



H O S P E R A

FAQs

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HOSPERA

Who is HOSPERA for?

Hospera is designed for owners of tourist accommodations who want to maximize their bookings and revenue. We are the ideal solution for those looking to increase the nightly rate of their property or take advantage of short-term rental opportunities while maintaining the flexibility to use their property whenever they wish. With Hospera's support, property owners can enjoy high returns while ensuring professional management of their property.

What does Hospera's property management service include?

Hospera's management services cover every aspect of short-term rentals, ensuring optimal property operations and guest satisfaction. Specifically, our services include:

- **Property evaluation:** Analysis of your property's potential with tailored optimization suggestions.
- **Online listing creation:** Professional listings on top platforms.
- **Booking management:** Coordinating reservations and calendars while avoiding double bookings.
- **Guest communication and support:** Prompt and professional service for all guest inquiries.
- **Cleaning services:** Spotless cleaning and property refreshment.
- **Maintenance and technical support:** Repairs and upkeep to maintain your property in excellent condition.
- **Professional photography:** High-quality photos and drone footage to showcase your property.
- **Website development:** Dynamic websites featuring online booking capabilities.
- **Digital marketing and promotion:** Social media campaigns, Google Ads, and SEO optimization.
- **ESPA Grant Programs:** Application Management for Business Grants

Hospera takes care of everything you need to achieve high returns and exceptional hospitality experiences!

What types of properties does Hospera manage?

Hospera offers tailored management services for a variety of property types, customized to meet each property's unique requirements. Specifically, we manage:

- **Tourist accommodations:** Small- and large-scale establishments, including boutique hotels.
- **Villas:** Luxurious homes designed for high-end hospitality.
- **Holiday homes:** Vacation properties in popular destinations.
- **Apartments:** Budget-friendly options for short- and long-term stays.

Hospera's flexibility and expertise ensure the best possible management experience, regardless of the property type!

In which areas do Hospera offer short-term rental management services?

Hospera operates in various regions across Greece, including the Cyclades, Attica, Peloponnese, Euboea, and soon in Thessaloniki. However, we are fully capable of managing properties in other locations nationwide. With our innovative automation solutions, all processes related to guest check-ins, stays, and check-outs are streamlined and effortless, eliminating the need for your physical presence. Hospera provides reliable and professional management and promotion of your vacation rentals!

Which booking platforms does Hospera collaborate with?

Hospera partners with leading global booking platforms, including:

- Airbnb
- Booking.com
- VRBO
- And many other popular platforms, depending on the type and location of your property.

With Hospera, your property gains maximum visibility across the largest online booking marketplaces.

Which languages does Hospera use to communicate with prospective guests?

Hospera communicates with guests in English and Greek. Soon, we plan to add more languages to cater to the needs of a broader international audience.

Does Hospera assist in preparing my property for rental?

Yes, Hospera offers comprehensive preparation services, including cleaning, maintenance, and styling suggestions. We ensure that your property is impeccably prepared to welcome guests and provide them with an exceptional stay experience.

What happens if my property needs renovation?

Hospera provides renovation and technical support services to enhance the value and appeal of your property. We handle upgrades that showcase your property at its best, ensuring maximum performance and guest satisfaction.

How much does it cost to register for your management services?

Registration for Hospera's management services is completely free, with no fixed subscription fees. Our fee is a small percentage of the bookings, determined by the service package you choose, and is only applied when a booking is made. This means there is no financial risk for you!

What is Hospera's fee structure for the services provided to property owners?

Hospera offers comprehensive hospitality services at competitive prices with flexible fee structures tailored to your specific needs and choices. Here's a detailed breakdown of our fee structure:

1. Short-Term Rental Management (Owner – Hospera):

- The fee is a small percentage of the booking amount, applied only when a booking is made.
- The percentage depends on:
 - The product or combination of products you select.
 - The property's features and specific requirements.

2. Property Photography & Digital Marketing (Owner – Hospera):

- Fixed pricing based on the selected product or combination of products.

