

The rules of the *marketplace*.

Pinokey connects guests with independent hosts of short-term rentals. We're not the host — we're the platform that makes the booking, payment, and check-in work.

Effective February 11, 2026 **Last updated** February 11, 2026

01 Acceptance of terms

By accessing or using our property rental platform, you agree to be bound by these Terms and Conditions. These Terms constitute a legally binding agreement between you and Pinokey.io.

If you do not agree to these Terms, you may not use the platform.

Pinokey is not your host

We provide the platform. The contract for the stay is between you and the host. We mediate disputes; we don't replace the host.

02 Description of service

Our platform provides an online marketplace that enables property owners ("hosts") to offer short-term rentals and allows users ("guests") to view property listings and request bookings.

Our services include:

- Property listing and management tools for hosts
- Public property pages accessible to guests
- Booking request system
- Payment processing integration
- Calendar synchronization with third-party platforms (Airbnb, Booking.com)
- Review and rating system
- Customer support services

We act solely as a technology intermediary and facilitator. We are not a real estate broker, insurer, or accommodation provider, and we are not a party to rental agreements between hosts and guests.

03 User accounts

Account requirements

- Provide accurate and complete information
- Maintain account security
- Be at least 18 years old
- Use only one account per person

Account responsibilities

- Keep login credentials secure
- Update information promptly
- Report unauthorized access immediately
- Comply with platform rules

You are responsible for activity on your account

Notify us immediately of any unauthorized use, except where Pinokey is at fault.

04 Host responsibilities

As a host, you agree to the following responsibilities and obligations:

Property listing accuracy

Provide accurate, complete, and up-to-date information about your property, including photos, amenities, pricing, and availability.

Legal compliance

Ensure compliance with all applicable laws, regulations, tax requirements, and local ordinances.

Guest communication

Respond to booking requests in a timely manner and provide necessary check-in instructions.

Property standards

Maintain the property in a clean, safe, and habitable condition as described in the listing.

05 Guest responsibilities

As a guest, you agree to the following responsibilities:

- Respectful behavior — treat the property, neighbors, and surrounding area with respect
- Accurate information — provide truthful booking and personal information
- Property care — use the property responsibly and report any damage
- Timely communication — communicate promptly with hosts regarding any issues
- House rules — comply with all house rules established by the host

- Legal compliance — comply with all applicable local laws and regulations during the stay

06 Booking & payment

All transactions are encrypted and protected. Funds are held securely and released after check-in. Currency conversion rates and payment processor fees may apply depending on the payment provider used.

We charge applicable service fees for processing payments and maintaining the platform.

Payments are processed securely

We collect payment from guests and remit payment to hosts according to our payout schedule, minus applicable service fees.

07 Cancellation policy

Cancellation terms are determined by the host and displayed on the property listing. Guests agree to review and understand the cancellation policy before completing a booking.

The platform reserves the right to cancel bookings in cases of fraud, safety concerns, or legal violations.

08 Prohibited activities

Users may not:

- Provide false or misleading information
- Engage in fraudulent activities or payment abuse
- Circumvent the platform to avoid fees or service requirements
- Discriminate against others unlawfully
- Use the platform for illegal purposes
- Interfere with or compromise platform security or functionality

09 Intellectual property

All platform software, content, branding, logos, and trademarks are the exclusive property of Pinokey.io and are protected by intellectual property laws.

You may not copy, reproduce, distribute, or create derivative works from our intellectual property without express written permission.

10 Privacy & data

We collect and process personal information necessary to operate our platform, including:

- Processing and managing bookings
- Facilitating secure payments
- Enabling communication between hosts and guests
- Improving platform functionality and user experience

All data is processed in accordance with our Privacy Policy and applicable data protection laws.

11 Limitation of liability

Important legal notice

Our platform is provided "as is" without warranties of any kind. We are not liable for any direct, indirect, incidental, or consequential damages arising from your use of the service.

To the fullest extent permitted by law, our total liability to you for all claims arising out of or relating to the use of our services shall not exceed the amount you paid to us in the twelve months preceding the claim.

We recommend that all hosts and guests obtain appropriate insurance coverage for their activities and properties listed on our platform.

12 Termination

We reserve the right to suspend or terminate access to the platform if:

- These Terms are violated
- Fraudulent or abusive behavior is detected
- Legal or safety risks arise

Hosts may terminate their subscription at any time, subject to active bookings and billing terms.

Continued use of the platform after updates to these Terms constitutes acceptance of the revised Terms.