



Frequently Asked Questions

About Global Homing

What is Global Homing and how does it work?

Global Homing is a club for owners of holiday properties and hotels/guesthouses, who would like to occasionally go on holiday in a different destination. Global Homing has redefined holiday home exchange and makes the problems of conventional home exchange websites a thing of the past because no direct or simultaneous exchanges are required. As a member, you can stay in the holiday residences of the club members free of charge. In return, you also offer your holiday home to other club members – always upon request, of course and only when it suits you. For this, you assign your holiday house or your holiday flat to one of 10 property categories. The property categories reflect the current market value of your property. As an owner of a hotel / guest house you can classify different types of accommodation in four property categories. The property categories of the hotels / guest houses are based on the costs for an overnight. The property category shows the other club members how many travel points they have to transfer to you for an overnight stay in your holiday home and is indicated in each property description in the title by the “figure in the circle. Travel points are the club's internal currency with which club members pay each other for using their holiday homes. As soon as your membership has been confirmed, you can book other holiday homes – without having already collected travel points through own bookings. Immediately after activation of your property presentation Global Homing grants you a sufficient overdraft limit of travel points. If you have collected sufficient travel points and your travel points account does not have a debit balance in the current membership year, you can deactivate your occupancy calendar for the remaining term.

What is the difference between Global Homing and home exchange?

Global Homing is a holiday home exchange portal exclusively for owners of holiday properties where you do not have to find an exchange partner. You offer other club members your holiday home upon request against travel points and can immediately start a booking irrespective of own "rentals". Immediately after activation of your property presentation Global Homing grants you a sufficient overdraft limit of travel points.

What is the difference between Global Homing and time-sharing?

Global Homing is not time-sharing. In time-sharing, you buy usage of a home unit in a residence in a holiday facility on a pro rata, temporis basis. Global Homing is a club exclusively for owners of private holiday houses and flats who grant each other permission to use their holiday homes for holidays against an internal currency.

What means the property type hotel / guest house?

Owners and holders of hotels and guest houses can also post their holiday residences on Global Homing. Using their own presentation format, they can introduce and present themselves with their overall concept, different types of accommodations and services. So, owners of holiday homes can also enjoy the pleasure of residences with services such as gastronomy, massage & beauty offers and much more. Though the hotels / guest houses have their own property categories, they are harmonised with the categories of the holiday houses/flats. More information you can find under the special question & answer-category “hotels and guesthouses”.



Advantages

What are the advantages of Global Homing?

With Global Homing, you are not bound to your holiday home any more, but can go on holiday in other holiday homes or flats without having to pay for overnight stays. What is special about Global Homing: At Global Homing, you can book your holiday regardless of an exchange partner – even immediately upon membership – without having to have bookings for your own holiday home. Immediately after activation of your property presentation Global Homing grants you a sufficient overdraft limit of travel points. Global Homing is unique in this respect. And since every guest is also a host, they will appreciate your home away from home as much as their own.

Do I save a lot of money with my holiday through Global Homing?

Yes, because you will no longer have to pay for overnight stays. If in the past you have, for example, paid € 120 for an overnight stay, you already save € 1,680 for a 14-day holiday.

What are the advantages of Global Homing as compared to conventional home exchange portals?

In contrast to conventional home exchange portals, you do not need to find an exchange partner at Global Homing, which often turns out to be rather complicated. At Global Homing, you can book your holiday immediately upon membership without having reservations for your own holiday home. Immediately after activation of your property presentation Global Homing grants you a sufficient overdraft limit of travel points. Global Homing is unique in in this respect.

What are the advantages of Global Homing as compared to holidays in a hotel?

You save the costs for overnight stays and can still enjoy the comforts of a private holiday home.

Membership requirements, membership, application

How do I join?

First, you register with your personal data. Then you describe your holiday home using our property presentation template and briefly introduce yourself. In a next step, you submit your membership application to the member vote via a link. After the membership is confirmed, you can immediately book your first holiday home because immediately after activation of your property presentation Global Homing grants you a sufficient overdraft limit of travel points.

Why should I write something about myself in the owner profile?

Allowing someone to stay in one's own holiday home requires trust. That's why it is important to Global Homing that not only the holiday home is described, but that club members also get an impression of you as potential future guest.

Why is there a vote on member admission?

It is important for Global Homing that the holiday homes are relevant for club members. Because only if club members like the properties, they will use the portal.

How does the member vote work?