3. Website Development (Owner – Hospera):

- This service includes:
 - A one-time fee for website creation, based on the chosen product.
 - An annual maintenance fee, covering:
 - Hosting services.
 - Domain name renewal.
 - Ongoing maintenance and updates.

4. Guest Transportation Services (Guest or Owner – Hospera):

- Fixed pricing determined by:
 - The product or combination of products selected by the guest.
 - Specific needs, such as travel distance and the number of passengers.

5. Vehicle Rentals (Guest or Owner – Hospera):

- Pricing is based on:
 - The type and category of the vehicle.
 - Rental duration and any additional requirements.

Discounts for Service Bundles:

To show our appreciation for your trust, Hospera offers greater discounts when you select multiple services. The more services you combine, the more you save!

Choose Hospera for tailored hospitality solutions with flexibility, transparency, and unmatched value.

Does your fee percentage include the commission charged by each platform?

No, each rental platform has its own pricing policy, making it challenging to incorporate their commission into our fee percentage from the outset.

How is the minimum booking price ensured?

Hospera guarantees that the minimum desired booking price per day remains unchanged.

Example:

- Minimum booking price set: €100.
- Platform commission: 3%.
- Final nightly rate: €103.

After deducting the platform's commission, the remaining amount is €100, matching the desired minimum booking price.

This ensures maximum profitability for your property without compromising your pricing strategy.

How is our partnership formalized?

The process of formalizing our partnership includes the following steps:

1. **Property Evaluation:**

We start by assessing your property, analyzing your needs, and identifying the services we can provide.

2. **Customized Service Package:**

In collaboration with you, we design the most suitable strategy and service package to meet your requirements and objectives.

3. **Acceptance of Collaboration Offer:**

Once you accept our offer, we summarize the tailored management model and proceed to the next step.

4. **Signing of Collaboration Agreement:**

We formalize the partnership through a clear agreement that:

- Details the provided services.
- Defines the terms of collaboration.
- Outlines the responsibilities and conditions for both parties.

This transparent and well-defined framework ensures a smooth partnership aimed at maximizing the performance of your property.

Can I terminate the collaboration for property management?

Absolutely! Our agreement is non-binding in terms of the collaboration's duration.

- **Service Flexibility:** You can modify the services you have selected at any time.
- **Termination of Collaboration:** If you wish to end our collaboration, it can be done without any obligations, following the terms outlined in the agreement.

Simply contact us, and we will handle all the necessary administrative procedures to ensure a smooth conclusion of our partnership.

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Taxation / Legal Framework

What is short-term rental?

Short-term rental, as defined by Article 111 of Law 4446/2016, refers to the rental or sublease of a property for a specific period of less than a year, conducted through digital platforms as part of the sharing economy. Each individual rental agreement must have a duration of fewer than 60 days to be classified as a short-term rental.

For more information on short-term rentals, you can visit the **AADE** website.

Note: The above information is for informational purposes only. Hospera is not responsible for any changes or modifications made by the relevant authorities.

What is a property manager?

A property manager for short-term rentals is defined as a natural or legal person, or any legal entity, responsible for listing a property on digital platforms for the purpose of short-term rentals.

The property manager oversees all processes related to managing the property, such as:

- Listing creation and optimization.
- Maintenance and upkeep.
- Booking management.
- Guest support.

A property manager can be:

- The owner of the property.
- The usufructuary (holder of usage rights).
- The sublessor.
- A third party or company specializing in property management.

The role of a property manager is essential for the successful operation and optimization of the property's performance in the short-term rental market.

What are the responsibilities of a property manager for short-term rentals?

A property manager overseeing short-term rental properties must comply with specific legal obligations, as outlined by law:

1. Registration in the Short-Term Accommodation Property Registry

The manager is required to register the property in the relevant registry maintained by the Independent Authority for Public Revenue (AADE) and obtain a Property Registry Number (AMA).

2. Display of AMA

The AMA must be displayed on all digital platforms and any other advertising or promotional medium, such as websites and advertisements.

3. Submission of Short-Term Stay Declarations

The manager must submit a declaration of stay details to the tax authority's electronic system (TaxisNet) by the 20th of the month following the guest's departure.

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Is there a time limit on how long I can rent out my property?

