

SHORT-TERM RENTAL MANAGEMENT · MONT-BLANC VALLEY

What we do, what it costs, and what you receive

The team that looks after your property, the software we pay for on your behalf, everything we do without charging you for it, what is included in the 19 % fee, and what is billed separately — with the prices, and in pictures.

Every price in this guide includes VAT

The 20 % VAT is already contained in each amount shown. Nothing is added on top. Every rate quoted here also appears in your management mandate and on your monthly statement.

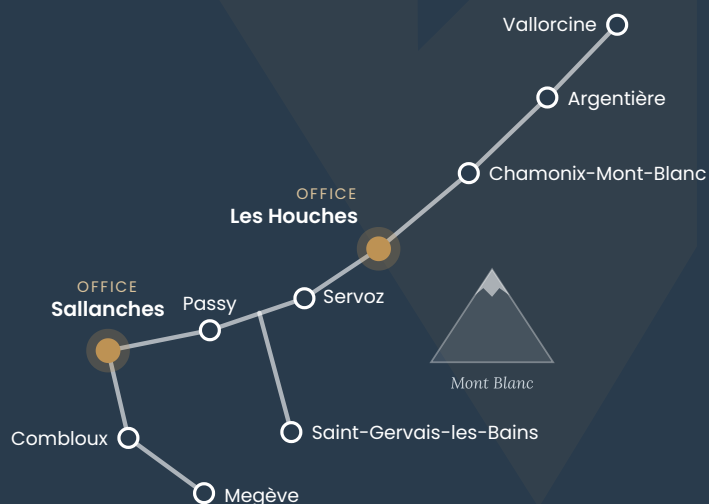
Ten communes, two offices

From Vallorcine to Megève, the whole Mont-Blanc valley and the Val d'Arly.

● Office, open seven days a week

○ Commune where we manage properties

Diagram, not to scale.



19 %

VAT included, one single rate, whatever the channel and whatever the season

18

People in the valley, including two maintenance men out on properties every day

€0

No subscription, no set-up fee, no listing fee

250+

Properties managed, from our offices in Les Houches and Sallanches

Where to find what

This guide answers the questions owners ask us, in the order they come up. Go straight to whatever interests you.

PART 1 — WHAT WE DO

- 03** What we take off your hands

- 04** The team that looks after your property
18 people, and who does what

- 05** The software we pay for on your behalf

- 06** All of this is included in the fee

- 07** What we do without charging you

- 08** How it actually works, on the ground

- 09** Filling your calendar all year round
Where your bookings really come from

PART 2 — WHAT IT COSTS

- 10** The rule, in one sentence
Where the €1,000 of a booking goes

- 11** The calculation, line by line

- 12** The booking channel, not our fee

- 13** What is billed separately, and at what price

PART 3 — DAY TO DAY

- 14** When you use the property yourself

- 15** Damage, security deposits and disputes

- 16** Tourist tax and the guest card

- 17** When you get paid, and how

PART 4 — THE FRAMEWORK

- 18** A licensed estate agency, not just a concierge service

- 19** How it starts
From signature to going live

- 20** Your questions — the fee

- 21** Your questions — day to day and upkeep

- 22** Your questions — payments and the mandate

- 23** In short, and how to reach us

A note on the worked examples

The amounts used in this guide — a €1,000 booking, a 15 % platform commission — are illustrations chosen to keep the arithmetic readable. They are neither an estimate of your income nor a commitment. For a figure that applies to your own property, ask for an estimate: it is free and comes with no obligation.

What we take off your hands

One point of contact, one single rate, and everything else on our side. Here are the four things we do in your place, from day one to the end of every month.

1

Market

Get your property seen

01 • MARKET

Get your property seen

Professional photography, listing copy, distribution across **eleven channels** and on our own direct booking site, and a price recalculated every day against real demand.

2

Operate

Keep the stays running

02 • OPERATE

Keep the stays running

Guest replies seven days a week, arrivals and departures, cleaning by our in-house teams, hotel-quality linen replaced for every stay, an inspection after every departure, and **two maintenance men out on properties every day**.

3

Administer

Handle the formalities

03 • ADMINISTER

Handle the formalities

Rent collected under a financial guarantee, tourist tax collected and declared to the town hall, the guest card issued to travellers, and claims and disputes handled with the platforms.