You can send your admission application via a link as soon as you have completed the creation of your property presentation. The applications that have to be voted on are listed at Global Homing under "Club News" (only visible for club members). Club members are regularly informed of new applications and can cast their vote with a click (accept/refuse) within a certain period immediately after reading the property presentation.

Can I become a member if I am a tenant (not owner) of a second residence?

Yes, if this does not contravene your lease contract. You generally have the right to have someone stay at your residence for a certain period of time (right to hospitality).

Can I become a member as an owner of a hotel / guesthouse?

Yes, as an owner or holder of a hotel or guest house you can post your holiday residence on Global Homing. Using the own presentation format, you can introduce and present yourself with your overall concept, different types of accommodations and services. So, owners of holiday homes can also enjoy the pleasure of residences with services such as gastronomy, massage & beauty offers and much more. Though the hotels and guest houses have their own property categories, they are harmonized with the categories of the holiday houses/flats.

Can I also post my primary residence?

Unfortunately not. Global Homing is exclusively a club for holiday homes.

Can owners of time-sharing properties become members?

Yes, as long as they can dispose of the times indicated in the calendar.

Is my holiday home of interest to Global Homing?

There are no particular requirements for holiday homes regarding size, location, etc. However, club members have to like your property (see member vote).

Which insurances are necessary?

Insurances are not a precondition for membership. We do, however, recommend third-party liability and household insurance.

How much does membership at Global Homing cost?

Become a member for an annual fee of € 175 and you can plan your next vacation immediately. Once you have found and booked a holiday home, there is an additional booking fee of € 100 (for short trips up to three nights only € 50) - regardless of the holiday home, the season and number of travellers. Membership in Global Homing pays for itself with just one trip per year.

Sample calculation without Global Homing: 14 nights à €120 = €1.680 - with Global Homing: Membership fee €175 + €100 booking fee = €275. Save €1.405!

What is the termination deadline?

You can terminate membership three months before the end of the membership year. To terminate membership, just send us a short e-mail.

What happens if I want to terminate and my travel points account has a credit or debit balance?

You should make sure that your travel points account is balanced at the end of your membership. If the travel points account is not balanced at the end of membership, there is the option to use existing travel points for 1 year after the end of membership, provided that the account remains active during that time, but the calendar is deactivated in order to make other users aware that bookings will no longer be accepted. If at the end of membership the travel points account is in the minus (debit), you can still collect travel points for 1 year after the termination of membership in order to balance your travel points account. Alternatively, the debit travel points balance can be redeemed. In case of redemption, one travel point equals € 25.00.

What is the membership name?

The membership name is the name that is shown in your owner profile as your name. Global Home recommends using your real name in a desired form (for instance John Smith, John, John and Jane Smith, Smith family etc.) to build trust among the club members.

What is the property category?

The property category shows the other club members how many travel points they have to transfer to you for an overnight stay in your holiday home and is indicated in each property description in the title by the "figure in the circle. Travel points are the club's internal currency with which club members pay each other for using their holiday homes. The property categories for holiday homes and flats reflect the current market value of the property. Every owner will assign their property to one of 10 possible categories. The property category of the hotels / guest houses is based on the costs for an overnight. They were chosen to match the property category of the holiday homes and to allow for travel points being collected and used accordingly.

Why can hotels / guest houses have several property categories?

The variety of hotels /guest houses is large. On the one hand, Global Homing wishes to accommodate this variety, on the other hand fairness and transparency are part of our code of conduct. Since hotels / guest houses offer a wide range of rooms, flats or chalets and the expenses for overnight accommodation may vary greatly depending on the type of accommodation, it is often not possible to represent all facets of a residence within one property category. The method to refer to the market value of the holiday residence is not applicable here. Hosts have the possibility of entering types of accommodations in their property presentation and to offer several property categories. The property category of the hotels / guest houses is based on the costs for an overnight. They were chosen to match the property category of the holiday properties. Prior to the reservation, the guest and host agree which property category should be included for the type of accommodation in question.

What are travel points?

The club members of Global Homing use travel points – the club's internal currency – to pay each other for the use of their holiday homes. Thus, if you want to vacation in a holiday home, your travel points are transferred from your account to your host's account. The particular property category indicates how many travel points are booked per overnight stay and is indicated in each property description in the title by the "figure in the circle".

What is the travel points account?

