

How our 19% management fee works

The complete guide for owners: what we charge, what we don't, and exactly how the calculation is made — line by line.

On a €1,000 booking made through Airbnb



■ Platform €150

■ Care Concierge €190

■ You €660

19% incl. VAT

20% VAT already included.
Nothing is added on top.

Gross amount

The accommodation price the guest pays, before platform fees.

€0

No subscription, no set-up fee,
no seasonal variation.

THE ESSENTIALS

One rule, and it fits in a single sentence

Our fee is 19% including VAT of the gross booking amount — the accommodation price the guest pays, before platform fees. Cleaning and the tourist tax are not part of that calculation.

19% incl. VAT

VAT at 20% is already inside that rate. You will never receive an invoice with VAT added on top.

On the gross

The calculation starts from the accommodation price the guest pays — not from what is left after the platform takes its commission.

Cleaning excluded

End-of-stay cleaning is paid by the guest. It never comes out of your income and is not part of our fee.

Where a €1,000 booking goes

€660

is paid to you on a €1,000 booking made through Airbnb — that is **66%** of the gross amount.

Platform commissions vary by channel: see page 4.



■ Platform commission (Airbnb, Booking...) ■ Our fee, 19% incl. VAT ■ What you receive

End-of-stay cleaning is paid separately by the guest: it does not appear in this split and does not reduce your figure.

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THE CALCULATION, LINE BY LINE

A €1,000 booking, from start to finish

Take five nights at €200. Here is exactly what happens, in order.

STEP	AMOUNT
1. Accommodation price The total the guest pays for the accommodation — this is the gross amount .	€1,000.00
2. Platform commission Airbnb, Booking.com and the others take their commission before the funds reach us. Here, 15%.	- €150.00
3. Amount paid over to us What actually lands in the account. Our fee is not calculated on this amount.	€850.00
4. Our fee — 19% incl. VAT 19% of €1,000, the gross amount from step 1. VAT at 20% included.	- €190.00
5. What is paid to you	€660.00

"Why €190 and not €161.50?"

This is the question we are asked most often, and it is a fair one. 19% of €850 would be €161.50. But our fee is calculated on the **gross amount** — the €1,000 in step 1 — not on what remains after the platform. That is how it is written in your management mandate, at article A.4 "Rémunération".

Why the gross, and not the net?

Because every channel takes a different commission: Airbnb and Booking do not charge the same percentage, and a direct booking carries none at all. If we calculated on the net, our real rate would change with every booking and you could never check it at a glance. On the gross, **it is always 19%** — whatever the channel, whatever the season.

WHAT REALLY CHANGES YOUR INCOME

The booking channel, not our fee

Our fee is identical in both cases below. What changes your figure is the commission taken by the platform.

Booked through Airbnb or Booking.com



Booked directly, through our own site



■ Platform ■ Care Concierge, 19% incl. VAT ■ You

On a direct booking you keep €150 more for the same advertised price — and our fee does not move by a cent. That is why we invest in our own booking site, in search visibility and in direct marketing: every booking we move away from the platforms goes entirely into your pocket, not ours.

Every platform charges a different rate

BOOKING CHANNEL	PLATFORM COMMISSION	OUR FEE
Airbnb	≈ 15%	19% incl. VAT
Booking.com	15 – 17%	19% incl. VAT
Vrbo, HomeToGo and other platforms	17 – 18%	19% incl. VAT
Direct booking, through our site	—	19% incl. VAT

Typical ranges, given as a guide: the rate depends on the visibility strategy chosen for your property and can change over time. **We adjust the price displayed on each channel to absorb those differences**, so that your income stays comparable from one platform to another. Our own fee never moves: 19% incl. VAT of the gross amount, whatever the channel.

WHAT YOU GET

What the 19% covers

Everything below is included in the fee. You never receive a separate invoice for any of it.

Marketing

- Professional photography of your property
- Listing copywriting and optimisation
- Distribution across Airbnb, Booking.com, Vrbo, Abritel and our own direct-booking site
- Dynamic pricing adjusted to the season, demand and the local market
- Digital marketing and growth of direct bookings

Operations

- Guest communication, from enquiry to departure
- 24/7 emergency contact during stays
- Key handover and self check-in
- Bed linen, towels, bath mats and tea towels for every stay
- Everyday consumables: washing-up liquid, dishwasher tablets, toilet paper, bin bags
- Property check after every departure, with immediate reporting of any damage
- Coordination of technical callouts

Tools & reporting

- Owner portal with real-time access to bookings and income
- Central calendar synchronised across every platform
- Detailed management statement every month
- Secure deposit-handling system

Administration

- Collection of rental income on your behalf
- Collection of the tourist tax from guests
- Declaration and payment of the tourist tax to the town hall
- Claims with the platforms in case of damage or dispute

These tools represent a real cost, carried entirely by Care Concierge. They are what allows us to raise your occupancy and your annual income rather than simply manage arrivals.

