

Terms of service

Last updated: 26 March 2022

Thank you for using Rentwlo and being part of our community!

1. Acceptance of the Terms

These **Terms** of Service ("**Terms**") are a binding legal agreement between you, on behalf of yourself or the entity you're representing "**You**", "**User**", "**Supplier**", "**Guest**" and **Rentwlo** governing your use of the websites such as <https://www.rentwlo.com/>, <https://www.rentwlo.com/pt/>, or other Rentwlo applications and other **Rentwlo** offerings (collectively, the "**Rentwlo Platform**", "**Platform**" or "**Site**").

The Terms, "**Rentwlo**", "**we**," or "**us**", "**our**" refers to the entity **RENTWLO LDA**, with NIF 516412493 and registered office at Avenida de Pádua, nº 3, Edifício 1, Bloco B, Loft -1/0 F, 1800-294, Lisboa, AMI license n.º 19255, with whom you are contracting.

The User agrees that, by accessing and using the Rentwlo Platform, he/she has read, understood and agrees to be bound by all these Terms of Service, published so far in two languages, Portuguese and English. You are advised to read these Terms carefully. If you do not agree with all of these Terms of Service, you are expressly prohibited from using the Site and must discontinue use immediately.

The User must explicitly accept our Terms of Service in order to register on Rentwlo's platform. These are accessible in the footer of our Website, and on the registration form or page, where you may read them before registering, and also when making a Booking Request. Once registered, the User explicitly agrees to all these Terms of Service.

By making a booking request you must also agree to our Terms.

Supplemental terms and conditions or documents that may be published on the Rentwlo Platform from time to time are expressly incorporated herein by reference. Rentwlo reserves the right, at our sole discretion, to make changes or modifications to these Terms of Service at any time and for any reason. We will always publish the revised version on the Rentwlo Platform.

We will alert you of any changes by updating the "Last Updated" date of these Terms of Service, and you waive any right to receive specific notice of each change.

It is your responsibility to periodically review these Terms of Service to stay informed of updates. You are subject to, and will be deemed to have been informed of and accept, changes to any updated Terms of Service by your continued use of the Rentwlo Site or Platform after the date such updated Terms of Service are posted.

The information provided on the Site is not intended for distribution to, or use by, any person or entity in any jurisdiction or country where such distribution or use would be contrary to law or regulation or which would subject us to any registration requirement within such jurisdiction or country.

Consequently, persons who choose to access and use the Rentwlo Platform from other such jurisdictions do so on their own initiative and responsibility, and are solely responsible for compliance with local laws, if and to the extent local laws are applicable.

The Site is intended for Users who are at least 18 year of age. All Users who are minors in the jurisdiction in which they reside must have the permission of and be directly supervised by their parents or guardians when using the Site. If you are a minor, you must have your parent or guardian read and agree to these Terms and Conditions before using the Site.

2. Terms Used

User, Users, You - The users of the Rentwlo platform.

Suppliers - Suppliers are any of the following: Owners, Landlords, Property Managers, Legal Representatives, Hosts, or anyone duly mandated to do so, who may act on behalf of the owner and with legitimacy, in particular by making decisions about the renting of the respective properties. These users are responsible for posting and offering Ads and Services on the Rentwlo platform, and for managing them.

Guests - Guests are users who wish to search, book and rent a property or use a service.

Ad(s), Advert(s) or Ad(s), or Listing(s) - A page dedicated to a property or accommodation, indicating all its characteristics, as well as providing its location, photos and video tours, constitutes an Ad in the Rentwlo platform.

Property - The space, entire or part of a property, or accommodation, which will be offered in the Rentwlo Platform.

Site, Sites, Website - Any of Rentwlo's websites or applications. Also used with collective effect.

Rentwlo Platform, Platform - Collectively the set of Rentwlo's websites, offers or applications.

3. Intellectual Property Rights

RENTWLO LDA owns the Rentwlo Platform which contains its Services offering and all source code, databases, functionality, software, site designs, audio, video, text, photographs and graphics on the Site (collectively, the "Content") and the trademarks, service marks and logos contained therein (the "Marks") are owned or controlled by or licensed to us and are protected by copyright and trademark laws and various other intellectual property rights and unfair competition laws of the Portuguese Republic, the European Union, foreign jurisdictions and international conventions.

The Content and Marks are provided on the Rentwlo Platform "AS IS" for your information and personal use only. Except as expressly provided in these Terms of Service, no part of the Site and no Content or Marks may be copied, reproduced, aggregated, republished, uploaded, posted, publicly displayed, encoded, translated, transmitted, distributed, sold, licensed or otherwise exploited for any commercial purpose, without our express prior written consent.

Provided that you are eligible to use the Website, Rentwlo grants you a global, royalty-free, non-exclusive, non-transferable, revocable licence which allows you to use the intellectual property rights exclusively in the Services and the Website, and to download or print a copy of any part of the Content to which you have gained appropriate access, solely for personal, non-commercial use.

We reserve all rights not expressly granted to you in and to the Site, the Content and the Marks.

Any unauthorised use of the Website will result in automatic termination of the licence granted by Rentwlo. Rentwlo reserves the right to terminate the limited licence, without notice and at any time, in the event of unauthorised use of the Website.

All materials that make up the Rentwlo brand, such as Rentwlo's graphics, logos, icons, service designations related to the website, emblematic phrases, written materials, unique and relevant Rentwlo brand materials, Rentwlo's business presentations, etc., constitute registered or unregistered trademarks. They cannot be used without Rentwlo's prior, express and written consent.

The User accepts that Rentwlo owns the copyright of any content, whether textual, graphic, photographic or audio-visual, created by him/her and published on the Website and the User must not sell, export, license, modify, copy, distribute or transmit the said content to third parties.

The User hereby grants to Rentwlo a worldwide, royalty-free, non-exclusive, non-transferable and irrevocable licence allowing Rentwlo to use the intellectual property rights of the Supplier as well as the logo and brand elements (the "Supplier's brand") to the extent necessary to enable the provision of Services by Rentwlo to the User, for the purpose of promoting the Service by means of references on the Website, in public statements, in advertising, marketing materials or campaigns, or in any public material. Please also see the "Contribution License" Clause.

The Supplier will reimburse Rentwlo for any costs, damages or expenses that may result from, or be related to, claims by a third party of any alleged infringement of intellectual property rights, or other rights, if they relate to Rentwlo's use of information that has been submitted by the Accommodation Provider (Host or Supplier) on the Rentwlo platform.

4. About Rentwlo

Rentwlo, through its platform, allows reservations for rentals of residential properties, or whose purpose is temporary housing, with a minimum term of 1 (one) month, and maximum of 3 (three) years.

Excluded are leases of any other type, such as commercial, retail, office, etc.

The Rentwlo platform is intended for anyone who needs to rent a physical space with legal authority, to use for a defined and agreed period.

The Rentwlo platform allows providers (companies, owners, landlords, hosts, property managers, representatives), to offer and publish their property ads with the purpose of their rental to interested customers. Customers interested in accommodation (Guests) will make searches on the platform and booking requests directly to the Provider.

Rentwlo provides the platform and a carefully studied concept and process, which allows the booking of rentals directly between the parties, without Rentwlo's participation, except for some materials conferred by us.

As a provider of the platform, Rentwlo has no active involvement in the rental process, and does not own, control, offer or manage any Ads on its platform. We are also not a party to the contract entered into directly between the Supplier and Guest, nor are we an insurer or tour operator. Rentwlo is impartial and does not act as an agent for any Supplier or Guest.

You agree to all the conditions of use of the Rentwlo platform, as detailed in these Terms of Service.

We maintain other terms and policies that supplement these Terms, such as our **[Privacy Policy](#)** and **[Cookie Policy](#)** which describe our collection and use of personal data, or our **[Cancellation Policy](#)**, which describes how refunds are processed in case of reservation cancellation, or others which constitute our customer documentation, as posted on the platform or otherwise, and form an integral part of these Terms.

5. Our mission statement

Rentwlo's mission is **"To inspire new trends in home rentals – one apartment, one person, one city at a time."** Rentwlo exists to make renting a home easy, faster and with lower costs.

Rentwlo evolves through a connection to new trends and style. Our slogan **"Cities change, but style endures"** is a visual representation of this attitude and is part of Rentwlo's unique and distinctive identity.

We are a community built on principles like honesty, respect, integrity and trust. A new home - a new friendship. We strive for accuracy of information and transparency, and we work to earn your trust.

6. The Rentwlo Culture - Integrity, Respect, Honesty

General conduct of our users

The most basic Rules of the Rentwlo Platform, and in accordance with Rentwlo's values, are as follows, to which our users agree to adhere and follow to the letter:

To act with total integrity, honesty and good intentions, with the utmost respect for all users of the platform.

Always be polite and respectful when communicating or interacting with all Rentwlo users, employees and associates.

Act with good intentions and without harming others or Rentwlo.

Maintain transparency and veracity of data and information, applicable to any type of public information and or communicated between the parties, and in any format.

Comply with rules of good conduct by maintaining exemplary behaviour. Create an exemplary reputation and honesty.

Not to lie, falsify data or documents, misrepresent, purposely deceive, or pretend to be someone else.

If You provide any information that is untrue, inaccurate, not current or incomplete, we have the right to suspend or terminate Your account and refuse any and all current or future use of the Site (or any part thereof).

Fully comply with the clauses contained in these Terms of Service.

7. Collaboration with Rentwlo

Rentwlo provides quality at low cost. Our prices are considered Low Cost. We ask that when using Rentwlo you work with us and not against us. We are here to help you and that is why our prices are unbeatable. Our Culture is a guarantee of respect, transparency and integrity.

The combination of our Prices, Community and Culture you won't get anywhere else.

Work with us in synergy, with our community, in the right way, and you will see that we are working for you. Use our processes, help us improve them by providing suggestions and ideas. Contact us whenever you wish. We are close and we are friends.

If you encounter any problems, please let us know immediately so that we can take action. Be patient knowing that we are good at what we do and have your best interest at heart.

8. Types of Properties

Rentwlo does not impose any restrictions as to the type of properties provided they are legal for residential use in accordance with the legislation in force in the country of the property, such as, but not limited to: flats, penthouses, villas, duplexes, lofts, studios, annexes, etc. It is not Rentwlo's responsibility to comply with the legal provisions regarding urbanization.

Rentwlo also encourages establishments such as holiday homes, accommodation establishments, bed & breakfasts, resorts, etc., to rent out their spaces on our platform, for periods of at least 1 (one) month or longer.

9. Offered space

Rentwlo imposes no restrictions on the type of space offered by the Supplier provided the property in question is legal for temporary housing, such as, but not limited to: Entire Property, Part of a Property, Private Room, Shared Room, Annex, etc.

The space offered can be furnished or unfurnished.

10. Property Conditions

Rentwlo reserves the right to exclude from its platform those properties which do not comply with the necessary hygiene and habitability conditions, both in the unit and its surroundings, building, street, location. No offer on Rentwlo platform may jeopardise the health, welfare and safety of the Guests, Rentwlo may inspect, by agreement, previously or subsequently the premises.