You will always see the current status of your travel points in your travel points account: how many points you have collected through guests and through recruiting members and how many you have used for your trips. In order to plan your holiday and "book" holiday homes regardless of reservations of your own property, we grant every member a sufficient overdraft limit of travel points.

What is the overdraft limit of travel points?

Global Homing club members compensate the use of their holiday homes with travel points, the internal club currency. Thus, if you want to vacation in a holiday home, your travel points are transferred from your account to your host's account. The particular property category indicates how many travel points are booked per overnight stay and is indicated in each property description in the title by the "figure in the circle". In order to plan your holiday and "book" holiday homes regardless of reservations of your own property, we grant every member a sufficient overdraft limit of travel points, which is determined on the basis of the property category multiplied by 60 and is specified in your travel points account.

What is my personal overdraft limit of travel points?

Your personal overdraft limit of travel points is determined on the basis of your own property category multiplied by 60 and is specified in your travel points account.

What are "vouchers"?

As host, you have the option of allowing your guests to benefit from your personal experience and relations. Arrange for a small gift with your favourite restaurants, shops etc. at the location and create one or several vouchers using our template. Your guests will appreciate your tips and your favourite shops and service providers will appreciate new customers.

Is the address of my holiday home visible?

No, for security reasons, you will not even disclose the address to Global Homing. You can decide yourself how detailed you wish to show the address on the map of the surroundings.

Security

Can I trust the whole concept?

Global Homing is a closed club for owners of private holiday homes. Every club member has accepted the club's code of conduct when registering, and since every guest is also host, they will appreciate your holiday home as much as their own.

Who would like to stay at my holiday home?

Since Global Homing is a closed club, only club members will enquire with you for a booking. You can get a first impression of your potential guest through the member search and the owner profile.

How can I be sure that my guest will behave in my holiday home?

Global Homing is a closed club for owners of private holiday homes. Every club member has accepted the club's code of conduct when registering, and since every guest is also host, they will appreciate your holiday home as much as their own.

What about valuables, insurance, liability?

Allowing someone to stay in one's own holiday home is a matter of trust and since every guest is also host, they will appreciate your holiday home as much as their own. Nevertheless, you should lock away expensive valuables such as watches, jewellery, etc. to avoid misunderstandings. Insurances are not a precondition for membership. We do, however, recommend a third-party and household insurance.

Is the address of my holiday home visible?

No, for security reasons, you will not even disclose the address to Global Homing. You can decide yourself how detailed you wish to show the address on the map of the surroundings.

How is data protection handled at Global Homing?

Data protection is of tremendous importance to Global Homing. You can read the detailed data protection provisions under "Data protection".

Who sees my personal data?

Your personal registration data will not be published. Only the data you enter in your "Owner Profile" can be seen by other club members, non-registered persons do not have access to the page and your contact details.

Booking a holiday home

How do I know how many travel points per night does a holiday home "cost"?

In each property description's headline you will find a figure between 1 and 10. This figure represents the property category. The property category shows how many travel points per night a holiday home does cost - regardless of the number of people travelling and the season. The amount of travel points will be transferred automatically with the booking confirmation.

What is the property category?

The property category shows the other club members how many travel points they have to transfer to you for an overnight stay in your holiday home and is indicated in each property description in the title by the "figure in the circle". The property categories for holiday homes and flats reflect the current market value of the property. Every owner will assign their property to one of 10 possible categories. The property category of the hotels / guest house is based on the costs for an overnight. They were chosen to match the property category of the holiday homes.

Where can I find the property category of a holiday home?

You can find the property category of a holiday home in the property description's headline by the "figure in the circle". The property category shows how many travel points per night a holiday home does cost - regardless of the number of people travelling and the season. The amount of travel points will be transferred automatically with the booking confirmation.

Can I book other holiday homes even if I have not had any rentals myself?

Yes, as soon as your membership application is confirmed, you can book other holiday homes for yourself, without having already collected travel points through own bookings because immediately after activation of your property presentation Global Homing grants you a sufficient overdraft limit of travel points.

What is the overdraft limit of travel points?

Global Homing club members compensate the use of their holiday homes with travel points, the internal club currency. Thus, if you want to vacation in a holiday home, your travel points are transferred from your account to your host's account. The particular property category indicates how many travel points are booked per overnight stay and is indicated in each property description in the title by the "figure in the circle". In order to plan your holiday and "book" holiday homes regardless of reservations of your own property, we grant every member a sufficient overdraft limit of travel points, which is determined on the basis of the property category multiplied by 60 and is specified in your travel points account.

