

## **STAA Code of Conduct**

### **Protecting hosts and guests**

STAA members will:

- ensure that corporate contact information is clearly visible on their websites;
- provide guests with dedicated contact details to register complaints or report any issues during their stay;
- ensure that terms and conditions are easily available on their websites, including cancellation and deposit protection policies;
- have processes in place to remove fake listings once notified by the appropriate authorities;
- delist any host found to be acting in a discriminatory way to potential guests once notified by the appropriate authorities;
- have processes in place to help prevent fraud such as identity verification of hosts and guests;
- provide hosts with guidance on how to protect themselves against fraud;
- protect the personal data of hosts and guests in accordance with data protection and privacy law;
- encourage hosts to undertake regular Fire Risk Assessments and show due diligence with regards to fire safety;
- encourage hosts to comply with all health and safety standards which apply to long-term letting in the relevant jurisdiction;
- encourage hosts to provide guests with information on how to respond in emergency situations e.g. emergency services numbers and instructions on how to exit buildings safely in case of fire;
- delist guests who have been proven to be in serious breach of their terms and conditions, for example committing fraud or causing major damage;
- encourage hosts to have relevant insurance protection in place before hosting;
- and provide hosts with an overview of their hosting activity to assist them with their tax obligations, while recognising that ultimate responsibility for complying with individual tax obligations lies with the host.

### **Supporting enforcement**

STAA members will:

- work via STAA with local authorities to raise awareness of local rules through educational initiatives;
- work via STAA to provide hosts seeking planning permission with contact information for relevant local authorities;
- upon request, provide hosts with easy access to information on local regulations so that they are aware of their obligations;
- encourage hosts that need further clarity on local rules that apply to short-letting to seek guidance from the relevant local authority;
- encourage hosts to understand their obligations to their landlords and/or mortgage/insurance providers before hosting;
- always promote responsible hosting and compliance with local regulations, including in all public advertising campaigns;
- and remove any listing proven to be in breach of applicable regulations once notified by the appropriate authorities.

## **Maintaining residential amenity**

STAA members will:

- encourage hosts to communicate to guests that primary use of the property is for holiday or business purposes and any other use requires prior permission;
- encourage all guests to be mindful of neighbours when coming in late, to not make excessive noise and to read the 'house rules' which individual owners may have provided;
- encourage hosts that use third parties to provide services in the property to respect neighbours when such services are being performed;
- encourage hosts to display a notice in the property or guest handbook asking guests to respect neighbours;
- encourage hosts to have clear instructions for rubbish and recycling which meet the local guidelines for collection and responsible removal;
- and provide dedicated contact details for members of the public or local authorities to register complaints.

## **Supporting local business**

STAA members will:

- encourage hosts to share information with guests about local businesses they can visit, to help promote local growth and tourism.