11. End of Lease

Rentals through Rentwlo are for non-permanent (temporary) housing for reasons such as, but not limited to: professional, education, internship, training, tourism, family support, etc.

12. Group for which the Lease is intended

Rentwlo does not impose any restriction on the type of customer for whom the rental is intended. It could be anyone, such as, but not limited to: Professionals, Teachers, Workers, Sportsmen, Students, Pensioners, etc.

13. Supplier Independence

The Supplier is a legal entity wholly independent and distinct from Rentwlo, is not in any legal or statutory form an employee, agent, joint venturer or partner of Rentwlo.

Rentwlo also does not manage or control any of the Suppliers' Ads, nor the conditions on which they are offered and their price, subject to the provisions of clause 10, Property Conditions.

14. Users

You must register an account to access and use the features of the Rentwlo Platform and you must keep your account information up-to-date and accurate.

To be able to publish your ad or make a reservation, you must verify your data by means of a verification procedure. See the following paragraph.

15. Users and Personal Information

Registration on Rentwlo's platform is done by creating a **Username**, entering your **Email** and a Password. During registration you have to choose if you want to Rent (**Guest**, Tenant) or if you want to be a Supplier (**Host**, Landlord). Choose the one that suits you. These user profiles are different and are not interchangeable. Both have different functionalities at their disposal and do not allow access to the opposite profile.

You agree to keep your password confidential and will be responsible for all use of your account and password. Rentwlo reserves the right to remove, reclaim or change a User Name that you select if we determine, in our sole discretion, that such User Name is inappropriate, obscene or otherwise objectionable, or that it references any third party company or brand.

As a **Username**, we suggest you use your First, Middle or Last name, or a logical combination of your name, in order to appear both personal and professional. The professional appearance of everything you do on the site is very important. Avoid the use of numbers. Do not refer to any outside companies.

Checks:

Before you can post your ad or make a booking you will need to perform four checks: 1) add a (recent) photo of yourself and fill in the 'Info' section under Dashboard / Profile with your personal information (user profile), 2) verify your email address, 3) enter your phone number, and, 4) upload proof of identity.

Rentwlo does not intervene during verification. You are entirely responsible for the information you enter, declaring that it is true, current and valid under the law of your country of residence, or where you are legally registered, and that it concerns you.

This verification and input of user data exists for your protection, and confidence in using the Rentwlo platform. Data such as email, mobile number, tax number, address and identity document are not public and only Rentwlo will have access to them.

Public Profile:

You can check your Public Profile on Dashboard / Profile by clicking on 'View Profile'. This is your public profile. Improving it will have a direct effect on your rentals.

Rentwlo and its data:

About our use of user data please read our **Privacy Policy**.

The user profile is the sole responsibility of the user, and Rentwlo has no intervention in it. However Rentwlo has the right to check the content of all the information entered by the user and verify whether the same is in accordance with the **Rentwlo Platform Rules** (see below), and the present Terms of Service.

Rentwlo also has the right to modify any information that violates our Terms of Service, whatever it may be, without having to inform you.

Rentwlo may bar access to any user who fails to comply with the rules of our Terms of Service, either totally or partially. The measure to be implemented by Rentwlo will be in accordance with the non-compliance verified and may aim at resuming service by the user by means of some corrections or the total banning of the Rentwlo Platform.

16. Viewing and Modifying Account, Ads and User Information

The user, whatever his or her role, agrees that Rentwlo, in performing its functions, may enter the user's account at any time, query for any purpose and change any of the user's data. Change of user's data or information will only take place if Rentwlo considers that the user is in breach of the Rentwlo Platform Rules and Terms of Service.

Likewise, the Supplier agrees that Rentwlo in the performance of its functions may enter at any time into the Supplier's account, query for any purpose and change any data of the Supplier user and its Ads. Modification of the Supplier user's data or information, documents or materials in the Ads, will only take place if Rentwlo considers that the same is in breach of the Rentwlo Platform Rules and the Terms of Service.

17. Recommendations for Ad Management

This paragraph is for Suppliers, on the best way to use Rentwlo.

We advise Suppliers to:

- 1) Keep all your Ads always Published.
- 2) Make continuous use of Rentwlo. By making a process of improving and optimising your Ads over time you will produce better and better results. Trust this process.
- 3) Keep the Calendar of each Ad always up to date. This way you can receive booking requests and contacts for your unoccupied periods, sometimes well in advance.
- 4) Keeping your Ad Published is the best way to create interest and get booking requests early, long before your dates become available. This is your goal.
- 5) We help with Rentwlo's promotional actions, but you will only get a calendar without vacant periods by keeping your Ads Published and managed in a proper way.
- 6) Progressive improvements to your Ads will also produce very good results.
- 7) Excellent Information, Transparency, Good Writing, Good Pictures and Videos, equals Bookings. Be creative with your Ads. Create and deliver an experience. This is what customers are looking for. Don't follow the cold, mechanical, ads that you see all around. Create a feeling, an experience, a desire, with your words.
- 8) Wherever you can, on social networks, on other websites, with all your contacts, advertise your Ads. Rentwlo allows its Users to place on third party websites links to Rentwlo, and links to your Rentwlo Ads. Please ensure that on the sites or locations where you do such advertising of Rentwlo, you are permitted to do so without breaching the Terms of Service of those websites.
- 9) Create and maintain constant interest in your Ads. Interpret each Ad as something dynamic, evolving. Real Estate is no longer static. Your Property may not change, but the improvements you can make to it, the evolution of the technology you have at your disposal, and the way in which the whole society and neighbourhood around you evolves allows for a good level of evolution and improvement.
- 10) Rentwlo thinks this is the future and we are here to support it.

18. Supplier's responsibilities

18.1. Create and Manage Ads, Information and materials

The Creation of Ads, Uploading of materials, Management of Ads and all their content is the sole responsibility of the Suppliers. Globally we refer to all these materials published by the Supplier and Guest as "**Contributions**".

The Rentwlo platform provides tools that allow and facilitate the creation, configuration, uploading of materials and management of an Ad.

An Ad must contain complete, accurate and transparent information about the space to be let and property, in written form or any other form, photographs and videos, as well as the rental conditions, such as price, expenses, other costs or charges, deposit, minimum and maximum stay period, updated calendar, availability, or any other necessary, being clear all its characteristics and specificities.

The Supplier is responsible for the accuracy of the information provided, in the Ad, regardless of the format in which the information is in, or in any other form, to Rentwlo and the Guests.

You are expressly prohibited from using information or materials that do not belong to you, or under which you do not have a licence or permission to use if they are not yours.

It is expressly prohibited, and considered fraud, to use information or materials that do not belong to the property, or space mentioned in the ad, of which the Supplier is the Owner, Manager or Legal Representative. The same applies to the condominium or common areas.

It is expressly forbidden, and considered fraud to mention in the Ad, or indicate on the map, or provide in any way, an address that does not exist, or that does not correspond to the advertised property.

The Supplier is responsible for the materials contained in the Ad, such as, but not limited to, photos and videos, their publication, and constant updating.

The Supplier is responsible for updating all information and materials provided in the Ads or in any other form.

In case your space is subject to any peculiar rules that apply and must be followed by the Guest, or rules or conditions that you need to impose, these shall also be explicit and legible in your Ad, or if this is not possible for any reason, they must be communicated at the booking request approval stage, so that the Guest accepts them.

The Supplier's duty of transparency and non-disclosure is total and non-transferable.

The Supplier explicitly accepts and agrees that all the information contained in their Adverts, regardless of the format in which it is contained, is in accordance with the rules of use of the Rentwlo Platform and the Terms of Service. The Supplier further agrees to keep, at all times, that same information updated and in accordance with reality.

It is expressly forbidden for the Suppliers, in their Ads, wherever or in the form of communication to the other party, to publish and/or give away any form of contact that would allow the parties to contact each other directly, explicitly or implicitly, such as, but not limited to: emails, phone numbers, addresses or addresses, links to pages or IP's, etc., as well as to allude, hint, transmit or try to 'creatively' transmit the same. This applies to, but is not limited to, all published and publicly available material, written messages, shared documents or videos, or any other forms of information exchanged between the parties.

The Supplier is further responsible for any omissions that its Ads, acts or interactions contain. Any act or action of the Supplier is subject to the Terms of Service.

The Supplier is responsible for the rental of the spaces listed in its Ads and Rentwlo cannot be held liable in the event that it is unable to carry out the respective rentals.

The Supplier is responsible for promptly responding to booking requests and customer enquiries.

Rentwlo has no legal responsibility for the content and management of the Ads, however we do our best to make sure that it is correct and truthful through some checks (see Chapter, **Rentwlo's Procedures**).

Rentwlo may, under certain circumstances, make some of the materials required for an Ad, such as in the initial phase of our commercial launch or upon a request from the Supplier (only possible in specific cases, subject to Rentwlo's review and approval), or due to a specific campaign. This does not exempt the Supplier, as the Supplier is the owner and source of information on the same, from assuming full and complete responsibility for the Ad, its information and materials, and its Management.

Rentwlo may also, in certain circumstances, perform Ad Management for some Suppliers, (only possible in specific cases, subject to Rentwlo's review and approval) and usually only in cases where the Supplier is not proficient or technology-friendly, and therefore Rentwlo may assist and provide such service. However this shall be an exception to the rule and shall not conflict with Rentwlo's duty of independence. Further, Rentwlo shall in no way benefit the Supplier in any way over and above any others. Again, this does not relieve the Supplier, as he is responsible for the property and its management, from taking full and complete responsibility for the Ad, and the decisions taken concerning its management.

18.2. Know Your Legal Obligations

You are responsible for understanding and complying with any laws, rules, regulations and contracts with third parties that apply to your Ad or Services.

If you are in any doubt about how local laws apply, you should always seek legal advice.

18.3. Duty of Confidentiality

The Supplier is responsible for handling and using the personal data of Guests and other persons in accordance with applicable privacy laws and in accordance with these **Terms of Service** and the **Privacy Policy** of Rentwlo.

The Supplier will comply with the duty of strict Confidentiality of all information received and exchanged with the Guest, not disclosing, recording, or publishing the same under any circumstances.

For the Guests who actually rent your properties, you will take the necessary precautions for the security and handling of the data and documents received in accordance with the law in force (see further on **Confidentiality of Information** clause).

Rentwlo, as owner of the platform, is responsible for the treatment of the data collected by the same and which are hosted on our servers, committing to comply with the RGPD provisions.

18.4. Ads by Property

It is allowed to publish more than one ad per property as long as they are dedicated to different purposes, for example, one dedicated to very short or short term rentals, and another to medium or long term rentals. Or, for example, one ad for the renting of part of the property and another for the totality of the property. There will have to be a different distinction and/or purpose to justify the two ads, but if there is such a difference, it is allowed.

19. Guest Responsibilities

Notwithstanding any other matters or aspects of Guest responsibility mentioned in these Terms of Service, Guest has, among others, a duty of strict Confidentiality.

