additional services agreed in writing

The scope of service will depend on the package chosen (Essential, Standard or Full Management).

### 3. Fees & Payment

3.1 The Owner agrees to pay the Managers a **percentage of booking revenue** ("Management Fee"), as set out in **Schedule 2**.

Typical percentage:

- Full Management – 20%

3.2 Cleaning and laundry costs are charged separately.

3.3 Maintenance or repair costs will be charged only after approval, except in emergency situations (see Section 6).

3.4 Invoices must be paid within **7 days** unless otherwise agreed.

3.5 Late payments may incur reasonable administrative charges.

3.6 The Manager may issue invoices weekly or monthly depending on the Owner's preference.

## 4. Owner Responsibilities

The Owner agrees to:

- a. Ensure the property is safe, insured and compliant with relevant regulations
- b. Maintain adequate short-stay or holiday-let insurance
- c. Provide property access (keys, lock codes, instructions)
- d. Approve or decline maintenance costs promptly
- e. Provide accurate and up-to-date information about the property
- f. Pay all costs relating to cleaning, laundry, supplies and repairs
- g. Ensure utilities (water, heating, electricity, Wi-Fi) remain active
- h. Notify the Manager of any changes affecting bookings or guest experience

## 5. Manager Responsibilities

The Manager agrees to:

- a. Provide services with reasonable skill and care
- b. Communicate with guests during business hours
- c. Respond promptly to urgent guest issues (e.g., lockouts, leaks, safety issues)
- d. Keep the Owner informed of any significant problems
- e. Arrange tradespeople as needed and seek approval for costs
- f. Maintain accurate booking calendars and property information
- g. Respect and maintain confidentiality of Owner and guest information
- h. Act in the best interests of the property and its guests

## **6. Maintenance & Repairs**

6.1 The Manager may arrange tradespeople when needed to prevent risk, damage or disruption.

6.2 No non-urgent work will proceed without Owner approval.

6.3 Emergency repairs may be arranged without prior approval if immediate action is required to:

- protect the property,
- ensure guest safety, or
- prevent substantial loss or disruption.

6.4 The Owner is responsible for the cost of all repairs, replacements and professional services unless otherwise agreed in writing.

## **6A. Guest Damage & Incident Policy**

6A.1 The Manager will report guest-caused damage, breakages or incidents to the Owner as soon as reasonably possible.

6A.2 The Owner is responsible for all repair or replacement costs arising from guest damage, unless costs are recoverable through a booking platform or deposit scheme.

6A.3 Where applicable, the Manager may assist with or submit damage claims on the Owner's behalf (e.g. Airbnb Resolution Centre).

6A.4 Emergency damage response (e.g., broken glass, leaks, unsafe electricals) may include arranging contractors without prior approval to protect the property or ensure guest safety.

6A.5 Non-emergency repairs require Owner approval before work begins.

6A.6 The Manager is not liable for:

- damage caused by guests,
- refusal or failure of guests/platforms to pay for damage,
- loss of income caused by guest actions.

## **Section 6B – Key Handling & Property Access Policy**

### **6B. Key Handling & Property Access Policy**

6B.1 The Owner will provide the Manager with the keys, lock codes, fob access or smart lock permissions required to carry out cleaning, checks and guest support.

6B.2 The Manager will store physical keys securely and will not duplicate keys without the Owner's permission unless required for operational purposes.

6B.3 Access codes or smart lock permissions will be stored securely and shared only with staff or contractors who require access for legitimate work purposes.

6B.4 The Manager is not liable for loss, theft or malfunction of keys, locks or access systems unless caused by the Manager's negligence.

6B.5 If a key is lost by the Manager or an authorised contractor, the Manager will pay for a replacement key. The Manager is not responsible for full lock changes unless required due to negligence.

6B.6 If a guest loses a key or damages a lock, the Owner is responsible for associated costs. The Manager may, if required, coordinate replacement or repair and assist with guest-platform claims.