What is my personal overdraft limit of travel points?

Your personal overdraft limit of travel points is determined on the basis of your own property category multiplied by 60 and is specified in your travel points account.

Do I have to find an exchange partner?

No, because Global Homing is a holiday home exchange portal without exchange partner search. You offer other club members your holiday home on request against travel points and can immediately begin your booking enquiry irrespective of own bookings because immediately after activation of your property presentation Global Homing grants you a sufficient overdraft limit of travel points.

How do I find a holiday home?

Be inspired when planning your trip. Using our interactive guide across the map of Europe or one of our seven specific themes, you can find your next dream destination easily and intuitively with the click of a mouse. If you already have a specific holiday destination in mind or would not like to forgo certain comforts, the "Advanced search" offers you research options based on various criteria.

How can I find new properties at Global Homing?

Click "Club News" for the "Latest holiday homes". Additionally, you can search for the latest holiday homes under "Holiday Home Search" / "Advanced search" / "Themes".

How can I see when certain properties are available upon request?

Every property has a calendar that shows the availability (on request). If you are looking for a property for fixed dates, you can enter the dates as search criterion under "Advanced search".

How can I book a holiday home?

If you have found a holiday home, contact the host via the booking request and clarify all details directly with them. The host will enter the reservation details in the calendar. Upon entering the details into the calendar, you will receive an e-mail containing the reservation details, which you have to confirm after checking. The travel points will then be charged to the respective accounts.

How to book a hotel / guest house reservation?

As a HOST: Generally, you as the host will receive an enquiry via the Global Homing e-mail template containing the specific type of accommodation and period the potential guests are interested in. Please inform the would-be guests about the availability of the type of accommodation and name the property category valid for this period (if you have entered several property categories) because you as a host have the possibility to offer several property categories for different types of accommodations and seasons. Should the guest accept your offer, you can enter the reservation into the calendar: Arrival and departure date, membership no. of the guest and the property category agreed upon. The guest will then receive an automatic e-mail with the reservation details which he/she has to confirm, after which the travel points will be charged to the respective accounts.

As a GUEST: The most comfortable way for you as a guest is to use our e-mail template which you can find under "OWNER PROFILE" (Write an e-mail) of the host. In the template, please specify the number of people you are travelling with and which period and specific type of accommodation you are interested in. If there are several property categories entered in the property presentation, you have to agree with the host on the property category valid for the time and type of accommodation in question. The host may reserve the right to offer different property categories for different types of accommodation and periods of time. Following your agreement, the host will enter the reservation details in the calendar. Upon entering the details into the calendar, you will receive an e-mail containing the reservation details, which you have to confirm after checking. The travel points will then be charged to the respective accounts.

Does the exchange have to take place at the same time?

No, because Global Homing is a mere holiday home exchange portal and there is no direct exchange.

Can I book a holiday home at short notice?

Yes, you can book at as short a notice as possible in agreement with the owner.

Can family members or friends also use my travel points?

Yes, but they have to inform the host of this and the host has to agree.

Does Global Homing organise bookings?

No, Global Homing makes the information available. You directly contact the host when making a booking enquiry. The host will enter the reservation details in the calendar. Upon entering the details into the calendar, you will receive an e-mail containing the reservation details, which you have to confirm after checking. The travel points will then be charged to the respective accounts.

How much does it cost to book a holiday home?

In addition to the annual membership fee will be a booking fee of €100 per travel. For short trips up to three nights only €50. You will only have to pay for the incidental costs, such as final cleaning, laundry, if any, according to the host's specifications.

Do I always have to book a whole week?

No, if the host agrees.

What are "Vouchers"?

As host, you have the option of allowing your guests to benefit from your personal experience and relations. Arrange for a small gift with your favourite restaurants, shops etc. at the location and create a voucher using our template. Your guests will appreciate your tips and your favourite shops and service providers will appreciate new customers.

Do I have to conclude a contract with the host?

It is the two parties' responsibility (guest and host) whether a contract is concluded. You will find a template for a usage agreement under "My account/Tips and templates".

Do I have to pay a deposit?

It is the host's choice whether to ask for a deposit. If so, this should be stated in the property description in the list of amenities.

Which incidental costs are incurred?

It is up to the host to state which incidental costs are incurred. Usually, this includes final cleaning and possibly laundry. All incidental costs should be stated in the property description in the list of amenities.