19.1. Duty of Confidentiality

The Guest will comply with the duty of strict Confidentiality of all information received and exchanged with the Supplier, not disclosing, recording, or publishing the same under any circumstances.

The Guest is responsible for handling and using any data, information and documents received from the Suppliers and other persons in accordance with applicable privacy laws and in accordance with these **Terms of Service** and Rentwlo's **Privacy Policy** (see further below **Confidentiality of Information** Clause).

20. Contribution licence

By posting your Contributions anywhere on the Site [or making Contributions accessible to the Site by linking your Site account to any of your social media accounts], you automatically grant, and you represent and warrant that you have the right to grant, to us an unrestricted, unlimited, irrevocable, perpetual, non-exclusive, transferable, royalty-free, fully paid-up, worldwide right and license to host, use, copy, reproduce, disclose, sell resell, publish, transmit, re-title, archive, store, cache, publicly perform, publicly display, reformat, translate, transmit, excerpt (in whole or in part) and distribute such Contributions (including, without limitation, your image and voice) for any commercial purpose, advertising, or otherwise, and to prepare derivative works of, or incorporate into other works, such Contributions, and to grant and authorise sub-licenses of the foregoing. Use and distribution may occur in any media formats and through any media channels.

This licence shall apply to any form, media or technology now known or developed and includes the use of your name, company name and/or franchisee name, as applicable, and any of the trademarks, service marks, trade names, logos, and personal and business images that you provide. You waive all moral rights in your contributions and warrant that moral rights have not been asserted in your contributions.

We do not claim any ownership in your contributions. You retain full ownership of all your Contributions and any intellectual property rights or other proprietary rights associated with your Contributions. We are not responsible for any statements or representations in the Contributions provided by you in any area of the Site.

You are solely responsible for your contributions to the site and you expressly agree to release us from any and all liability and refrain from any legal action against us in relation to your contributions.

We have the right, in our sole and absolute discretion, (1) to edit, redact or otherwise alter any Contributions; (2) to re-rank any Contributions to place them in more appropriate locations on the Site; and (3) to pre-screen or delete any Contributions at any time and for any reason, without notice. We have no obligation to monitor your Contributions.

21. Submissions

You acknowledge and agree that any questions, comments, suggestions, ideas, feedback or other information on the Site ("Submissions") provided by you to us are non-confidential and shall become our exclusive property. We shall own exclusive rights, including all intellectual property rights, and shall have the right to unrestricted use and dissemination of these Submissions for any legal, commercial or other purpose without acknowledgement or compensation to you.

You hereby waive all moral rights to any such Submissions and hereby warrant that such Submissions are original with you or that you have the right to send them. You agree that there shall be no recourse against us for any alleged or actual infringement or misappropriation of any proprietary right to your Submissions.

22. Guidelines for Reviews (Evaluations)

Rentwlo provides an Area on the Site for conducting a Review, or Evaluation. When posting a Review, the User must meet the following criteria:

- (1) you must have first-hand experience with the person / entity being assessed;
- (2) your comments must not contain offensive language or abusive, racist, or hateful language;
- (3) your assessments must not contain discriminatory references on the basis of religion, race, sex, nationality, age, marital status, sexual orientation or disability;
- (4) your comments should not contain references to illegal activities;
- (5) you should not be affiliated with competitors if you post negative comments;
- (6) you should not draw any conclusions as to the legality of the conduct;
- (7) you may not publish false or misleading statements;
- (8) you cannot organise a campaign encouraging others to post comments, whether positive or negative.

We may accept, reject or remove comments at our sole discretion. We have absolutely no obligation to filter or delete comments, even if someone finds the comments questionable or inaccurate. Comments are not endorsed by us and do not necessarily represent our views or the views of any of our affiliates or partners.

We assume no responsibility for any review or for any claims, liabilities or losses arising from any review. By posting a review, You grant us a perpetual, non-exclusive, worldwide, royalty-free, fully paid, assignable and sublicensable right and license to reproduce, modify, translate, transmit by any means, display, perform, and/or distribute all content related to the reviews.

23. Rentwlo's Procedures

23.1. Property Visit by Rentwlo

Rentwlo, to increase the security and confidence of the offer on Rentwlo Platform, will make efforts to visit all properties. The visit of a property by Rentwlo will be marked in the Ad by the indication "CHECKED", which means:

- We visited the property.
- We validate the existence of the Property and the Supplier.
- We validate the exact location, description, information and features of the Ad, as well as photos and video tours, with the exception of any materials and information not yet included in the Ad that may be included at a later date.
- We can guarantee that, at that time, the information and materials in the Ad are accurate and correspond to the property.
- Every time an owner changes or adds a video tour, it will be reviewed and approved by Rentwlo, and there is an approval process for it on our platform. We always take care to verify that a video tour matches the property. Only approved video tours are published.
- We check the Supplier and Property documentation in accordance with the law in force.
- We talk to the owners about our concept, prices and policies.

- We make it clear and transparent how payments are made to ensure that nothing else is charged.
- We have signed a legally binding mediation agreement with the Supplier in which the Supplier's and the Property's details are identified.
- We put "VERIFIED" or "CHECKED" in the Ad.

Rentwlo does not guarantee when we will be able to visit a property. The Guest will have other sources of information available to him such as reviews by previous customers in this or other Adverts from the same Provider, which are a valuable source of information.

If Rentwlo hasn't visited the property yet and there are no Reviews for your Ad yet, you can always contact us. Maybe we can give you more information.

In addition, Rentwlo may decide not to visit the property and still consider that the classification "CHECKED" is earned by the property if the supplier has our full trust. Such cases are decided at our full discretion.

23.2.Rentwlo's Role in Ads

Rentwlo is not responsible (legally or otherwise) for the publication of ads, their content or their management. Rentwlo can help you if we are asked for an opinion on any matter.

On Ads, Rentwlo directly participates in the following functions, with a view not to manage them or make decisions, but only as a service to improve safety on the platform, adherence and compliance with platform rules and enhance users' trust. The functions Rentwlo performs are:

- 1) Verification and Initial Approval of the Ad.
- 2) Verification and Approval of the Ad, after visiting the property.
- 3) Approval of Video Tours

The above approvals to be made by Rentwlo will be made so that there is no information that violates our Platform Rules and Terms of Service, among other legitimate considerations. The Supplier has the responsibility to know our Platform Rules and Terms of Service so that Rentwlo's approvals occur promptly. Any violation of our Terms will introduce a delay in the publication of the respective materials, the entire responsibility of which is assumed by the Supplier. The Supplier shall also be liable for their prompt correction.

Our Rules for videos are published on page [Create a Video](#), #1 / Simple Rules, separately for Video Tours and Personal Videos. By following our simple rules you will not inflict Rentwlo's Terms.

Additionally, on the same page you have all the process on how to Create, Compress, Upload and Use videos at Rentwlo.

23.3.Updating an Ad

Rentwlo shall not be responsible for changes to the information and materials in the Ad made by the Supplier subsequent to the above approvals by Rentwlo, and shall have no legal liability in respect thereof. The Supplier may update its Ad freely without Rentwlo's review and approval being required.

Any updates to the Ad after Rentwlo's approval are the sole responsibility of the Supplier. The Supplier is free to change what it wants in its Ad as long as all the information in it and concerning the property or space visited by Rentwlo remains true to the reality of the same, and in accordance with these Terms of Service and Platform Rules.

Only Video Tours are always subject to Rentwlo's verification and approval. This does not apply to the other information and materials contained in an Ad.

23.4. Rentwlo's Role in Booking Requests

Rentwlo does not take part in the decisions of the rental process and cannot be held responsible for them. Rentwlo can help you if we are asked for an opinion on any matter.

On Booking Requests, Rentwlo directly participates in the following functions, with a view not to manage them, nor to make decisions, but only as a service to improve safety on the platform, adherence and compliance with platform rules and increase users' trust. The functions Rentwlo performs are:

1) Approval of Personal Videos.

Rentwlo's above approvals will be made so that there is no information that violates our Platform Rules and Terms of Service, among other legitimate considerations. The Guest has the responsibility to know our Platform Rules and Terms of Service so that Rentwlo's approvals occur promptly. Any breach of our Terms of Service will introduce a delay in the publication of the respective materials, for which the Guest assumes full responsibility. The Guest also assumes responsibility for their prompt correction.

Our Rules for videos are published on page [Create a Video](#), #1 / Simple Rules, separately for Video Tours and Personal Videos. By following our simple rules you will not inflict Rentwlo's Terms.

2) Verification that the Payment made by the Guest has been effectively received by us. This is the last step of our process on the platform for a booking to be considered Confirmed.

24. Search

Rentwlo users, whether registered or not, can perform searches on the platform. Searches can be made by city, check-in and check-out date, number of guests, space type, property type, number of rooms, price and property characteristics, or a combination of any of these items.

Users can also sort the results according to various parameters such as Price, Number of Stars, New or Old, etc.

However, only users registered as Guest and with all four verifications can make reservation requests.

25. Sorting the Ads

Currently the ads are sorted by default according to the number of stars of the reviews given by guests. In the absence of reviews, the ads are presented from the most recent to the oldest.

Rentwlo reserves the right to change at any time the algorithm for sorting ads without having to communicate these changes to the suppliers.

26. Booking Accommodation

26.1. Who can make a reservation

Only users registered as Guest and having all four verifications done, which Rentwlo calls Profile 100%, can make reservation requests.

26.2.How is accommodation booked

The accommodation booking is made by the Guest on the Rentwlo platform, on the Ad page, on the booking sidebar on the right, where you can find the Price in big letters and the 'Booking Request' button. The Guest will need to enter the dates they wish to book, the number of guests, make a text introduction to the Host, and enter the documents requested by the Host. Accept our Terms of Service by clicking on the relevant box. By clicking on the 'Booking Request' button you are placing your request.

You warrant that you are of legal age to enter into a rental contract in the country or state where the property is located. It is your responsibility to check this. This will also be checked by the Host when receiving the Guest's documents. In case of non-compliance with the legal age Rentwlo reserves the right to withhold your service charge.

26.3.Process and Communications to Interveners

During the booking process, in all phases, both the Guest and the Supplier will receive the respective emails whenever there is any change or evolution of your booking request, as well as a new message. Additionally, when you log in to your account and consult your booking, you can also check the status and evolution of your booking.

On the Rentwlo Platform, whenever there is a change or evolution of your Booking request, you will also have information on what the next steps are and whether you have to do something, or wait.

Stakeholders are asked to check the platform regularly to closely monitor the Booking Request, or the Booking, and because you may have received some message to which you should respond.

Whenever you have a message, you should respond to it as soon as possible. Any attention you give to your customers or landlords will help you with your Booking Requests, comments and rating you will get from Reviews carried out by the other party and publicly available.

Reviews are extremely valuable and important information for all stakeholders. You must act actively in order to achieve the highest possible rating.

26.4.Reply to a Booking Request

In accordance with our Rules and Terms of Service, the Supplier has forty-eight (48) hours to respond to a booking request. After this period the reservation will be automatically cancelled. The Supplier undertakes to respond as soon as possible.

