

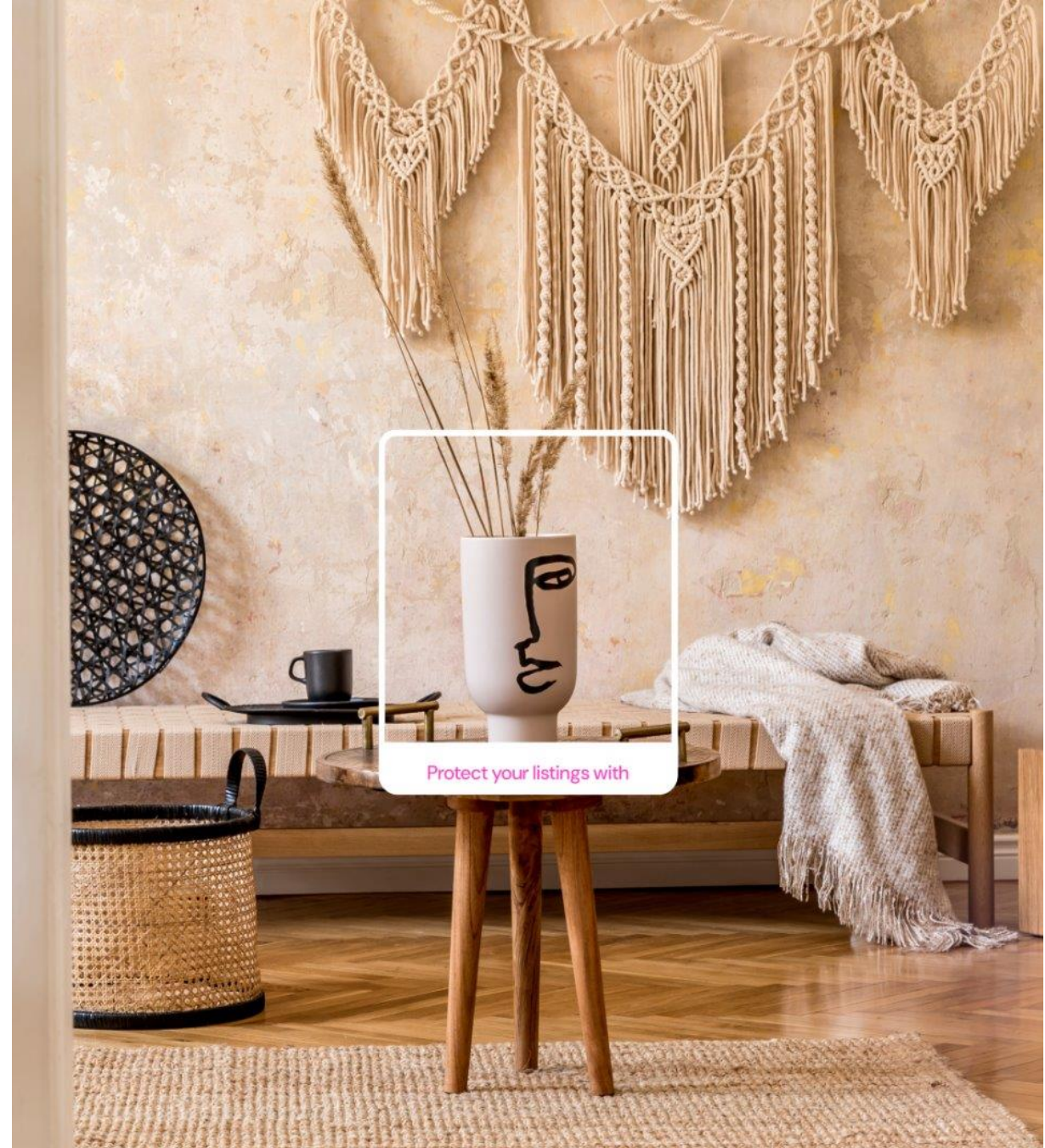


Truvi

Truvi Damage Protection
Protection Levels

What We Protect Against

- ↘ Guest damage to furniture or appliances
- ↘ Guest damage to flooring, walls, or windows
- ↘ Smoking damage in non-smoking properties
- ↘ Party damages from unapproved parties
- ↘ Delivery expenses of replaced items
- ↘ Stained linens or towels
- ↘ Bedbugs – but only if there is evidence they were brought in by a specific guest



... And What We Don't

- ↳ Cosmetic damage
- ↳ Pet damage (excluding service animals)
- ↳ General wear and tear
- ↳ Management fees
- ↳ Maintenance expenses
- ↳ Damage from a host-approved party
- ↳ Unpaid booking
- ↳ Acts of nature
- ↳ Damage not caused by a guest during a booking
- ↳ Bodily injury or loss suffered by the host or guest
- ↳ Alternative accommodation cost
- ↳ Interruption of business or a loss of income
- ↳ Credit card chargebacks



Protection Tiers

Basic Protection

- Protect bookings for up to \$50,000 in damages
- Run basic screenings on your guests
- Report damages and our resolutions team will respond in **three business days**

Protection Plus

- Protect bookings for up to \$1million in damages
- Run basic screenings on your guests
- Report damages and our resolutions teams will respond in **two business days**

Protection Pro

- Protect bookings for up to \$5million in damages
- Run basic screenings on your guests
- Report damages and our resolutions team will respond in **one business day**