



Help

What is roomfortea?

Roomfortea is a peer-to-peer accommodation platform matching hosts and guests for mid-term stays. That is co-living made simple within a friendly community.

Who is roomfortea for?

Roomfortea is for young people moving to London for a professional purpose. Whether you are coming to London to grow your dream career, take on an internship or work on a project, on roomfortea you can book a room with a trusted host for a mid-term stay.

What's a mid-term stay?

Stays on roomfortea are usually between 1 and 6 months, as that is what works best for our hosts, although the length of stay is flexible.

Currently, the minimum stay is set at two weeks and the maximum stay 12 months. If you plan on staying shorter or longer, please contact hosts directly via their profile page to check their availability.

Can I find roomfortea outside of London?

Roomfortea currently operates in London, and we are launching in Toronto, Canada in July 2017 so watch this [space](#) for more info. If you'd like to bring roomfortea to your city, well, you're simply awesome! Contact us [here](#).

How do I sign up?

Roomfortea takes membership seriously to maintain the friendly community we have. We verify both guests and hosts before they are allowed to book/list a room.

If you wish to book a room, you should sign up as a **guest**. Browse all you want, then you'll need to create an account to contact hosts. You'll need to provide either an academic or a professional reference before you can book a room, but you can do that as soon as you sign up to avoid any delays in booking once you have found the perfect host.

If you wish to list a room you should sign up as a **host**. We will ask you to create an account and provide some information about you and your home. Before the listing can go live, we will verify you and your home through a house visit, or through video verification. Please [contact us](#) to get verified.

I want to become a host, what do I need to consider?

As a roomfortea host, you will give your guests access to (shared) bathroom and kitchen facilities, and provide them with a clean set of beddings upon arrival, a set of house keys, and the wifi password.

We would like to kindly remind you that there is a verification process before you can list a room - a house visit or video verification. Please [contact us](#) to get verified.

As guests will have access to the shared cooking facilities, it's advisable for you to show them how all kitchen appliances work and where they can store their food. Please also address any dietary concerns and discuss if there are any ingredients or meals that are not allowed in the kitchen.

There are health and safety standards to comply with to be able to rent a room in your home, which you can find out more about here. Please also note that renting a studio that is separate from your main residence is not eligible for tax exemption as part of the Rent-a-Room scheme. Follow this [link](#) for more info.

What if I prefer to share with women or men only?

No problemo, we saw this question coming! You can specify guest preferences when you create your roomfortea profile.

What if I fall in love with the person I am sharing?

Yes, it happens. As we are not a dating platform, we cannot advise you on what to do next. However, we do recommend taking it slow before deciding what you are going to do. Reading [this](#) might help. Whatever happens, we would like to remind you that there are plenty more hosts/guests in the sea! Good luck! :-)

My guest/host and I are not getting along, what rights do I have?

Even though about 95% of our customers have a great experience, we know that things sometimes don't work out the way we hope. Open communication is a magic weapon and can often bypass a misunderstanding, so the first thing we recommend is: sit down together, have a cuppa and have a chat.

If something comes up that you don't want to deal with your host/guest directly, please do contact us immediately and we will help you find a solution. You can get in touch with our customer support team [here](#).

Do guest and host cook for each other?

There's nothing quite like bonding over a home-made meal... however cooking for each other is optional and depends on both of you. Having said that, making room for tea is probably the most important thing that you ever do!

You may be surprised to hear that some hosts offer regular meals for an additional cost. Again, this is up to the host and the guest to agree on.

Can I visit my host before moving in?

We highly recommend that you do for stays of over a month. However, we leave the details of arranging a meeting up to you and the host. We would like to remind you here that roomfortea verifies every new host to ensure safety and quality.

What are my rights if the host cancels the booking last minute?

We can offer you another great room in the same area and price range without charging the booking fee a second time. In the unlikely case that nothing else suits you, we would refund you the entire amount of the first month's rent and the booking fee.

What happens if I don't like the room/host/home after I have moved in?

These things happen and we do our best to help you out. Please be aware that we look at these issues case by case and the solution we offer will depend on the reason why you don't like the room/host/home.

Rest assured that should there be any health and safety concerns in the home, we will help you find an alternative option to move to.

How does booking work?

When you have had the chance to chat with your host and decide you are happy to book the room please get in touch [here](#) and we will send you and your host the stay agreement confirming the details of your stay. We will then take your payment via Direct Debit to secure the room.

If you are staying for one month or more you will be charged one month of rent, plus the 12% guest fee upfront. If you are staying for less than one month, you will be charged for the total rent upfront, plus the 12% the guest fee.

Are there any extra charges?

All bills and booking fees are included in the final booking. In some cases, hosts can offer meals for an additional cost. If a host asks you to pay anything extra please [let us know](#) so we can look into it.

Is there a cap on rent?

The cap is currently set at £1000 per month. Most of our guests are young people starting employment who have limited budgets.

Why am I being charged a fee?

So that we can operate the roomfortea platform and continue to successfully match hosts and guests we charge a service fee on both sides.

We charge our hosts a 5% monthly service fee for every booking. The host service fee is calculated from the total rent and is charged per month. It is automatically deducted from the total paid to the host.

When a booking is confirmed, we charge our guests a 12% monthly service fee additional to the rent. The guest service fee is calculated from the total rent and is charged per month. It is automatically added to the total rent so the guest is charged just one (monthly) payment to roomfortea.

Why do we verify our members?

Roomfortea verifies both hosts and guests through security checks to ensure safety and quality within our entire community.

Are there any regulations to be aware of before listing a room?

There are health and safety standards that hosts must comply with to be able to list their room on roomfortea. The house must be safe and in good repair, at a minimum temperature of 18 degrees, free from health hazards and with an up-to-date gas safety certificate. For more information visit the government [page](#).

Should hosts get insurance?

Roomfortea does not yet offer complimentary insurance, although we are looking into it. For the time being, we do recommend you to subscribe to a specific b&b insurance, for example through [Towergate Insurance](#).

Is there a formal tenancy agreement?

The guest has the same legal rights as a 'lodger', a license to occupy which is not a full tenancy. It's a more flexible arrangement, and easier to end than a full tenancy. Follow this [link](#) for more information.

What if I have a question that's not answered here?

We are always here for you. If you have any questions or concerns which haven't been addressed here, we'd love to hear about it from you. Please contact us [here](#).