Rentwlo reserves the right to penalise Suppliers who do not respond to booking requests in any of the ways available to them. Such attitude is not considered acceptable. Rentwlo is a community that places values, responsibility, respect and integrity above all else. Be respectful to each Guest and consider every reservation request with the necessary seriousness, responding to the tenant as soon as you have a decision.

Ask questions before you decide. That's what Rentwlo's internal messaging system is for. Clarify what you need.

Rentwlo will be vigilant and Providers who are not responsive may see their Ads move to lower positions in search results and Ad presentation.

26.5.Booking Request Decline

The Supplier may Accept or Decline a Booking Request.

If the Supplier Declines a booking, the Supplier undertakes to send a message to the Guest explaining its reasons in a respectful and considerate manner. If possible, optional in this respect, giving a suggestion as to how the Guest could improve their chances of Acceptance on future booking requests.

26.6. Acceptance and Confirmation of Reservation

Once the Supplier has accepted the Guest's Booking, Rentwlo's details for making payment will be presented to the Guest.

In accordance with our Rules and Terms of Service, the Guest has twenty-four (24) hours to make the respective Payment. After this period the reservation will be automatically cancelled.

26.7. Reservation Contract

Once your Booking is accepted by the Supplier, these Terms of Service constitute a Service Contract which is entered into directly between Guest and Supplier, both of whom are legally bound to comply with it.

The Supplier agrees that, once the Booking Request has been accepted, it will accept and be bound to offer the respective Accommodation on the dates, for the price and on the terms specified in its Ad, at the date of the Booking Request, and further that the unit, its rooms, furnishings and decoration are in accordance with the materials and information in its Ad. Failure to comply with these provisions may cause the Guest to cancel the booking and the Supplier to incur a monetary loss for the return of the rent paid and possible non-occupation of its property or space, without the Supplier having any right to claim compensation from the Guest or Rentwlo.

Likewise, the Guest agrees that, once the Booking Request is accepted, he/she will accept and be bound by this Contract, committing to make the respective rental and to comply with all these Terms of Service.

The Cancellation Policy and any other provisions under these Terms of Service and Rentwlo Platform Rules, standards, other policies or requirements identified by Rentwlo, or in the Ad, or during the payment process (eventual Payment Policy), or in other ways Rentwlo has at its disposal, form part of your contract with the Supplier and from the Supplier to the Guest. Both parties are responsible for their proper performance, and accept their Terms.

26.8. Guest and Host Responsibilities

Once the booking is accepted, it is your responsibility, as the case may be, to:

- a) Comply with the requirements that the Supplier may establish, such as sending the necessary documents, which may or may not have been mentioned in the Ad, providing personal references and/or fixing the need for a guarantor for which the respective identification documents and proof of income would be required, as well as other information or data that the Supplier may request. This information will be requested from the Guest directly by the Supplier via message through Rentwlo's internal messaging system.
- b) Comply with its Responsibilities and Obligations as outlined in these Terms of Service and Lease Agreement, as the case may be, such as, not limited to: Comply with the terms and Rules of the Rentwlo Platform, Landlord Policies, comply with the Lease Term, fully and timely make all Payments to Rentwlo and the Supplier, not cause any damage to property, paying at your own expense for any damage or loss caused, and comply with all deadlines and information necessary for the proper completion of your obligations, as well as other provisions.
- c) These Terms of Service do not exclude your reading of the Lease Agreement, which you will be required to sign on the date of entry, which will contain the legal provisions regarding the obligations you must comply with, as well as your rights.

26.9. Methods of Payment of the Reservation

Rentwlo accepts payments by PayPal, Bank Transfer or MB-WAY.

Payment by PayPal will be made via redirection to PayPal. The payment by Transfer or MB-Way will be made outside our platform, for example in the Guest personal home banking or in his MB-WAY App, and the customer must enter proof of payment in the platform on the page 'Reservation Payment'.

26.10.Amount Payable for the Reservation

To complete the Booking, the Guest must pay the First Rent plus Rentwlo Service fee and VAT, as shown on the website. **This payment will be made directly to Rentwlo, not to the Accommodation Provider.**

The First Rental Payment corresponds to a contractual booking charge due to Rentwlo, who will receive it on behalf of the Accommodation Provider, and hold it in trust.

About the first rent:

- 1) If the booking starts on the 1st, the rent payable will always be exactly one month of rent, corresponding to the first month. In this case the rent is always due on the first of each month.
 - 2) If the booking starts on another day of the month, say the 10th, there are two possibilities depending on some Supplier settings:
 - a) The rent payable will be as in case 1, exactly one month of rent, corresponding to the first month. In this case the rent is always due on the 10th of each month.
- Or,
- b) The rent payable will be composed of the days until the end of the first month (the remaining 20 or 21 days of the first month, as per the example mentioned), and the rent for the following month. In this case the rent is always due on the first of each month.

The Guest shall enter on the Platform the respective proof of payment, as requested on the Payment page, except for payment through PayPal.

As soon as Rentwlo verifies that your payment has entered our bank account, your booking will be considered 'Booked'. We will make the respective confirmation on the platform and via email to the participants.

26.11.Reservation page

After the booking request, the calculations used and the values relating to your booking, including the Deposit, are displayed transparently and clearly on the Reservation Page that you can find on your Dashboard / Bookings. Each reservation has a unique reservation number.

26.12.Deposit, First and Subsequent Rents

When you make your booking request, it will be very clear the Deposit you will have to pay. On the Reservation Page you will be able to consult all the values referring to your booking.

The Deposit shall be paid directly to the Supplier within the days preceding the Check-In or at the latest during the Check-In. The Guest should check with the Host the habitability conditions of the rented space.

Rentwlo will pay the first rent to the Supplier, forty-eight (48) hours after the Check-In date, but not before contacting the Guest to verify if everything went normally during the Check-In and after the Guest's indication of the good habitability conditions of the property and its similarity to the Ad.

Subsequent rentals will be paid by the Guest directly to the Supplier.

26.13.Date of Entry

The User will start using the Accommodation on the date referred to in their Booking, unless otherwise agreed between the parties.

Any change of check-in date must first be agreed with the Supplier and then communicated to Rentwlo. On the Booking Page the Guest has a field reserved for this purpose, to inform Rentwlo of a change in the Check-in date.

The Guest expressly agrees that any change in the amount payable to the Supplier due to the new entry date is due to the Supplier and shall be agreed directly between the parties.

Any further clarification, please contact the Supplier.

26.14.Reservation Modifications

Suppliers and Guests are responsible for any booking modifications they agree to make through the Rentwlo Platform and agree to pay any additional amounts, commissions or taxes associated with the respective modifications.

26.15.Suppliers' Responsibilities

The Supplier is responsible for indicating, choosing or selecting various information corresponding to features that allow control over their Adverts and booking requests by configuring their Ad on the Dashboard. Each Ad may have different requirements.

The features that give you control and strategy over your bookings are (you should pay close attention to them): When Creating or Editing your Ad,

- Price per month (Price Tab)
- Security Deposit (Security Deposit) (Price Separator)
- Minimum Stay (in months), Maximum Stay (in months) (Rules tab)
- Required Documents (Rules Tab). Providers define which documents they require from tenants, and can choose all, none or a combination of them. With Rentwlo, tenants submit these documents when making a booking request. These can be: 1) ID Document, 2) Proof of Income, and 3) Personal Video. Several files can be added by the guest for each if these requirements.
- Option: Landlords can choose not to request documents at the booking stage and request them only after approval using our messaging system. Exception: personal video will not be possible to send via message.
- Contract Start (Rules Tab). The Supplier has the possibility to set whether the lease will have a start date equal to the Check-In date, or a start date on the 1st of the following month (for Suppliers who want their leases to always start on the 1st).
- Renewable Contract (Rules Tab). Set whether you want automatic renewal or not, on the lease. As it is more suitable for most leases, in our draft lease it is considered that there will be NO automatic renewal. Hosts can also define if they want the field *Renewable Contract* visible or not in their Ads.
- Disable Bookings after x days (Calendar Tab). Allow only Bookings with start date in the next few days. The Supplier can with this feature prevent reservations if they start after a certain number of days from today's date. Or not prevent any booking, regardless of their start date.
- Calendar Maintenance (Calendar Tab), is also crucial for good reservations, reservations without overbooking (conflict with other reservations), and according to what the Supplier wants.

Expressly Prohibited:

The Supplier is hereby notified that it is **expressly forbidden** to publish on the Rentwlo Platform, in any place and in any form, and especially in his Adverts, the full address of his property. You may indicate the street, postcode and city, but you may not indicate the number of the building, and the number of your apartment block.

On the Location Tab, when entering your Property Address, or as soon as it is entered automatically by Google Maps, remove the Building Number, and your Unit Number.

26.16.Contact the Supplier

Before making a booking request it is not possible to contact the Supplier. Once you have done so, you can clarify any questions you may have directly with the Supplier using our internal messaging system.

26.17.Content of the communications between the parties

It is **expressly forbidden** to our members and users, Suppliers and Guests, to give and/or publish any form of contact that would allow parties to contact each other directly, explicitly or implicitly, such as, but not limited to: emails, phone numbers, addresses, links to pages or IP's, etc., as well as allude, hint, transmit or attempt to 'creatively' transmit the same. Including but not limited to all published and publicly available material, written messages, shared documents or videos, or any other forms of information exchanged between the parties.

Parties can always communicate with each other via message.

Approximately one week before the Check-In Rentwlo will provide the contact details of both parties, for additional security and ease of contact, as the Check-In date approaches.

Rentwlo has the express right to read, intervene, and delete any information, message, document or video, or any other, that violates the Rentwlo platform Rules and the Terms of Service.

26.18.Rentwlo's internal messaging system

Rentwlo, in all messages sent will remove an extensive list of words, syllables, symbols, numbers, links, emails, or others, in order to avoid sending information that may contain some form of contact, or be used for such. We regret if some messages without any intention to inflict our rules have some content removed. We ask for your understanding.

As these are security measures, Rentwlo reserves the right to improve these algorithms as it sees fit and to implement them on its platform without any notice to its users.

26.19.Trying to do business directly with the Supplier

Do not use Rentwlo to identify properties and attempt to contact and do business directly with the Supplier by bypassing Rentwlo. If you do this, our Suppliers will not appreciate your attitude and you will not be able to rent a home.

Additionally it could be dangerous for several reasons.

If you do so, you will automatically, without further ado, be liable to contractually indemnify Rentwlo to the extent of between €2000 and €5000, applicable to Guests and Suppliers. Rentwlo will immediately, if Rentwlo becomes aware of this, retain the Rentwlo Fees. Further action may be taken.

Additionally you will lose the security that Rentwlo provides. Rentwlo is designed to maximise the transparency, trust and honesty of the ads and rental deals made through us.

Our Concept, Culture, Marketplace, Cancellation Policy, our Features and Process, and Lease Agreement (which includes Rentwlo's mediation) all aim to protect you. You would be missing out on all this transparency, help and security.

