

Scouty - Booking Process

This document describes each relevant aspect of how bookings are managed.

Prerequisite for Hosts

When you get your first booking request and want to accept the booking you have to set up your Stripe account. You can either use the Scouty app or Scouty website to create and connect a Stripe account. You can read our guide on how to register / connect a Stripe account [here](#).

After successfully registering and linking a Stripe Connect account to the related Scouty account, hosts can list their location on Scouty and receive bookings.

Prerequisite for Hirers

Before locations can be requested by users, they must provide their payment information. Users can navigate to 'Settings' -> 'Payment method' and enter their payment details but also have the option to provide them when requesting a location. We accept most debit and credit cards.

How bookings work

Hirer requests a location

The Hirer can use the Scouty App or Scouty Website to request Locations. Hirers select the date & time, add their payment method and confirm their request.

Host receives request

Once the request (including all relevant information) is sent, the Host of the Location has up to 72 hours to review, accept or cancel a request before it expires. The Hirer can cancel her or his request at any time before the host accepts it or the request expires.

Host accepts the request

When the Host accepts the request, the payment is processed (Hirers Debit/Credit Card is charged with the Total Fee).

Payment successful

If the payment is successful the booking is confirmed and the Hirers Credit/Debit Card is charged with the Total Fee. The Booking Amount minus the Host Fee (10%) is transferred to the Host's associated Stripe Connect account. The Scouty Fee is directly transferred to Scouty's Stripe account.

Payment failed

If the payment fails when we attempt to process the charge, the Hirer has up to 24 hours to update his or her payment information. The Host can cancel the request at any point prior to a successful payment.

Host declines

If the host declines the request, the hirer is immediately notified by email and in-app notification if the app is installed.

Overtime

If the hirer and host agree to extend the booking we recommend the hirer to immediately send a booking request for the additional time. Once the host has accepted the booking request the shoot is extended for the requested time.

Cancellation

Both Hirer and Host have the right to cancel bookings in accordance with our cancellation policy.

Cancellation Hirer refund (cancel more than 7 days prior event)

Hirers are entitled to a full refund when cancelling 7 days prior the booking event date and time. The Hirer must contact the Host using the messaging function to request a refund. The Host must refund the total received fee to the Hirer. The Host can initiate the refund using the Scouty app or the Scouty website. The refund amount will be transferred from the Host's Stripe Connect account to the Hirer's Credit/Debit Card. The payment processing fee, is used to cover the payment processing charges of Stripe is non-refundable.

Cancellation Hirer (cancel less than 7 days prior event)

If a Hirer cancels a confirmed booking less than 7 days prior the event date the host is not obliged to refund the fee.

Cancellation Host (cancel more than 7 days prior event)

If the Host cancels a confirmed booking 7 days prior to the event date and time, the Host must refund the total received fee. The refund can be initiated through the Scouty app or the Scouty website by using the "Refund" button within the booking. The Host must enter the total received fee as refund amount which is then transferred from the Host's Stripe Connect account to the Hirer's Credit/Debit Card. The payment processing fee, is used to cover the payment processing charges of Stripe is non-refundable.

Cancellation Host (cancel less than 7 days prior event)

If a Host cancels a confirmed booking less than 7 days prior the event date the Host must refund the total received fee. The refund is initiated by using the "Refund" button in bookings. The Host needs to enter the total received fee as refund amount. The refund amount will be transferred from the Hosts Stripe Connect account to the Hirers Credit Card. The Hirer can claim a Damage Fee. The payment processing fee, is used to cover the payment processing charges of Stripe is non-refundable.

Cancellation Policy

The Hirer can cancel a confirmed booking 7 days prior to the event date and time without being penalised. If the Hirer cancels a confirmed booking less than 7 days before the event date and time the host is not obliged to refund the fee. The payment processing fee, which Stripe charges Hosts is non-refundable. Hosts can see the Stripe fees [here](#).

The Host has the right to cancel a confirmed booking until 7 days prior to the event without being penalised. If the Host cancels a confirmed booking within 7 days prior to the event date and time, the Host is obliged to refund the Hirer and the Host can claim a Damage Fee.

As Stripe does not charge for any successful booking, but for processing the payment, the [Stripe fee](#) is non-refundable as it is used to cover the transaction cost.

Payment processing service

Payment processing services for Members of the Scouty Platform are provided by Stripe and are subject to the Stripe Connected Account Agreement, which includes the Stripe Terms of Service (collectively, the "Stripe Services Agreement"). By agreeing to our terms or by using the Scouty platform or website, you agree to be bound by the Stripe Services Agreement, as the same may be modified by Stripe from time to time. As a condition of us enabling payment processing services through Stripe, you agree to provide us accurate and complete information about you and your business, and you authorize us to share it and transaction information related to your use of the payment processing services provided by Stripe.