Do I have to bring bed linen and towels?

This has to be agreed individually and should be stated in the property description under "amenities".

Who cleans the holiday home?

Upon your arrival, the holiday home will have been cleaned. How the final cleaning is arranged should be stated in the property description under "amenities". Normally, the guest will bear the cleaning costs.

Who pays for cleaning?

Upon your arrival, the holiday home will have been cleaned. How the cleaning is arranged should be stated in the property description under "amenities". Normally, the guest will bear the cleaning costs.

Can I bring along pets?

Yes, if the host allows it. Information on this should be indicated in the property description in the list of amenities.

Are there any evaluations?

No, because every club member/holiday home was already decided on in the course of admission.

Can I contact other members by phone?

Yes, if the members have entered their telephone number in their "Owner Profile". If not, contact the member via the contact form and ask for the telephone number.

Can I prevent being listed as a guest on the host's guest list?

Yes, under "My account/Account settings" you can change the consent.

Can I as a guest cancel my booking?

Bookings are binding. You can, however, contact the host and request a cancellation. It is up to the host to agree to the cancellation. After approval by the host and cancellation of the booking in the calendar, you will receive an e-mail containing the cancellation confirmation and the travel points will be reassigned.

Can my guest cancel his/her reservation?

Reservations are binding. Should your guest request a cancellation, it is up to you to agree. If you accept a cancellation request, you have to delete the reservation(s) in the calendar under "Cancel booking". To cancel a reservation, it is sufficient to enter the membership no. of the guest in the input field. If the guest has made several reservations, you may delete a specific reservation by entering the respective reservation number. Alternatively, you can enter the cancellation details automatically by clicking the reservation period in the calendar. As soon as you save the cancellation, the guest will receive an e-mail containing the cancellation and the travel points will be reassigned.

What are travel points?

The club members of Global Homing use travel points – the club's internal currency – to pay each other for the use of their holiday homes. Thus, if you want to vacation in a holiday home, your travel points are transferred from your account to your host's account. The particular property category indicates how many travel points are booked per overnight stay and is indicated in each property description in the title by the "figure in the circle".

What is the travel points account?

You will always see the current status of your travel points in your travel points account: how many points you have collected through guests and through recruiting members and how many you have used for your trips. In order to plan your holiday and "book" holiday homes regardless of reservations of your own property because immediately after activation of your property presentation Global Homing grants you a sufficient overdraft limit of travel points.

Can I overdraw my travel points account?

Yes, you can overdraw your travel points account up to your property-specific limit. The limit will be shown in your travel points account.

When are the travel points deducted for my booking?

As soon as the host has entered your travel data in his/her calendar and confirm the e-mail with booking details.

For what period can I book a holiday home?

For as long as your host allows you to stay at their holiday home.

Offering a holiday home

How do I know how many travel points I receive per night?

For each night a guest stays in your holiday home, you will receive travel points that correspond to your object category. For example: If your holiday home corresponds to property category 3, you will receive 3 travel points per night from your guest. Every owner has to assign his property to one of our 10 possible property categories. The property categories for holiday homes and flats reflect the current market value of the property in consideration of location, size and amenities. The property category 1 goes up to € 125,000, property category 2 from € 125,000 to 250,000 etc. The property category 10 reflects holiday homes with a market value over € 3.0 million.

How do I know to which property category I should allocate my holiday home?

Every member will assign his holiday home to one of our 10 possible property categories. The property categories for holiday homes and flats reflect the current market value of the property. The market value is a straightforward benchmark, which reflects the main features of a property like location, size and amenities. It is easy to choose the right category since every holiday home owner knows the market value of his second home. If the market value of your holiday home is on the boundary of two categories, we recommend to select the lower property category – thereby your offer appears more attractive.

What is the property category?

The property category shows the other club members how many travel points they have to transfer to you for an overnight stay in your holiday home and is indicated in each property description in the title by the “figure in the circle”. The property categories for holiday homes and flats reflect the current market value of the property. Every owner will assign their property to one of 10 possible categories. The property category of the hotels / guest house is based on the costs for an overnight. They were chosen to match the property category of the holiday homes.

Where can I find the property category of a holiday home?

You can find the property category of a holiday home in the property description's headline by the “figure in the circle”. The property category shows how many travel points per night a holiday home does cost - regardless of the number of people travelling and the season. The amount of travel points will be transferred automatically with the booking confirmation.

Can I offer multiple properties?