On the contrary, comply with our rules and procedures, and use Rentwlo in the best possible way. You will belong to a community of people who respect and are respected and live in a quiet and safe way. You will meet interesting people and will certainly appreciate our values and culture.

27. Fees Policy

For the use of the Rentwlo Services and Platform, Rentwlo charges the following fees.

27.1. Guest Fee

15% of the value of a rent, with a minimum value of 85 euros, charged only once.

For any length of tenancy you choose, or start date. Paid only once, and only after you know your booking has been approved.

27.2. Supplier Fee

Stays of 1 to 3 months: 10% of the value of one rent

Stays of 3 to 6 months (from 3 months and 1 day): 19% of the value of one rent

Stays of over 6 months (from 6 months and 1 day): 28% of the value of one rent

Paid only once, by lease.

You can see more information about our rates and some examples of calculation in the Rentwlo platform, in the pages [Pricing for Tenants](#) and [Pricing for Landlords](#) for guests and suppliers, respectively.

Rentwlo may without prior notice change the Fees Policy.

The change of Fees, when made, applies only to new bookings made after the new Fees Policy comes into effect and does not affect bookings made prior to this date, regardless of their status.

27.3. Payment of Fees

The Guest, when making the Reservation payment, pays the First Rent, the Guest Fee and VAT.

For Suppliers, to the amount of Rent received by us, Rentwlo charges the Supplier Fee and VAT.

27.4. Taxes

In Portugal, the rent paid is not subject to VAT.

The Portuguese VAT, applicable to bookings made on Portuguese properties, is 23% of the Rentwlo Fee, and is payable by both the Guest and the Supplier.

28. Cancellation Policy

28.1. Introduction

In general, if you cancel a booking, the amount you are refunded is determined by our Cancellation **Policy**. Rentwlo has a single Cancellation Policy and all Ads and Bookings are governed by it.

Suppliers and Guests, by using our Site, and consequently being bound by these Terms, know, agree and accept all the provisions of Rentwlo's **Cancellation Policy**.

28.2. Cancellation Policies

Rentwlo has 2 types of cancellation policy: Flexible, or, Moderate.

Landlords decide which policy is right for them. Our policies are as fair as possible for both tenants and landlords.

Rentwlo's Cancellation Policy is one of the most flexible and least penalising for the Guest.

28.3.Validity

Please note that our Cancellation Policy is only valid until the execution of the Rental Agreement. From the moment the Rental Agreement is signed by both parties, it is valid under the legal provisions.

28.4.General conditions

Each reservation is considered independent of all others.

The Cancellation Policy applies individually to each booking and is followed to the letter, without additional considerations.

This means that our users must study the ads carefully and make decisions in good conscience, particularly with regard to the bookings they make and in which they act, in order to make the right decisions and not regret them.

Rentwlo has studied its Cancellation Policy in order to achieve seriousness in its use in our market. Real estate business is based on trust and seriousness. In our opinion any other conditions could fail to achieve these purposes. It is also for these reasons that we are strict in the application of this Policy.

28.5.Terms of Cancellation

In the following Clauses, the terms,

Before Payment, means: After acceptance of the Booking Request by the Supplier, and Before the Guest makes the Booking Payment, and Before signing the Lease.

After Payment means: After acceptance of the Booking Request by the Supplier, and after the Guest has made the Booking Payment, and Before signing the Lease.

28.6.Refund Policy

28.6.1.Guest cancels a booking

When the Guest cancels the booking.

If you are a Guest:

Type 1 - Flexible

Before Payment: you can cancel at any time and you will not be charged.

After Payment:

- More than 30 days to Check-In: We refund 100% of the rent paid.
- 30 to 15 days : We refund 50% of the rent paid.
- 14 to 0 days : No refund.

For reservations cancelled by the Guest, the Guest Fee + VAT is non-refundable. Refunds are only for rent paid.

Type 2 - Moderate

Before Payment: you can cancel at any time and you will not be charged.

After Payment:

- More than 60 days to Check-In: We refund 100% of the rent paid.
- 60 to 46 days : We refund 75% of the rent paid.

- 45 to 31 days : We refund 50% of the rent paid.
- 30 to 0 days : No refund.

For reservations cancelled by the Guest, the Guest Fee + VAT is non-refundable. Refunds are only for rent paid.

If you are a Supplier (for both Type 1 and Type 2):

The rent not refunded to the Guest will be paid to the Supplier minus the Supplier Fee and VAT.

28.6.2.The Supplier refuses or cancels a booking

When the Supplier cancels the booking.

If you are a Guest:

Before payment: you will not be charged.

Anytime after payment: We refund 100% of the payment you made through Rentwlo. This includes the Rent paid, Guest Fee and VAT.

If you are a Supplier:

You may refuse or cancel reservations at any time, before or after the Guest has paid, without incurring a charge.

Note to Providers: cancelling bookings (not just one or two, but the result over a period) can cause your Ads to move to lower positions in search results and Ad display. We explain this in more detail on page at [Help Center](#) Section "About Cancellations, Credits, Refunds", Question "For Landlords, what is the consequence of cancelling a booking?".

Rentwlo's cancellation policy can also be checked on the web platform on Page [Cancellation Policy](#) and in more detail on page [Help Center](#) under the Section "About Cancellations, Credits, Refunds".

Rentwlo reserves the right, without prior notice, to change the conditions of the Cancellation Policy.

The change in the Cancellation Policy, when made, applies only to new bookings, made after the new Cancellation Policy comes into force, and does not affect bookings made prior to that date, regardless of their status.

28.6.3.Special Cases of Cancellation

28.6.3.1.Cancellation too close to Check-In, or at Check-In, by the Supplier

We consider this to be a very rare event. If it happens, please contact us. It is important that we speak to both parties if this happens. We will try to understand and mediate the situation.

You accept that Rentwlo does not provide a guarantee, or economic compensation, for this and similar cases, and that is our Policy at this time.

Rentwlo charges the lowest rates of any company in the market for medium and long term leases. As our fees are very low, it does not allow us to cover these events, or provide our Users with a financial guarantee for them. This will need to be understood.

Don't worry. Rentwlo can help you in several ways:

- We will return 100% of the amount you paid to Rentwlo in the form of a Credit. You can see it in Dashboard / Credits.

- You can use your Credit immediately, for your next Booking Requests. You don't have to do anything, the Credit will appear in the respective calculations.
- We can provide some support for your next Booking Request. We can send a message or speak directly to the new Supplier. Send us an email with your new Booking Request identifying the Booking number, Ad title and Supplier name so we can help you get a new home faster.

For Suppliers: Cancellation of bookings, especially close to the check-in date, may result in your Ads moving to lower positions in search results and Ads presentation.

28.6.3.2. The flat is not what was published, or is significantly different

If at Check-In you discover that the flat does not correspond to what was published, you have the right to Cancel your Reservation and not proceed with the Lease, and on the immediate, not signing the lease. Please contact us immediately.

Assess what is different (take photos) and let us know so we can understand the best course of action. We will also talk to the Supplier to gather more information. If Rentwlo believes that there was no reason for the Cancellation by the Guest, this case will be treated as a cancellation subject to the normal rules (28.6.1 and 28.6.2) and not the special cases (28.6.3), and we will apply 28.6.1.

You accept that Rentwlo does not provide a guarantee, or economic compensation, for this and similar cases, and that is our Policy at this time.

Rentwlo charges the lowest rates of any company in the market for medium and long term leases. As our fees are very low, it does not allow us to cover these events, or provide our Users with a financial guarantee for them. This will need to be understood.

Don't worry. Rentwlo can help you in several ways:

- The amount to be refunded by Rentwlo is subject to our investigation of the facts. If there is a solid reason for your cancellation, which could not be remedied by the Supplier, we will refund you 100% of the amount you paid to Rentwlo in the form of a Credit. You can see the same in Dashboard / Credits.
- You can use your Credit immediately, for your next Booking Requests. You don't have to do anything, the Credit will appear in the respective calculations.
- We can provide some support for your next Booking Request. We can send a message or speak directly to the new Supplier. Send us an email with your new Booking Request identifying the Booking number, Ad title and Supplier name so we can help you get a new home faster.

Rentwlo reserves the right, if it comes to the conclusion that there is malicious intent or fraud by the Supplier, to remove the Ad from the Rentwlo platform, and the Supplier may also be banned from using our services and the Rentwlo platform.

For other Special cases, or cases considered Rare, not specifically mentioned here:

In general the same measures as mentioned in Clauses 28.6.3.1 and 28.6.3.2 will apply. The same fact-finding considerations also apply in order to conclude which rules apply in the specific case.

28.7. Credit Functionality (Online Refund)

Rentwlo has a feature called Credits. At the moment it is only available for Guests. Its meaning is as follows:

A Credit is an Online Refund.

If your booking has been cancelled and you have already paid, we give you a Credit. It's logical and fast. The Credit is added to your Dashboard typically within 1 day. View Dashboard / Credits.

You can use your Credit immediately on your next booking. You don't have to do anything, the Credit will appear in the calculations of your next booking request.

If the new booking is a higher value, simply pay the difference.

If the new booking is a lower value, the difference will remain as a Credit.

For any Credit you have, you can ask us for a refund (transfer to your account) at any time and we will do it as soon as possible.

Credit Value:

The calculation of the Credit is per reservation. Each booking is considered independent of all others.

The amount of the Credit given to you after a cancelled booking is the amount to which you are entitled in accordance with our Cancellation Policy. The Credit always corresponds to your refund.

It's simple and clear.

28.8.Request a Refund (transfer to your account)

In case you no longer want to use Rentwlo, or for any reason, to get your refund:

1. First go to Dashboard / Profile / Payment Method and complete the information in the 'Select Personal or Business Bank Account' and 'Select Payment Method' sections. Fill in all the fields, so that we know how to pay you.

2. Go to Dashboard / Credits.

First, Rentwlo will give you a Credit. We also add a short text explaining its calculation, always in accordance with our Cancellation Policy.

Once you have a Credit, the 'Request Refund' button is displayed.

Click the 'Request Refund' button to get your Refund (transfer to your account). Within a few days, you are done.

Reimbursement Amount:

The Refund is the same amount as your Credit, it is the amount to which you are entitled in accordance with our Cancellation Policy.

28.9.Liability for Cancellation and Compensation Policy

Rentwlo Users accept and agree by accepting these Terms of Service that:

1) Liability for a Cancellation does not lie with Rentwlo, nor can it lie with us. Consequently the consequences or losses caused by a Cancellation, whatever they may be, including those of a monetary nature, cannot be imputed to Rentwlo.

2) The liability for a Cancellation is the sole and exclusive responsibility of the parties, Guest and Supplier.

3) For all cases of Cancellation, whether they are normal or common, or special, exceptional, rare, above mentioned or any other whether they are, or not, explicitly mentioned in these Terms of Service or in our Cancellation Policy and Refund Policy, and whether they fall, or not, mentioned in articles 28.6.1, 28.6.2, and 28.6.3, Rentwlo has no criminal or legal liability in relation to the Cancellation of a Booking by any of the parties, since the Management of Ads and the Management of Booking Requests, and all the decisions taken, are entirely the responsibility of the parties, the Users, and Rentwlo does not even participate in them, and the User may not claim any compensation from Rentwlo for any potential loss or inconvenience, or of any other kind.

