

Book With Confidence

We at VacayHub realize the dangers of scams and fraud with Vacation Home marketing. We require owners or rental managers to provide information that they truly represent the listing they have. This can be via utility bills with the address or through a business license showing the listing as legit. While we can't guarantee that the photos are accurate or the condition of the property we will do our best to correct a situation that arises.

The most likely way of being scammed on a rental is by booking on free market sites such as Craigslist. Once you are outside of a booking site and dealing directly with an unknown you have very little recourse.

For Owners or Managers:

We use Stripe for credit card processing as they have some of the strongest fraud prevention software available. With this in mind there are always things you can do that can help prevent fraudulent rentals and chargebacks.

1. Be very careful of last minute bookings. These can allow a person to book, stay and leave before a credit card holder has time to see and report a fraudulent charge. Always ask for a copy of ID when checking in to match with the name on booking.
2. Don't take rentals through free market sites such as Craigslist.
3. If you are able visit the property or keep in touch with on-site personal to report any problems.

If any guest, owner or manager has issues with other parties we would request that you report such to ContactUs@vacayhub.com.