Under current Greek legislation, there is no specific restriction on the total duration you can rent out your property through short-term leases within a year. You can conduct multiple short-term leases throughout the year, provided that each individual lease does not exceed 60 days.

If an extension of stay is agreed upon during an ongoing lease, the new duration is evaluated separately to determine whether it qualifies as a short-term rental. For example:

- If a lease is initially agreed upon for 50 days and then extended for an additional 12 days, the second period is considered a new lease of 12 days, which also qualifies as short-term.

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Can I rent out more than one property through short-term rentals?

According to Greek legislation:

- Individuals can rent out up to two (2) furnished properties through short-term rentals, providing only bed linens, without it being considered a business activity.
- Income from these rentals is taxed as income from real estate.
- If you rent out three (3) or more properties, this activity is classified as a business. In such cases, it is necessary to register a business activity and comply with the respective tax and social security obligations.

For further details or possible changes in the legislation, please consult your accountant or the relevant authority.

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Is an EOT license required for short-term rental properties?

According to Greek legislation, short-term rental properties do not require a Special Operating License (EOT License) issued by the Greek National Tourism Organization (EOT). However:

- Property owners or managers are required to register the property in the "Short-Term Residence Property Registry" maintained by the Independent Authority for Public Revenue (AADE) and obtain a Property Registration Number (A.M.A.).
- The A.M.A. must be included in all listings of the property on digital platforms.

Exception: If the property already holds a Special Operating License (EOT License), registration in the Short-Term Residence Property Registry is not required. In this case, the EOT License number must be clearly displayed on all property listings.

For more information, it is recommended to consult your accountant or the local EOT office. Hospera does not provide legal or accounting advice.

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What is the tax framework for short-term rentals?

Short-term rentals in Greece are subject to specific tax regulations:

- **Income Taxation:** Income earned from short-term rentals is considered rental income and is taxed as follows:
 - 15% for income up to €12,000.
 - 35% for income between €12,001 and €35,000.
 - 45% for income exceeding €35,000.
- **Value-Added Tax (VAT):** Income from short-term rentals is not subject to VAT unless additional services are provided beyond accommodation and basic amenities (e.g., linens).
- **Climate Crisis Resilience Fee:** This fee replaces the previous stay tax and is charged per room or apartment, per night:
 - **April to October:**
 - €2,00 for properties rented via short-term rental platforms.
 - €12,00 for standalone houses over 80 m².
 - **November to March:**
 - €1,00 for properties rented via short-term rental platforms.
 - €6,00 for standalone houses over 80 m².

Payment Responsibility: This fee is paid by the guest after their stay and before their departure, with a receipt issued for the "Climate Crisis Resilience Fee."

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What is the Climate Crisis Resilience Fee and how much is it?

The Climate Crisis Resilience Fee is a public fee introduced to strengthen resilience against the effects of climate change. It replaces the previous stay tax and is charged per night, with the amount varying based on the type of accommodation and the time of year.

From April to October:

- **Short-term rental properties (e.g., Airbnb):** €2,00 per night.
 - **For standalone houses over 80 m²:** €12,00 per night.
- **Furnished rental rooms or apartments:** €2,00 per night.
- **Self-catering accommodations or tourist villas:** €12,00 per night.
- **Hotels:**
 - 1-2 stars: €2,00 per night.
 - 3 stars: €4,00 per night.
 - 4 stars: €8,00 per night.
 - 5 stars: €12,00 per night.

From November to March:

- **Short-term rental properties:** €1,00 per night.
 - **For standalone houses over 80 m²:** €6,00 per night.
- **Furnished rental rooms or apartments:** €1,00 per night.
- **Self-catering accommodations or tourist villas:** €6,00 per night.
- **Hotels:**
 - 1-2 stars: €1,00 per night.
 - 3 stars: €2,00 per night.
 - 4 stars: €4,00 per night.
 - 5 stars: €6,00 per night.

Who pays the fee?

The fee is paid by the guest at the end of their stay and before their departure. A receipt is issued for the "Climate Crisis Resilience Fee."

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FAQs

General Questions

What is Short-Term Rental Management?