IN FULL TRANSPARENCY

What is billed separately

None of these ever appears unannounced. Each one is set out in your management mandate with its price, and appears on your monthly statement.

ITEM	WHO PAYS	DETAIL
End-of-stay cleaning	The guest	Charged directly to the guest with their booking. It never comes out of your income and is not part of our fee calculation.
Tourist tax	The guest	Collected from the guest, then declared and paid to the town hall on your behalf. The filing service is charged at the annual flat fee stated in your mandate.
Your own stays	You	If you use the property yourself, cleaning and linen are charged at the hourly rate and per-bed price stated in your mandate.
Optional services	You	Extra cleaning, laundry beyond the standard package, in-person check-in: only if you ask for them.
Repairs and works	You	We coordinate the callout. Outside trades — electrician, plumber, heating engineer — invoice you at their real cost. We take no mark-up on those invoices.
Initial preparation	You	If the property needs bringing up to standard before it first goes to market, or a key box installed where none exists.
Platform and payment fees	You	The commission taken by Airbnb or Booking.com, and the payment provider's fee on bookings collected outside the platforms.

What there isn't: no monthly subscription, no set-up fee, no administration fee, no commission on outside trades, and no change to the rate depending on the season or how full your calendar is.

YOUR QUESTIONS

The questions we are asked most

19% of what, exactly?

Of the gross booking amount: the accommodation price the guest pays. Not of what remains after the platform's commission, and not of the amount after cleaning or tourist tax.

Is that excluding VAT?

No. VAT at 20% is already included in the 19%. Nothing is added on top.

Is cleaning deducted from my income?

No. It is charged directly to the guest with their booking. It does not reduce your figure and is not part of our fee calculation.

And the tourist tax?

It is collected from the guest, then declared and paid to the town hall by us, on your behalf. It is excluded from the fee calculation.

Do all platforms charge the same commission?

No, and that is normal. Airbnb is steady at around 15%. Booking.com generally sits between 15 and 17%, depending on the visibility strategy chosen for your property. Smaller platforms — Vrbo, HomeToGo — tend to be between 17 and 18%. We adjust the price shown on each channel to absorb those differences, so your income stays comparable. Our own fee does not change: 19% incl. VAT of the gross amount. The 15% used in our examples is an illustration, not a rule.

What happens on a direct booking?

No platform commission is taken, so you receive more — €810 instead of €660 in our €1,000 example. Our fee stays exactly the same.

YOUR QUESTIONS — CONTINUED

Payment, your own stays, and day-to-day

When am I paid?

As funds are collected, following the payment schedule set out in your mandate. The platforms release funds some time after the guest arrives: we can only pay over what has actually been received.

Is there a subscription or an administration fee?

No. No monthly subscription, no set-up fee, and no variation in the rate by season.

Can I block dates for myself or my family?

Yes, at any time from your owner portal, provided you do not overlap a confirmed booking. Cleaning and linen for your own stays are charged at your mandate rate.

Who pays for repairs?

You do, at their real cost. We arrange the callout and pass on the trade's invoice without adding a margin. Above a threshold stated in your mandate, we ask for your approval before committing to the work.

What happens if a booking is cancelled?

The cancellation policy of the platform concerned applies to that booking. The time spent handling a cancellation or rehousing may be charged, at the rate stated in your mandate.

Am I tied in for a fixed period?

No. The mandate can be terminated under the conditions it sets out, with no minimum commitment.

Where can I check all of this?

In your management mandate, at article A.4 "Rémunération"; on your monthly management statement, where every item is itemised; and at careconcierge.fr/en/prices, which carries the same worked example.

IN SUMMARY

Five things to remember

- 1** **19% including VAT.** Nothing is added on top.
- 2** Calculated on the **gross booking amount** — the accommodation price the guest pays, before platform fees.
- 3** **Cleaning** is paid by the guest and the **tourist tax** goes to the town hall: neither is part of the calculation.
- 4** A **single rate**, whatever the channel and whatever the season. On a direct booking, you keep more.
- 5** Everything billed on top is written **in your mandate** and shown on your **monthly statement**.

A question about something specific?

Our team is local, based in the valley, and answers within 24 hours. No question is too detailed — it is your property and your income.

PHONE

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ONLINEcareconcierge.fr/en/booking-form**OUR RATES**careconcierge.fr/en/prices

This guide describes how our short-term rental management fee works. The amounts used as examples are illustrations intended to make the calculation clear: they are neither an estimate of your income nor a commitment. Where wording differs, the terms of your signed management mandate prevail. This document is not tax advice: for any question about your own tax position, please consult your accountant.