6B.7 The Manager may create temporary guest access codes (if supported by the lock system) and will delete or deactivate them after the guest departs.

6B.8 The Owner agrees to notify the Manager if locks or access systems are changed. If the Manager is unable to access the property due to unreported changes, delays or failed cleans are the Owner's responsibility.

6B.9 The Owner authorises the Manager to enter the property as necessary to fulfil the agreed services, including inspections, cleaning, maintenance and guest support.

## 7. Liability & Limitations

7.1 The Manager is not responsible for:

- structural or pre-existing property issues
- guest-caused damage
- loss of income due to property faults
- repair or replacement costs
- outages or errors by booking platforms
- third-party service failures

7.2 The Manager accepts no liability for indirect or consequential losses.

7.3 Nothing in this Agreement limits liability for negligence resulting in personal injury, or fraud.

## 8. Cancellations & Termination

8.1 Either party may end this Agreement with **30 days' written notice**.

8.2 Any confirmed bookings during the notice period must be honoured or transferred to the Owner.

8.3 The Manager may end the Agreement immediately if:

- fees are unpaid,
- the property is unsafe,

- the Owner breaches the Agreement.

## **9. Access**

The Owner agrees to provide keys, lock codes or other access arrangements so that cleaning, checks and maintenance can be carried out as required.

## **10. Confidentiality & Data Protection**

10.1 Both parties will keep personal, business and guest information confidential except where required by law.

10.2 The Manager will handle guest and Owner data in compliance with UK GDPR and only for the purposes of providing services.

### **10A. Data Protection & GDPR Compliance**

10A.1 Both parties will comply with all applicable data protection laws, including the UK GDPR and Data Protection Act 2018.

10A.2 The Manager may process guest information (such as names, booking details and contact information) only for the purposes of providing management services.

10A.3 The Owner authorises the Manager to share guest information with cleaners, contractors or booking platforms where necessary to deliver the services.

10A.4 The Manager will store personal information securely and will not retain it longer than necessary.

10A.5 The Owner is responsible for keeping any guest or Manager information securely and must not misuse or improperly share it.

10A.6 Each party must notify the other of any data breach affecting personal information relating to the property, guests or either party.

10A.7 The Manager is not responsible for data breaches or security failures caused by booking platforms (such as Airbnb or Booking.com).

## 10B. Guest Behaviour & Safety Compliance

10B.1 The Owner is responsible for ensuring the property meets all legal safety requirements, including smoke alarms, CO detectors, fire risk assessments and electrical safety.

10B.2 The Manager will communicate house rules to guests but is not liable for guest behaviour, parties, noise complaints or breaches of rules.

10B.3 The Owner acknowledges that guests are bound by the policies of the booking platform used (such as Airbnb's no-party policy), and enforcement of these rules is outside the Manager's control.

## 11. Governing Law

This Agreement is governed by the laws of **England & Wales**.

## 12. Cleanliness & Turnover Standards

12.1 The Manager will perform or arrange turnover cleaning and presentation using a consistent cleaning checklist.

12.2 The Owner accepts that cleaning standards may vary between contractors but will remain within reasonable hospitality standards.

12.3 Deep cleans are recommended every 6–12 weeks and can be arranged at the Owner's cost.



## 13. Reasonable Service Limitations

13.1 The Manager may decline tasks that are unsafe, unlawful, or beyond the scope of hospitality management (example: structural repairs, animal control, hazardous cleaning).

13.2 The Manager is not required to attend the property outside agreed service hours unless responding to urgent guest issues.

## 14. Variation of Services

14.1 The Manager may update service descriptions, processes or fees with 30 days' written notice to the Owner.

14.2 If the Owner does not accept the updated terms, they may terminate the Agreement during the notice period without penalty.

## Schedule 1 – Owner Details

Name:

Property Address:

Email:

Phone:

## Schedule 2 – Fees

Management Fee: \_\_\_\_ % of booking revenue

Cleaning cost per turnover: £\_\_\_\_

Other agreed fees: \_\_\_\_\_