Short-term rental management is the comprehensive process of managing properties rented for short stays through platforms like Booking, Airbnb, and others. The goal is to maximize the property's performance while ensuring an excellent guest experience.

Key Services Included:

- **Booking Management:** Organizing, monitoring, and ensuring prompt responses to booking requests.
- **Guest Communication:** Handling guest inquiries and needs professionally.
- **Cleaning Services:** Maintaining the property in excellent condition through regular cleaning and upkeep.
- **Maintenance:** Addressing technical issues promptly and performing preventive maintenance to ensure a seamless stay.

Short-term rental management is the ideal solution for property owners looking to maximize their rental income without dealing with the daily operational tasks.

What are short-term rental management platforms (like Booking & Airbnb)?

Short-term rental management platforms, such as Booking and Airbnb, are popular online platforms that enable property owners or hosts to rent out their spaces for short stays. At the same time, they allow travelers to search for and book accommodations that meet their specific needs.

Key advantages:

- **Global accessibility:** These platforms connect property owners and guests from all over the world.
- **Secure payments:** They provide secure payment systems, ensuring safe transactions for both parties.
- **Management tools:** Integrated tools such as booking calendars, revenue reports, price adjustments, and cancellation policy options.
- **Trust and reliability:** A review and rating system that helps build trust between property owners and guests.

These platforms are powerful tools for property owners aiming to maximize their visibility and income, as well as for travelers seeking flexible accommodation options.

I want to rent out my property. What do I need to do?

The first step is to contact Hospera. Our team will provide you with personalized evaluations and advice regarding your property, its potential, and its needs. After finalizing the collaboration agreement, Hospera takes care of all the processes, and you simply collect the profits from your rentals!

I already have a listing on Booking, Airbnb, or another platform. Can you manage it?

Absolutely! Hospera can take over the management of your existing listing on platforms like Booking, Airbnb, and others. Contact us to discuss your needs, and we'll tailor our services to fit the package you select.

How is the handover of an existing listing on a platform managed?

The process is simple and flexible. You can choose one of the following methods that best suits your needs:

1. **Providing login credentials:** You share your login credentials with us, and we immediately take over the management of your listing.
2. **Changing the account email:** Update your account email on the platform to a new one provided by Hospera. We then change the password for account management and automatically forward all communication to your personal email, ensuring you stay informed.
3. **Creating a new listing:** We create a separate listing for your property under Hospera's account. Your existing listing can be temporarily deactivated for the duration of our collaboration.

Are there specific requirements for a property/room to be managed by HOSPERA?

Hospera manages a wide range of properties, including:

- Small and medium-sized hotel units
- Tourist accommodations
- Villas
- Houses or apartments

If your property doesn't fall into these categories, feel free to contact us. We'd be happy to evaluate your case and provide the support you need!

Can I set my own rules for my property?

Absolutely! Establishing your rules is part of the property evaluation and management strategy process. Inform us of your rules, and after discussing them, we'll incorporate them into the property policy listed in your accommodation profiles.

Can I choose to rent out only certain parts of my property?

Of course! Hospera prioritizes your preferences. During the property evaluation and strategy planning process, we'll discuss the specific spaces you'd like to rent out and the rules you want to enforce. These will then be integrated into the property policy across all listings, ensuring that the rental aligns with your terms.

Who decides and how is my property's pricing strategy determined?

The pricing strategy for your property is always decided in collaboration with you.

Hospera employs advanced tools to:

- Analyze local competition
- Assess demand in your area
- Evaluate property features, such as location, amenities, and reviews

Based on this data, we provide you with comprehensive advice and guidance to secure the highest possible nightly rate for each period. Our goal is optimal pricing to maximize your income while keeping your property competitive and appealing in the market.

What happens if I already have bookings when I start working with Hospera?

No problem at all! Hospera updates all your calendars with any existing bookings, ensuring that these are honored seamlessly without any additional cost to you.

How does Hospera secure bookings for my property?

Hospera lists your property on popular online platforms like Booking and Airbnb, manages and updates your listings, and synchronizes all calendars to ensure maximum visibility and prevent double bookings.

