



4 easy steps to book your home

★ Trustpilot ★★★★★ 4.1



1. Search and select

Search for your perfect property. Our virtual tours, and detailed home and neighbourhood descriptions will help you make your decision. Don't forget to check the landlord policies before you book!

We verify the properties

We show you real photos and videos of each property. We let you see inside drawers and cupboards, and show you every corner of the property.

Detailed description

Your property visit is completely online, so you can revisit it as many times as you like. It's just like being there.



2. Reserve the property

When you make a reservation, that property is blocked until the landlord responds to your request (for up to 24 hours). Once the landlord accepts, your payment method will automatically be charged. This is why we take your payment details at this stage.

What am I paying for?

First payment: As an extra security step, your first payment is made through Spotahome. We will transfer this money to the landlord 48 hours after you move in, unless you contact us with a problem.

Booking fee: To cover our verification and customer support teams. No fees in the UK.



3. Confirmation

As soon as the landlord accepts the booking, your payment method will automatically be charged. We will put you in contact with the landlord via email, so you can arrange the move-in time, key collection, and transfer any documentation that they requested in their policies.

We are here to help

Many of our tenants are moving to a new country for the first time. In Spotahome, we speak 8 European languages and deal with landlords every day.



4. Move in

And that's it; the home is yours! The landlord will now be your main point of contact, but Spotahome will still be here in case you have any issues.

All you have to do is collect your keys and sign your contract. The first payment – which you made at the beginning of the booking process – will be transferred to the landlord 48 hours after you move in.

One last thing

Don't forget, when you sign the contract, you will have to pay your deposit to the landlord, along with any other fees that they specified in the landlord policies.

Our Guarantees



Fraud protection

All being well, we will transfer the money to the landlord 48 hours after you move in



Last minute cancellation

If the landlord cancels at the last minute, we will relocate you and help with your hotel costs if needed



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SPOTAHOME

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