4) Cancellations are considered events of market opportunity and negotiation between the parties, and there is no legal assumption at this stage (before signing the lease contract) for any type of compensation. Some cancellations may cause inconvenience, discomfort and even losses to one or both parties. In all

these cases Rentwlo regrets the event, but cannot be held responsible for any inconvenience or loss caused by it.

5) The same consideration applies to the booking parties and there is no legal assumption at this stage (prior to the signing of the Lease) for any type of Indemnity by either party to the other.

6) Furthermore, Rentwlo does everything possible so that our Marketplace is correct, fair, transparent, asking the maximum care from all parties involved so that they always act in an honest and correct way. Rentwlo's Culture is something established so that there is harmony and wellbeing in our Community. It is your responsibility to act with common sense and a sense of responsibility.

7) You agree that Rentwlo does not offer a guarantee, indemnity or compensation for any Cancellation, which is our Policy at this time, and You agree not to claim compensation or indemnity in any way from Rentwlo or any other party involved in the rental business. Similarly the User accepts and undertakes not to sue or take Rentwlo, any of its directors, employees, partners, agents, or any User to court due to a Cancellation.

8) Rentwlo's **Indemnity Policy** is our **Refund Policy** as mentioned above in paragraph 28.6 Refund Policy and the Refunds mentioned therein shall apply. You accept and agree that any claim for Indemnity which goes beyond or is different from what is mentioned in these Policies, and therefore is not explicitly mentioned in these Terms of Service, will not be granted.

28.10.Counting Days

The days identified in these Terms of Service are consecutive days.

The Counting of Days for the Cancellation Policy will be done according to the Check-In date originally proposed in the Booking Request, or else, if any, the Date agreed between the parties via message until the Supplier's Acceptance of the Booking Request will be considered.

Day Count: The day count is from the Check-In date backwards. Zero days means the day of Check-In. 7 days is 7 days before the Check-In date, 15 days is days before the Check-In date, and so forth.

28.11.Duty to Communicate the Reason for Cancellation

According to the present Terms of Service, no prior communication is required in case of Cancellation of a booking, however it is mandatory to send a detailed explanation about the reasons for cancellation. On the Rentwlo platform when you press the 'Cancel' button you will have to enter your justification. Be honest and state the reason why you are cancelling the Booking. Do not forget that whether you are a Guest or a Supplier, you have a reputation to build within Rentwlo, its users and community. If you wish you can also send a message directly to the other party, giving feedback that can be more personal, if you wish.

Attention! By pressing the 'Cancel' button, entering your justification and pressing the 'Submit' button, your booking will at that point be cancelled. Once cancelled it is not possible to return the Booking to an 'Active' status. It is therefore a no-return, permanent action. Be well aware of what you want before performing these actions.

29. Mediation Contract

The Supplier agrees to enter into a mediation agreement with Rentwlo. This agreement will be made with the Supplier when we visit the property, being compulsory by law, in Portugal, and if there is a delay of more than 3 days for the visit, the general clauses of these Terms of Service will be accepted in advance.

For the period between the publication of the Ad and the signing of the mediation agreement between Rentwlo and the Supplier, the present Terms of Service are deemed to be a (temporary) Mediation Agreement between Rentwlo and the Supplier, which is legally accepted and the Supplier expressly agrees

to it. In this case, for all due legal purposes, the Supplier's profile data and the Data contained in his Ad are considered legally binding in this Mediation Agreement, as well as the express acceptance of the clauses.

Although Rentwlo has a mediation contract with its Suppliers, it maintains an independent attitude and does not act as an agent of any Supplier or Guest.

30. About the Lease Contract

30.1. When the Lease is in Force

After the conclusion of the Rental Contract and/or when the Guest has moved into the Accommodation, it is no longer possible to cancel the contract, except under the terms for termination of the contract set out in the respective Lease.

30.2. Draft and Lease Agreement

Rentwlo provides a draft rental agreement to be used by the parties, as soon as payment is made, on the reservation page.

Normally the contract will be filled by the Supplier.

Rentals made through Rentwlo should use our standard form of contract so that both parties enjoy adequate protection, but we make it clear that parties are free to use another form of contract.

Rentwlo's draft was specifically created by our lawyers in accordance with Portuguese law to ensure compliance and appropriateness with:

- The Concept, Booking Process, Services, Information, Features and Rentwlo's Procedures.
- For Non-Permanent Housing, for very short, short, medium and long term.
- Exclusively for Properties booked through Rentwlo.
- In our draft Rentwlo is listed in the role of mediation company.

Simply fill in the blanks with your specific contractual details.

The Rental Agreement shall be provided to the Guest upon completion at least two (2) days prior to the Check-In date, or its signature, so that it can be read by the Guest.

The Supplier and Guest agree to be at the leased property, on the date of commencement of the lease, at 12:00 noon, unless the parties agree in writing to another time, in order to proceed to the delivery of the property, when the lease will be signed in person by both parties.

30.3. The Role of the Mediator

Supplier and Guest agree that the rental contract emerges from the use of the services and platform of RENTWLO LDA, with AMI license no. 19255.

The parties to the rental contract, Supplier and Guest, agree and declare to be aware that Rentwlo

- a) is only responsible for providing and managing the web platform, as well as the various processes in which it takes an active part, for the conclusion of the Reservation and Lease Contract.
- b) is not responsible for the decisions, actions, and obligations to be fulfilled by the Supplier and Guest.
- c) ceases its responsibility with the Check-In and Signing of the Lease Agreement by the parties.

- d) is not a party, or Grantor, to the Lease.
- e) shall not be present at the time of entering into the Lease Agreement and have no responsibility for it.
- f) does not check the final version agreed and signed between the parties, not keeping a copy. We suggest that the Landlord or the Guest send a copy of the Contract to Rentwlo, as soon as it is signed, for our records. It may be useful later and help us to provide some advice. Also for your protection.

And also,

- g) Any dispute arising between the Supplier and the Guest shall be the sole responsibility of these parties.
- h) For any damage, default or indemnification of the Grantors, only the Grantors shall be liable.

For further details complementing the Role of the Mediator, please see page [Help Center](#), Section "Preparation of the Rental Contract, Entry Process, Check-In", Question "What is Rentwlo's responsibility?".

31. Rentwlo's processes

31.1.Entry Process

Rentwlo's entry procedure is as follows:

- a) The Supplier and Guest agree to be at the leased property, on the date of commencement of the lease, at 12:00 noon, unless the parties agree in writing to another time, in order to proceed to the delivery of the property.
- b) Ask the Provider in writing if the property is ready for you, or any other information you require.
- c) Ask the Supplier for the exact address.
- d) About 1 week before your Check-In we will email you the property address we have in our documentation if we have visited the property.
- e) Both addresses must match.
- f) Also about 1 week before your Check-In, for greater security we will provide the contacts of both parties. You will receive an email with information that the contacts have been shared (published on the site) and you will be able to access them on the respective reservation page.
- g) The Supplier shall complete the Lease Agreement. For this purpose the Supplier may request further information from the Guest.
- h) We advise you to use the draft provided by Rentwlo, specifically developed for rentals made through our platform.
- i) Ask the Supplier for the Lease Contract, after completion, a few days before the Check-In date, or your signature, so that it is possible to read it, and if necessary, any corrections.
- j) When the Guest and Supplier meet, you will finally see your house, your temporary residence, in-person. Establish a good working and friendly relationship.
- k) Check that everything is ok. Do a light check of the living conditions.
- l) At that time the Lease Agreement will be signed in person by both parties.

- m) Pay the Deposit directly to the Supplier. Your Lease Agreement is only valid after payment of the Deposit. Send the receipt to the Supplier. **Note on Deposit:** The Deposit must be paid to the Landlord within the days before the Check-In (ideal situation) or at the latest during the Check-In. This is because some landlords will not provide keys unless the Deposit is paid and proof of payment provided.
- n) You will receive the keys to the property. Welcome to your new residence, for the period you have contracted.
- o) Rentwlo will pay the first rent to the Supplier, forty-eight (48) hours after the Check-In date, but not before contacting the Guest to check if everything went normally during the Check-In and after the Guest's indication of the good habitability conditions of the property and its similarity to the Ad.
- p) Take the opportunity to meet the Supplier or Landlord and enjoy a good time. Establish a good, honest and correct relationship. Enjoy every moment as you have before you a new phase of your life. Become better, learn, lead a happy life.
- q) Subsequent rents shall be paid directly by the Guest to the Supplier, always sending the respective receipt.
- r) The Supplier will confirm on a monthly basis that the rent has been received.

31.2.Liabilities and Obligations during the Lease

31.2.1.Supplier's responsibilities and obligations

- a) The property or space must be delivered in a habitable state, with its facilities and equipment in full working order.
- b) Responsibility to maintain throughout the time, while the Lease is in force, the same good state of habitability and operation of its facilities and equipment, except if the Guest is responsible for the damage caused by misuse, ignorance or negligence of the same.
- c) Confirm receipt of Rent on a monthly basis, send expenses to the Guest for its regularisation, if it's the case, and, if necessary, send the respective rent receipt.
- d) Comply with all its legal and contractual obligations as outlined in the Lease Agreement signed by both parties.

31.2.2.Responsibilities and Obligations of the Guest

- a) Not to cause any damage to the Property, also knowing that any damage to the Property will be your responsibility and that you will have to carry out, at your own expense, the necessary repairs.
- b) Leave the Accommodation (furniture, equipment, decoration, and any goods in it) in the same condition as when you arrived.
- c) You are responsible for your own behaviour, acts, omissions, damages, as well as those of all those who live with you.
- d) Act with integrity and treat others with respect and comply with applicable laws at all times.
- e) Make the rent payment at the due time, without delay and for the right amount, sending monthly the respective transfer receipt.
- f) Monthly settlement of expenses, if applicable.
- g) Comply with the Contract Term, and with all its legal and contractual obligations as outlined in the Lease Agreement signed by both parties.