How does Hospera manage bookings?

Hospera ensures continuous communication with every guest, from booking to check-out. We handle electronic reservations, maintain all necessary guest details, respond to inquiries and requests, and do everything to maximize your revenue.

How will I know when my property has a booking?

Hospera provides daily reports with all the details you need, including:

- Guest name
- Check-in and check-out dates
- Estimated time of arrival
- Total number of guests
- Special requests
- Net earnings from the booking
- Service fee corresponding to Hospera's services

Can I make my own bookings?

Absolutely! You can make your own reservations as long as no existing bookings overlap with the desired dates. Just inform us, and we'll update the booking calendar to block the dates you need.

How can I reserve the property for personal use?

Simply inform us a few days in advance about the dates you'd like to block. The only requirement is that no bookings already exist for those dates. If bookings are already confirmed, they cannot be canceled.

What happens if a guest books but doesn't show up?

If a guest doesn't show up, the booking is marked as a "No-Show" in the respective platform (e.g., Booking), and the process to charge the full amount from the guest's registered card begins. In rare cases where the charge is unsuccessful, neither the platform nor Hospera will charge you anything extra.

How does Hospera promote my property?

Hospera promotes your property through listings on leading short-term rental platforms such as Booking, Airbnb, VRBO, and more. These platforms have a global reach, attracting travelers from around the world and increasing your bookings and income. Additionally, we use specialized SEO tools to optimize your property's visibility and ranking, ensuring the best possible presence on the platforms.

How will my property stand out among so many others?

Hospera uses strategies to make your property stand out:

- **Optimized Visibility:** We prepare your property with professional photography, high-quality images, and SEO-optimized listings on the most popular platforms.
- **Enhanced Guest Experience:** We provide prompt and friendly communication, professional cleaning, quick resolution of technical issues, and services like car rentals and transportation. A positive guest experience leads to great reviews, boosting the reputation of your property.

How is the high ranking of my property in search results ensured?

Each platform prioritizes listings that meet specific criteria. Hospera uses specialized tools and techniques to ensure that your property meets all the requirements and appears as high as possible in search results.

In addition to listing on popular platforms, how do you promote my property?

Hospera enhances the visibility of your property through:

- **Professional Photography:** We create images that highlight the best features of your property.
- **Website Development:** We offer websites with online booking and payment capabilities.
- **Promotional Campaigns:** We manage social media and Google Ads campaigns, tailored to your needs, based on the service package you choose.

Who is responsible for communication with the guests?

Hospera takes full responsibility for communication with guests when you entrust us with the management of your property. We respond promptly and professionally to all their inquiries, ensuring a smooth arrival and stay. By assigning this responsibility to Hospera, you ensure professional service, which leads to positive reviews and increased bookings.

Do you use your own name or mine when communicating with guests?

The choice is yours. We can respond to guest inquiries using your name, or we can introduce ourselves as Hospera, explaining that we support the professional management of your property. The second option often enhances guest trust, as they feel more secure knowing that they are being supported by a specialized company.

How quickly do you respond to guest inquiries?

Hospera responds to most inquiries within a few minutes to one hour of submission. This not only boosts guest satisfaction but is also rewarded by platform algorithms, ensuring better visibility and positioning of your listing in search results.

Do you manage guest reviews for my property?

Yes, Hospera handles all guest reviews on your platforms. We thank guests for positive feedback, strengthening the connection with them, and we manage negative reviews with courtesy and professionalism, aiming to resolve any issues and protect the reputation of your property.

How will I be paid?

The payment process depends on the option you choose:

- **Option 1: Direct payment from the platforms**

If you choose to receive payments directly from the platforms (e.g., Booking, Airbnb), you will transfer Hospera's commission at the end of each month.

- **Option 2: Payment through Hospera**

If you choose to receive payment through Hospera, once we receive the funds from the platforms, we will deduct our commission and the platform fees. The remaining amount will be transferred to your account at the frequency you choose (e.g., weekly or monthly). Additionally, you will receive an invoice for Hospera's services via email for full transparency.

Επικοινωνήστε μαζί μας

+30 6981499760

hospera.gr