

# 1. Guest Compliance

3 step security protocol

BACK GROUND CHECK

COMPREHENSIVE RENTAL AGREEMENT

PREVENTATIVE SECURITY

# CRIMINAL BACK GROUND CHECKS



When a potential visitor asks to book with Eden lux stays, the first compliance step is taken.

On all Eden lux stays bookings, the principal visitor, regardless of the booking platform, is subject to a criminal background check.

A guest's reservation will be canceled if they do not successfully complete all tiers of eden lux stays' screening process.

# How does Eden lux stays conduct a criminal background check?

When a reservation is made, Eden lux stays automatically sends an email requesting that the visitor authenticate their identification and submit their details for a criminal background check.

- The offered link directs users to Eden lux stays' criminal screening tool, TransUnion Smart Move.
- The guest's entire legal name, prior addresses, social security number, and date of birth are all requested.
- A criminal history report is securely transmitted to Eden lux stays, where our Trust & Safety Manager reviews the findings and makes a judgment based on Eden lux stays' screening criteria.

# What is Eden lux stays' Screening Policy?

- No serious criminal convictions or sex offenses, such as murder, terrorism, rape, assault, battery, or child abuse.
- Our screening includes the OFAC list, public state and national criminal records, and state and national sex offender registries.
- For smaller crimes, Eden lux stays screening criteria considers numerous elements, including the gravity of the charge, the date the charge was filed, and the kind of conduct.

# How is a Criminal Background Screening Performed when Booked on Other Platforms

All of our Airbnb and VRBO properties need guests to be ID-verified and pass a background check. Airbnb's verification method examines many aspects of a guest's identification.

- The first and last name, as well as the date of birth, of a guest.
- Certain databases of public state and county criminal records, as well as state and national sex offender registries, are searched for criminal convictions and sex offender registrations for US people.
- A visitor who resides outside the United States may acquire the local version of background or registered sex offender checks, to the extent authorized by applicable laws and accessible.

## 2. Comprehensive Rental Agreement

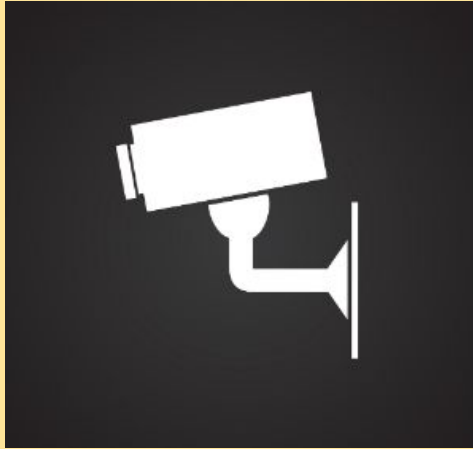


When a potential visitor wishes to book with Eden lux stays, the second compliance step happens.

Regardless of the booking platform, the primary guest on all Eden lux stays reservations must legally sign off on our agreement.

With timestamps and IP addresses, the guest's signature is legally binding.

# 3. Preventative Security



- Eden lux stays uses post-confirmation measures to protect the safety of all community members. This includes but not limited to....
- Ring Camera for Front Door Surveillance
- Smart Lock for Access Control. This protocol restricts access to any Eden lux stays' unit by assigning guests a one-time code that is only valid for the period of their reservation. Our Partners each receive a unique code and key.
- Noise and Smoke detector This protocol allows Eden lux stays Trust and Safety Manager to enforce smoking and noise rules.