31.3.Exit Process

Rentwlo's exit procedure is as follows:

- a) Always meet the deadline stated in the Lease Agreement. The Supplier may take your Deposit if you do not meet the deadline by cutting your stay short.
- b) If you fail to meet the deadline you will have to provide a detailed justification to the Supplier proving (with the necessary documents) why your departure must be anticipated. Even with good documentation and reasoning the decision to accept your justification will always be the Supplier's.
- c) Even if your Lease is not renewable, you must confirm to the Supplier that you are leaving. Review your Tenancy Agreement, Clause Fourteen (Termination of Contract), to see how long in advance you must give the Supplier notice. Give clear notice of your departure as far in advance as possible, at least within the period of notice.
- d) Similarly, if there is any change in the date of departure, always give as much notice as possible, at least complying with the notice period.
- e) The Deposit cannot be used as Rent payment.
- f) You must deliver the property without any damage and with the same filling, equipment, appliances, decoration, furniture, personal belongings, etc.
- g) The parties will agree on a date to meet at the property, which for medium to long term stays, should be 30 days prior to Check-Out, for inspection and assessment of any damage.
- h) According to what is stipulated in the contract, or what the parties agree between themselves at the time of the inspection, it will be the responsibility of one of the parties to obtain one or more estimates for the repair of the damage and the execution of the necessary works.
- i) If the Supplier is responsible for the repairs, he will use the Deposit to pay for the work.
- j) The Guest must at all times comply with all its obligations and the deadlines referred to in the Lease.
- k) If there is no damage and the Guest has fulfilled all his obligations and responsibilities, the deposit shall be returned in full at the end of the term.
- l) In addition, the flat must be returned clean, in the same condition in which you received it.
- m) On the day of check-out, the parties shall verify whether the damage has been resolved and a final inspection shall be carried out. The Supplier undertakes to make the final inspection on the Guest's departure day, if possible in the Guest's presence, in order to determine the amount to be refunded.
- n) If no additional damage is to be covered, the Deposit, or what remains of it, shall be returned by the Supplier no later than forty-eight (48) hours after the Guest has left. The Supplier shall provide the Guest with proof thereof.
- o) And finally, do a review of your experience with Rentwlo. What was it like living in the property and in that neighbourhood, and the support received by the Supplier or Landlord. The Landlord will also do a Review. Reviews are done on the Reservation Page / Sidebar / 'Do a Review' button.

32. Rentwlo Platform Rules

32.1. Prohibited Activities

You may not access or use the Site for any purpose other than that for which we provide the Site. The Site may not be used in connection with any commercial endeavours except those that are specifically endorsed or approved by us.

As a user of the Site, **you agree Not to:**

1. As a Guest, circumvent or bypass Rentwlo by attempting to make (or in fact making) a booking directly with the Accommodation Provider by cancelling the booking on Rentwlo's platform. Subject to contractually indemnifying Rentwlo.
2. As a Supplier, circumvent or bypass Rentwlo by attempting to make (or in fact making) the booking directly with the Guest by declining or cancelling the booking on Rentwlo's platform. Subject to contractually indemnify Rentwlo.
3. Post or send any type of advertising, ads, references, links, or information [such as, but not limited to, articles, photographs, text, graphics, images, designs, music, sound, video, information, applications, software and other content or items belonging to or originating from third parties] ("Third Party Content"), and links to other companies, people, sites, accounts, services or products, other than those offered on the Rentwlo platform (referred to as "Third Party Sites"), anywhere on the Rentwlo platform, including in messages between Users. Accounts of our Users on other platforms or sites are considered accounts on Third Party Sites.
4. Systematically retrieve data or other content from the Site to create or compile, directly or indirectly, a collection, compilation, database or directory without our written permission.
5. Make any unauthorised use of the Site, including collecting usernames and/or e-mail addresses of users by electronic or other means for the purpose of sending unsolicited e-mail or creating user accounts by automated means or under false pretences.
6. Use a purchasing agent or purchasing agent to make purchases on the Site.
7. Use the Site to advertise or offer to sell goods and services, other than as permitted by Rentwlo.
8. Not behave in a vulgar, offensive, intimidating or reprehensible way when using the Website.
9. Bypass, disable or otherwise interfere with the security-related features of the Site, including features that prevent or restrict the use or copying of any Content or impose limitations on the use of the Site and/or the Content contained therein.
10. Engaging in unauthorised framing of the Site, or linking to the Site.
11. Deceive, defraud or mislead Rentwlo and other users, especially in any attempt to obtain sensitive and confidential account information such as user passwords, contacts, personal information, etc.
12. Misuse our support services or submit false reports of abuse or misconduct.
13. Misuse the 'Review' feature by posting false content.
14. Engage in any automated use of the system, such as the use of scripts to send comments or messages, or the use of data mining, robots or similar data gathering and extraction tools.
15. Use the Website to generate unsolicited ads or spam.
16. Interfere with the servers or networks connected to the Website and not violate any procedures, policies or regulations of networks connected to the Website, including the Terms of Service of this agreement.

17. Interfere with, disrupt or create an undue burden on the Site or the networks or services connected to the Site.
18. Divulge the password to any other person (maintain confidentiality) and not to allow another person to access the Site using the user name or password of the user.
19. Attempting to impersonate another user or person or using another user's username.
20. Sell or otherwise transfer your profile.
21. Use any information obtained from the Site to harass, abuse or harm another person.
22. Harass, bother, intimidate or threaten any of our employees or agents, Suppliers involved in the provision of any part of the Site, Guests, or any users.
23. Use the Site as part of any effort to compete with us or otherwise use the Site and/or the Content for any revenue generating or commercial enterprise.
24. Decrypt, decompile, disassemble or reverse engineer any software that includes or in any way forms part of the Site.
25. Try to reverse engineer or sell, export, license, modify, copy, distribute or transmit the Website to third parties and not to put at risk the proper functioning of the Website or in any other way try to extract the software code (including tools, methods, processes or infrastructure) that allows the operation or serves as a basis for the Website.
26. Do not resell or export the software associated to the Website.
27. Attempt to circumvent any measures on the site designed to prevent or restrict access to the site, or any part of the site.
28. Attempting to access secure sections of the Website for which the User does not have the right of access;
29. Not hack, avoid, remove, impair or attempt to circumvent any security measures or technology used to protect the Platform or Rentwlo Content.
30. Delete the copyright or other proprietary rights notice from any Content.
31. Copy or adapt the Site's software, including but not limited to Flash, PHP, HTML, JavaScript, CSS or other code.
32. By using the Site, you agree not to upload, post, email or otherwise send, upload, or transmit (or attempt to upload or transmit) any material that contains viruses, Trojan horses, worms or any other computer code, files or programs, including excessive use of capital letters and spam (continuous posting of repetitive text), designed to interrupt, destroy, modify, alter, harm, impair, interfere with, or limit the function or operation of any computer software or hardware (and/or features, functions, operation or maintenance of the Site) or telecommunications equipment related to the Services or the Site.
33. Upload or transmit (or attempt to upload or transmit) any material that acts as a passive or active information transmission or collection mechanism, including, without limitation, clear graphic interchange formats ("gifs"), 1 × 1 pixels, web bugs, cookies or other similar devices (sometimes referred to as "spyware" or "passive collection mechanisms" or "pcms").
34. Except as may be the result of your default search engine or Internet browser usage, using, launching, developing or distributing any automated system, including, without limitation, any spider, robot, deception utility, scraper (bots, crawlers, scrapers) or offline reader to access, or collect data or other content or interact with the Rentwlo Platform, or using or initiating any unauthorised scripting or other software.

35. Depreciate, tarnish or otherwise damage, in our opinion, Rentwlo and/or the Site.
36. Use the Site in a manner inconsistent with any applicable laws or regulations.
37. [others]

33. Privacy Policy

Rentwlo cares about your privacy and security of your personal data. Please read our Policy in page **Privacy Policy** by clicking on this link, or accessing the page <https://www.rentwlo.com/privacy-policy/> posted on the Site. Rentwlo's Privacy Policy is incorporated into and forms an integral part of our **Terms of Service**.

By accepting these Terms and using the Site, or any part of the Rentwlo Platform, You fully accept and consent to our Privacy Policy which regulates how your data is used. Please be advised that the Site is hosted in the European Union and therefore follows European data protection rules, whose rules on data use and protection are quite strict and tight.

33.1. Confidentiality of Information

Any communication between Users is strictly confidential.

The Users, Supplier and the Guest, give their consent and expressly accept the duty of strict confidentiality on the use and treatment of any content, personal data, documents or any information exchanged and communicated between the parties, on any part of the Site, as part of any process, and in any form. The same applies to information or documents sent via Rentwlo's internal messaging system, other messaging systems, email, or any other.

It is your responsibility not to disclose, show, copy, save, archive, send, forward and not make public any of the information provided between the parties in confidence. This applies to any information in written form, in the form of documents, photographic, video, audio, or otherwise.

For full information, please read our Privacy Policy.

34. Third Party Sites and Content

34.1. Content in Rentwlo Platform

This paragraph refers to all the content on the Rentwlo Platform.

The Rentwlo Platform may not contain links to other websites or information about other websites ("Third Party Sites"), such as articles, photographs, text, graphics, logos, images, designs, music, sound, video, information, applications, software and other content or items belonging to or originating from third parties ("Third Party Content").

Rentwlo does not allow any type of advertising, ads, references, information or links to other companies, people, websites, accounts, services or products, other than those offered on the Rentwlo platform. The only Ads permitted are Ads from our Suppliers with a view to renting out their properties, or the properties they manage or represent, and these may not contain references to the outside.

This means that Ads from Property Managers, Real Estate Companies, or any company (entity other than a real person) must be Hosted by a real person and not by any reference of the company it represents. The same applies to all materials that are added into the Ads: no reference must be made, in any text, shape, graphic, image, or form, to an external entity, person or company. This means any and all content in

Rentwlo is presented as belonging to a real person, the Host, which can obviously be a representative of a Company.

An exception is made only for Property Videos and Personal Videos, where for both, Rentwlo expressly offers the possibility of adding links to external videos hosted on YouTube or Vimeo. In both cases, we check the content of these videos, and the same is submitted for approval.

All references to external websites and external Content is strictly prohibited. This applies to all content posted or submitted on the Site, to Providers and Guests, or exchanged between users.

If there is content or links to external content, which Rentwlo has not identified:

- a) You agree and acknowledge that we do not endorse the products or services offered on third party sites and shall hold us harmless from any damages caused by your purchase of such products or services. In addition, you shall hold us harmless from any losses suffered by you or damages caused to you relating to or arising in any way from any Third Party Content or any contact with Third Party Sites.
- b) You should review the applicable terms and policies, including privacy and data collection practices, of any website to which you navigate from the Site or relating to any applications that you use or install from the Site. Any purchases you make through third party websites will be through other websites and other companies, and we assume no liability in connection with such purchases which are solely between you and the applicable third party.

34.2. Content in Third Party Sites

This paragraph refers to all content owned by Rentwlo, which our Users may have published on Third Party sites.

We encourage our Users to post on Third Party Sites, Social Media, Users' own accounts on third party sites, etc., where this does not violate any law, Terms or Conditions of such Sites, links to Rentwlo pages or information about our offer, products or services, provided that the same are true and fully correspond to our offer.

35. Violations of Authors' Rights

We respect the intellectual property rights of others. If you believe that any material available on or through the Site infringes any copyright that you own or control, please notify us immediately using the contact information provided below (the "Notice"). A copy of your Notice will be sent to the person who Published or stored the material referred to in the Notice.

Please be advised that, under Portuguese law, you may be liable for damages if you make material misrepresentations in a Notice. Therefore, if you are unsure whether material located on or linked to the Site infringes your copyright, please consider first contacting a lawyer.