Yes, you can create new properties under "My account". All travel points of your properties will be offset in your travel points account. Only one membership fee will be incurred regardless of the number of your properties.

Who would like to stay at my holiday home?

Since Global Homing is a closed club, only club members will enquire with you for a booking. You can get a first impression of your potential guest through the member search and the owner profile.

How do I get guests?

You can significantly increase the attractiveness of your holiday home for guests if you describe your holiday home extensive and, most importantly, the photos are of good quality. Moreover, you can assign your property to a "lower-priced" property category.

For how many weeks do I have to permit usage of my holiday home?

This is, of course, up to you. If you temporarily do not wish to receive any enquiries and your travel points account is not in the minus, you can deactivate your calendar.

Do I always have to rent a whole week?

This is, of course, up to you.

Do I have to rent my holiday home to the person making an enquiry?

No, you can decline the booking enquiry without stating any reasons.

Do I have to enter all available periods in advance at Global Homing?

No, since all bookings are always enquiries, you can decide on a case-by-case basis if you would like to accept or decline an enquiry.

How many "rentals" do I have to have per year?

There are no requirements. You should, however, make sure that your booking account is not overdrawn beyond your limit.

Can I let my holiday home apart from Global Homing?

You can certainly rent out your holiday home apart from Global Homing.

Is the address of my holiday home visible?

No, for security reasons, you will not even disclose the address to Global Homing. You can decide yourself how detailed you wish to show the address on the map of the surroundings.

What are “Vouchers”?

As host, you have the option of allowing your guests to benefit from your personal experience and relations. Arrange for a small gift with your favourite restaurants, shops etc. at the location and create one or several vouchers using our template. Your guests will appreciate your tips and your favourite shops and service providers will appreciate new customers.

Do I have to conclude a contract with the guest?

It is the two parties' responsibility (guest and host) whether a contract is concluded. You will find a template for a contract under "My account/Tips and templates".

Can I ask for a deposit?

Yes, you can ask for a deposit.

Who pays for cleaning?

The holiday house must have been cleaned upon arrival of the guests. You should state how the cleaning is arranged in the property description under amenities. Generally, the guest bears the cleaning costs.

Who cleans the holiday house?

The holiday house must have been cleaned upon arrival of the guests. You should state how the cleaning is arranged in the property description under amenities. Generally, the guest bears the cleaning costs.

Can I deactivate my holiday home?

Yes, if your travel points account is not in the minus.

What happens if my guest wants to cancel the booking?

Bookings are binding. Should your guest request a cancellation, it is up to you to agree. If you accept a cancellation request, you have to delete the reservation(s) in the calendar under "Cancel booking". To cancel a reservation, it is sufficient to enter the membership no. of the guest in the input field. If the guest has made several reservations, you may delete a specific reservation by entering the respective reservation number. Alternatively, you can enter the cancellation details automatically by clicking the reservation period in the calendar. As soon as you save the cancellation, the guest will receive an e-mail containing the cancellation and the travel points will be reassigned.

Are there any evaluations?

No, because every club member/holiday home was already decided on in the course of admission.

Why can hotels / guest houses have several property categories?

The variety of hotels / guest houses is large. On the one hand, Global Homing wishes to accommodate this variety, on the other hand fairness and transparency are part of our code of conduct. Since hotels / guest houses offer a wide range of rooms, flats or chalets and the expenses for overnight accommodation may vary greatly depending on the type of accommodation, it is often not possible to represent all facets of a residence within one property category. The method to refer to the market value of the holiday residence is not applicable here. Hosts have the possibility of entering types of accommodations in their presentation and to offer several property categories. The property category of the hotels / guest house is based on the costs for an overnight. They were chosen to match the property category of the holiday homes. Prior to the reservation, the guest and host agree which property category should be included for the type of accommodation in question.

Can I change my property category?

Yes, you can upgrade your property category if the market value of your property has increased, for instance through the construction of a pool. If you would like to increase the attractiveness and thus booking chances, you can assign your holiday home to a lower category.

What are travel points?

The club members of Global Homing use travel points – the club's internal currency – to pay each other for the use of their holiday homes. Thus, if you want to vacation in a holiday home, your travel points are transferred from your account to your host's account. The particular property category indicates how many travel points are booked per overnight stay and is indicated in each property description in the title by the “figure in the circle”.

How do I receive travel points?