36. Site Management

Rentwlo reserves the right, but not the obligation, to:

- (1) monitor the Site for violations of these Terms of Service;
- (2) take appropriate legal action against any person who, in our sole discretion, violates the law or these Terms of Service, including, without limitation, reporting such user to law enforcement or other appropriate authorities;

(3) in our sole discretion and without limitation, refuse, restrict access, limit availability or disable (to the extent technologically feasible) any of your Contributions or any part thereof;

(4) in our sole discretion and without limitation, notice or liability, remove from the Site or otherwise disable all files and content that are excessive in size or otherwise burdensome to our systems;

(5) otherwise administer the Site in a manner designed to protect our rights and property and facilitate the proper functioning of the Site.

37. Modifications and Interruptions

We reserve the right to modify these Terms of Service at any time. We will inform you by changing the 'Last Updated' date at the top of this document.

Substantial changes to our policies:

For substantial changes to any of our policies, or other significant changes, or to comply with applicable laws and regulations, we will give our Users adequate notice of the start date of the new policy.

We will also inform our suppliers, partners, employees, service providers or agents, or others working for Rentwlo, internal or external, of the respective changes and their effective date.

Changes to the site:

We are very attentive to the information and transparency of the information we provide to our Users and publish on the Rentwlo Platform. So, any information that we think is relevant to you, you can be sure that we will publish it in a proper and accessible place.

However Rentwlo reserves the right to change, modify or remove the contents of the Site at any time or for any reason at our sole discretion without prior notice. We are also under no obligation to update any information on our Site. We also reserve the right to modify or discontinue part of the Site without notice at any time.

We will not be liable to you or any third party for any modification, price change, suspension or discontinuance of any part of the Site.

Service Level and Interruptions:

We cannot guarantee that the Site will always be available. We may experience hardware, software or other problems of our own or of third parties, or need to perform maintenance relating to the Site, resulting in interruptions, delays or errors.

We reserve the right to change, revise, update, suspend, discontinue or modify the Site at any time or for any reason without notice. You agree that we have no liability for any loss, damage or inconvenience caused by your inability to access or use the Site during any downtime or interruption of the Site.

Nothing in these Terms of Service shall be construed to obligate us to maintain and support the Site or to provide any corrections, updates or releases in connection therewith.

38. Invoicing

According to Portuguese law, the document 'Invoice' published on the Rentwlo platform is not valid for tax purposes under the terms of articles 36 to 40 of CIVA. Subsequently, a valid tax document will be issued upon receipt of the money for the services rendered. Make sure you fill in the Section 'Select Personal or

Business Bank Account' in Dashboard / Profile / Payment Method, with the data you want on your invoice, so we can issue it correctly. This will be sent via email to each stakeholder.

39. Regulation of Consumer Contracts (Termination with Rentwlo)

The Contractor or the User has the right to terminate the contract with Rentwlo by giving 15 (fifteen) days' notice. To cancel the contract for the provision of services with Rentwlo, it is only necessary to inform Rentwlo of your decision by serving the notice period. For this purpose it is sufficient that you send us an e-mail, to hello@rentwlo.com stating that you wish to withdraw from the contract. Please include your full name, Tax number and user name, so that we can unequivocally identify you. If you do so you are giving your consent to Rentwlo to delete your Ads, your Profile and your interactions from the Rentwlo platform.

We will send you an email confirming receipt of your Termination Request.

In any event, termination of the contract with Rentwlo, shall not be effective while you have any current Reservation, or Rental Agreement which you have entered into or will be entering into through our platform. If you have any Booking Request or Reservation in place you are obliged to comply with it, fulfil it, under these Terms of Service and Contract as well as other Policies in force.

The payment due or refund of any payment made by the User to Rentwlo, always follows our Policies in these **Terms of Service**.

Our Recommendation:

If you are a Supplier, we advise that if you do not wish to use Rentwlo's Services in the near future, rather than terminating your relationship with Rentwlo, you simply Deactivate your Ads (without remove them), ensuring they are not published. In this way you will not be committing any offence against Rentwlo and you will always have your account active when you wish to return, and your Ads ready to use.

Similarly, if you are a Guest, and do not need to use Rentwlo at the present time, we advise that you simply do not use the Rentwlo platform rather than terminate with us. You will not be committing any offence to Rentwlo by not being active on the platform and you will always have your account available with all your details when you wish to return.

By doing so, Users will be able to quickly take advantage of Rentwlo's new and future features and the best and largest offer of properties, when they return to use our platform.

40. Term and Termination

These Terms and Conditions will remain in full force and effect for as long as You use the Site. WITHOUT LIMITING ANY OTHER PROVISION OF THESE TERMS OF SERVICE, WE RESERVE THE RIGHT, IN OUR SOLE DISCRETION AND WITHOUT PRIOR NOTICE OR LIABILITY, TO DENY ACCESS TO AND USE OF THE SITE (INCLUDING THE BLOCKING OF CERTAIN IP ADDRESSES) TO ANYONE FOR ANY REASON OR NO REASON, INCLUDING, WITHOUT LIMITATION, BREACH OF ANY REPRESENTATION, WARRANTY OR COVENANT CONTAINED IN THESE TERMS OF SERVICE OR OF ANY APPLICABLE LAW OR REGULATION. WE MAY TERMINATE YOUR USE OF OR PARTICIPATION IN THE SITE OR DELETE [YOUR ACCOUNT AND] ANY CONTENT OR INFORMATION YOU HAVE POSTED AT ANY TIME, WITHOUT NOTICE, IN OUR SOLE DISCRETION.

If we terminate or suspend your account for any reason, you are prohibited from registering and creating a new account in your name, in a false or borrowed name, or in the name of a third party, even if you are acting on behalf of a third party.

In addition to terminating or suspending your account, we reserve the right to take appropriate legal action, including, without limitation, civil and criminal suits and injunctions.

41. Security

No organisation or system is perfect and will guarantee absolute security. Therefore, we cannot guarantee that unauthorised third parties will not overcome these measures. However Rentwlo takes the technical and organisational measures it considers reasonable and is constantly improving its practices, systems and technology to help us protect your information and User content.

42. Applicable Law and Jurisdiction

These Terms of Service and use of the Site are governed by and construed in accordance with the laws of the Portuguese Republic applicable to agreements made and to be performed on property within the Portuguese territory.

43. Dispute Resolution

You agree that any dispute, claim or legal action arising out of or relating to these Terms of Service, the Website, the Rentwlo Platform, our Services or any transaction entered into between you and Rentwlo shall be exclusively governed and interpreted in accordance with Portuguese law.

For conflict resolution, Rentwlo subscribes the services of the **Centro de Arbitragem de Conflitos de Consumo de Lisboa (CACCL)**, which shall be used for any conflict occurring of a commercial and consumer nature related to the use of Rentwlo's platform and services.

Should the resolution and arbitration not be possible in a center such as CACCL, or others existing in the several regions of Portugal, you will be, as an alternative, exclusively subject to the jurisdiction of the courts of Portugal, hereby agreeing that, in case of dispute, the courts of the district of Lisbon have jurisdiction.

44. Corrections

There may be information on the Site that contains typographical errors, inaccuracies or omissions that may report to the Site, including descriptions, pricing, availability and various other information. We reserve the right to correct any such errors, inaccuracies or omissions and to change or update the information on the Site at any time without notice.

45. Legal Notice

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46. Limitations of Liability

IN NO EVENT OR SITUATION SHALL WE OR OUR OFFICERS, EMPLOYEES OR AGENTS BE LIABLE TO YOU OR ANY THIRD PARTY FOR ANY DIRECT, INDIRECT, CONSEQUENTIAL, EXEMPLARY, INCIDENTAL, SPECIAL OR PUNITIVE DAMAGES, INCLUDING LOSS OF INFORMATION, MATERIALS OR ANY DATA, LOSS OF ADS OR LISTINGS, LOST PROFITS, LOST REVENUE, OR OTHER DAMAGES ARISING OUT OF THE USE OF THE SITE, OR DUE TO RENTWLO'S ACTIONS, EVEN IF WE HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

47. Compensation

You agree to defend, indemnify and hold us, including our subsidiaries, affiliates and all of our respective directors, agents, partners and employees, harmless from and against any loss, damage, liability, claim or demand, including reasonable attorneys' fees and expenses, made by any third party due to or arising out of: (1) [your contributions]; (2) your use of the Site; (3) your violation of these Terms of Service; (4) any breach of your representations and warranties set forth in these Terms of Service; (5) your violation of the rights of any third party, including but not limited to intellectual property rights; or (6) any overt act of harm to any other user of the Site with whom you have connected through the Site.

Notwithstanding the foregoing, we reserve the right, at your expense, to assume the exclusive defence and control of any matter for which you are required to indemnify us, and you agree to cooperate, at your expense, with our defence of such claims. We will use reasonable efforts to notify you of any claim, action or proceeding that is subject to this indemnity as soon as we become aware of it.

48. User Data

We will retain certain data that you transmit to the Site for the purpose of administering the Site, as well as data relating to your use of the Site. Although we make regular routine backups of data, you are solely responsible for all data that you transmit or that relates to any activity that you have performed using the Site.

You agree that we shall have no liability to you for any loss or corruption of such data, and you waive any right of action against us arising from any loss or corruption of such data.

49. Communications, Transactions and Electronic Signatures

Visiting the Site, sending e-mails and filling out online forms constitute electronic communications. You consent to receive electronic communications and agree that all agreements, notices, disclosures and other

communications that we provide to you electronically, via e-mail and on the Site, comply with and satisfy any legal requirement that such communication be in writing.

YOU AGREE TO THE USE OF ELECTRONIC SIGNATURES, CONTRACTS, ORDERS AND OTHER RECORDS AND TO THE ELECTRONIC DELIVERY OF NOTICES, POLICIES AND RECORDS OF TRANSACTIONS INITIATED OR COMPLETED BY US OR THROUGH THE SITE.

You waive any rights or requirements under any statutes, regulations, rules, ordinances or other laws in any jurisdiction requiring an original signature or delivery or retention of non-electronic records, or to payments or the granting of credit by any means other than electronic.

50. Various

These Terms of Service and any policies or operating rules posted by us on the Site constitute the entire agreement and understanding between you and us. Our failure to exercise or enforce any right or provision of these Terms of Service shall not operate as a waiver of such right or provision.

These Terms of Service operate to the fullest extent permitted by law. We may assign any or all of our rights and obligations to third parties at any time. We shall not be liable for any loss, damage, delay or failure to perform caused by any cause beyond our reasonable control.

If any provision or portion of a provision of these Terms of Service is determined to be unlawful, void or unenforceable, that provision or portion of the provision is deemed severable from these Terms of Service and shall not affect the validity and enforceability of any provisions.

There is no joint venture, partnership, employment, or agency relationship created between you and us as a result of these Terms of Service or your use of the Site. You agree that these Terms of Service shall not be construed against us for having drafted them.

You hereby waive any and all defences you may have based on the electronic form of these Terms of Service and in the absence of a signature of the parties to execute these Terms of Service

51. Contact us

For any questions or to receive further information about the use of the Rentwlo Platform, or any of our Policies, please contact us, by email at policy@rentwlo.com, or by telephone at **+351 937141122**, or by post at:

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