If your holiday home is requested by a club member and you accept the booking, you will be credited travel points (your property category multiplied by the number of nights rented) on your travel points account. The travel points are transferred to your account once the guest confirms the booking.

What happens if my travel points account has a debit balance, but nobody books my holiday home?

During your membership, your travel points (positive or negative) don't expire. At the same time, we can support the booking of your holiday home with different promotion activities. Please contact us. If your travel points account is not balanced at the end of membership, there is the option to use existing travel points for 1 year after the end of membership, provided that the account remains active during that time, but the calendar is deactivated in order to make other users aware that bookings will no longer be accepted. If at the end of membership the travel points account is in the minus (debit), you can still collect travel points for 1 year after the termination of membership in order to balance your travel points account. Alternatively, the debit travel points balance can be redeemed. In case of redemption, one travel point equals € 25.00.

When are the travel points for a rental credited?

As soon as you have entered the travel data of your guest in your calendar and the guest confirms the booking-email.

What is the travel points account?

You will always see the current status of your travel points in your travel points account: how many points you have collected through guests and through recruiting members and how many you have used for your trips. In order to plan your holiday and book holiday homes regardless of reservations of your own property, immediately after activation of your property presentation Global Homing grants you a sufficient overdraft limit of travel points.

What do I do if I have collected more travel points than I need myself?

During your membership, your travel points don't expire. Deactivate your calendar to show the other club members that you don't wish inquiries.

Can I convert my travel points into cash?

No, travel points cannot be traded for cash.

Why are my guests published?

Global Homing is a closed club and dispenses with a classical evaluation system. The publication of your most recent three guests provides interested club members with the possibility to receive information and tips beyond your property presentation.

Can I contact other members by phone?

Yes, if the members have entered their telephone number in their "OWNER PROFILE". If not, contact the member via the contact form and ask for the telephone number.

Can my guest cancel his/her reservation?

Reservations are binding. Should your guest request a cancellation, it is up to you to agree. If you accept a cancellation request, you have to delete the reservation(s) in the calendar under "Cancel booking". To cancel a reservation, it is sufficient to enter the membership no. of the guest in the input field. If the guest has made several reservations, you may delete a specific reservation by entering the respective reservation number. Alternatively, you can enter the cancellation details automatically by clicking the reservation period in the calendar. As soon as you save the cancellation, the guest will receive an e-mail containing the cancellation and the travel points will be reassigned.

I want to sell my holiday house. What happens?

Of course, you can sell your holiday home. If your booking account is not in the minus, you can simply deactivate your calendar and use existing travel points for 1 one year thereafter. If your booking account is in the minus, try to balance it by the time of sale. If this is not possible, you can redeem your debit balance with travel points (1 travel point equals € 75,00)

Hotels / guest houses

What means the property type hotel / guest house?

Owners and holders of hotels and guest houses can also post their holiday residences on Global Homing. Using their own presentation format, they can introduce and present themselves with their overall concept, different types of accommodations and services. So, owners of holiday homes can also enjoy the pleasure of residences with services such as gastronomy, massage & beauty offers and much more. Though the hotels / guest houses have their own property categories, they are harmonised with the categories of the holiday houses/flats.

How to create a hotel / guest house presentation?

First, click "Add a new object" in "My account". In the description, choose "Hotel /guest house" under "Type of property" and get people interested with an eye-catching headline. In the description, you now have the possibility of presenting your hotel / guest house in its entirety. Upload as many photos as possible: Photos bring your presentation to life (e.g. photos of the holiday residence, the surroundings and of course the different types of accommodation).

Click "AMENITIES". Now, choose the property categories you wish to offer. You can select several property categories. It is not necessary to allocate a certain property category to each room or type of accommodation. Only if there is a specific enquiry you have to decide and agree on a certain category with the guest. This allows you to take into account seasonal differences for different types of accommodations.

The types of accommodations enable you to further specify your hotel / guest house concept. You can create and present different types of accommodations according to your own criteria. (e.g. subjects, flat or room sizes, styles of furnishing, equipment standards, etc.) A headline and a photo describe the property in a nutshell. You can create as many types of accommodation as you like.

"General amenities" complete the overall impression. Add your "Website" and tick relevant "Activities". Enter and highlight your special services under "Paid services". If you tick board types such as "Breakfast", you are able to add the costs for that service, too.

Go to "MAP". Add the data under which you wish to be displayed in Google Maps and enter a short description of the location.

You can block times in the "CALENDAR" for which you do not want to receive any enquiries. It is not necessary to maintain the calendar continually. However, you should respond enquiries and answer them faithfully.

Please enter the contact details you wish the enquiries to be sent to under "OWNER PROFILE". In addition, you have the possibility to introduce yourself and/or your family. By doing so, you create confidence and give the club a personal touch.

How to book a hotel / quest house reservation?

As a HOST: Generally, you as the host will receive an enquiry via the Global Homing e-mail template containing the specific type of accommodation and period the potential guests are interested in. Please inform the would-be guests about the availability of the type of accommodation and name the property category valid for this period (if you have entered several property categories) because you as a host have the possibility to offer several property categories for different types of accommodations and seasons. Should the guest accept your offer, you can enter the reservation into the calendar: Arrival and departure date, membership no. of the guest and the property category agreed upon. The guest will then receive an automatic e-mail with the reservation details which he/she has to confirm, after which the travel points will be charged to the respective accounts.

As a GUEST: The most comfortable way for you as a guest is to use our e-mail template which you can find under "OWNER PROFILE" (Write an e-mail) of the host. In the template, please specify the number of people you are travelling with and which period and specific type of accommodation you are interested in. If there are several property categories entered in the description, you have to agree with the host on the property category valid for the time and type of accommodation in question. The host may reserve the right to offer different property categories for different types of accommodation and periods of time. Following your agreement, the host will enter the reservation details in the calendar. Upon entering the details into the calendar, you will receive an e-mail containing the reservation details, which you have to confirm after checking. The travel points will then be charged to the respective accounts.

Can I as a guest cancel my reservation of a hotel / guest house?

Reservations are binding. However, you may contact the host and request a cancellation. It is up to the host to accept your cancellation request. If the host agrees and cancels your reservation in the calendar, you will receive an e-mail containing the cancellation confirmation and the travel points will be reassigned.

Can my guest cancel his/her reservation in my hotel / guest house?

Reservations are binding. Should your guest request a cancellation, it is up to you to agree. If you accept a cancellation request, you have to delete the reservation(s) in the calendar under "Cancel booking". To cancel a reservation, it is sufficient to enter the membership no. of the guest in the input field. If the guest has made several reservations, you may delete a specific reservation by entering the respective reservation number. Alternatively, you can enter the cancellation details automatically by clicking the reservation period in the calendar. As soon as you save the cancellation, the guest will receive an e-mail containing the cancellation and the travel points will be reassigned.

What is the property category?

The property category shows the other club members how many travel points they have to transfer to you for an overnight stay in your holiday home and is indicated in each property description in the title by the "figure in the circle. The property categories for holiday homes and flats reflect the current market value of the property. Every owner will assign their property to one of 10 possible categories. The property category of the hotels / guest houses is based on the costs for an overnight. They were chosen to match the property category of the holiday homes.

Why can hotels / guest houses have several property categories?

The variety of hotels /guest houses is large. On the one hand, Global Homing wishes to accommodate this variety, on the other hand fairness and transparency are part of our code of conduct. Since hotels / guest houses offer a wide range of rooms, flats or chalets and the expenses for overnight accommodation may vary greatly depending on the type of accommodation, it is often not possible to represent all facets of a residence within one object category. The method to refer to the market value of the holiday residence is not applicable here. Hosts have the possibility of entering types of accommodations in their presentation and to offer several property categories. The property category of the hotels / guest houses is based on the costs for an overnight. They were chosen to match the property category of the holiday homes. Prior to the reservation, the guest and host agree which property category should be included for the type of accommodation in question.

Can I as a guest cancel my reservation of a hotel /guest house?

Reservations are binding. However, you may contact the host and request a cancellation. It is up to the host to accept your cancellation request. If the host agrees and cancels your reservation in the calendar, you will receive an e-mail containing the cancellation confirmation and the travel points will be reassigned.

Can my guest cancel his/her reservation in my hotel /guest house?

Reservations are binding. Should your guest request a cancellation, it is up to you to agree. If you accept a cancellation request, you have to delete the reservation(s) in the calendar under "Cancel booking". To cancel a reservation, it is sufficient to enter the membership no. of the guest in the input field. If the guest has made several reservations, you may delete a specific reservation by entering the respective reservation number. Alternatively, you can enter the cancellation details automatically by clicking the reservation period in the calendar. As soon as you save the cancellation, the guest will receive an e-mail containing the cancellation and the travel points will be reassigned.