4

Report

Show you what is happening

04 • REPORT

Show you what is happening

An owner portal kept up to date at all times, a detailed management statement every month, and **a named person you can call** — not a call centre.

What you no longer do yourself

- ✗ Answering messages at 11 pm
- ✗ Comparing your price with your neighbour's every week
- ✗ Finding a cleaner on a Saturday in February
- ✗ Replacing bed linen
- ✗ Chasing an Airbnb claim
- ✗ Filing the tourist tax return
- ✗ Letting the plumber in
- ✗ Taking delivery of a parcel
- ✗ Replying to the building manager

All of that is included in the 19 %, and none of it will ever appear on your statement.

1

named point of contact,
not a call centre

11

distribution channels,
plus our own direct site

7/7

guest support, from
enquiry to departure

24 h

working hours to come
back to you

The team that looks after your property

There are **18 of us** in the Mont-Blanc valley. Not a platform with a support number: people who live here, who go into your property, and whom you can call.

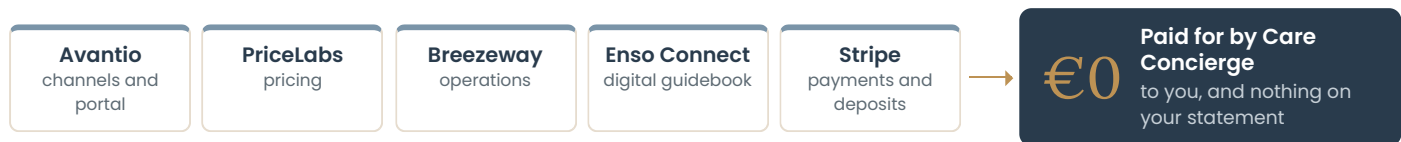


WHO	WHAT IT CHANGES FOR YOUR PROPERTY
An in-house cleaning team	Our cleaners are our own, trained to our standards and familiar with your property. That is what makes it possible to hold both quality and timings in peak season, and to know exactly who went into your property and when.
Two maintenance men Out on properties every day	A seal, a light bulb, a piece of furniture to tighten, a shutter that sticks: dealt with the same day, with no labour charge. You pay only for parts.
A revenue manager	Software alone does not set a price. One of our team, formerly with PriceLabs , steers your rates and your occupancy week by week: he knows what the tool says, and more importantly when not to follow it.
Guest relations, seven days a week	From the first question before booking through to departure, with an emergency contact during stays. A well-looked-after guest leaves a better review, and a better review fills your calendar.
Two offices open all year Les Houches and Sallanches	Seven days a week, 9 am to 5 pm. We do not close in the shoulder season — that is precisely when the next season and the quieter months are prepared.
A named point of contact	You do not explain your file to someone new every time you call. One person follows your property, knows its history, and replies within 24 working hours.

The difference comes down to one sentence: **we do not subcontract the cleaning, the day-to-day maintenance or the guest relationship.** It is heavier for us to carry, and it is the only way to answer for what happens in your property.

The software we pay for on your behalf

Running a property properly today takes four or five professional systems, each with its own monthly subscription, **per property**. We pay for them, you use them.



THE TOOL	WHAT IT DOES FOR YOUR PROPERTY	COST TO YOU
Avantio Channel manager and owner portal	One listing, eleven channels, zero double bookings. Avantio synchronises your calendar, your rates and your listing in real time. It is also <i>your</i> owner portal: bookings, income, invoices, statements, and the ability to block your own dates without going through us.	€0
PriceLabs Dynamic pricing	Your price recalculated every day, against your real competition. PriceLabs continuously compares your property with genuinely comparable homes in the area and adjusts the rate to demand, season and booking lead time. And the tool is steered by a former PriceLabs employee, on our team.	€0
Breezeway Operations and maintenance	We know who went in, for how long, and what was reported. Every clean is logged: which person, at what time, and how long it took. The teams flag anything broken, worn or needing repair. We pass on what matters — the rest, we handle.	€0
Enso Connect Digital guidebook	A professional guidebook, specific to your property. Arrival, access code, wi-fi, how the equipment works, house rules, local recommendations: all of it on the guest's phone. That is what makes self check-in genuinely comfortable, and what brings the number of questions down.	€0
Stripe Payments and security deposits	A card authorisation on every booking, whatever the channel — not only on those covered by a platform guarantee programme. Stripe also handles secure online payment for our direct bookings.	€0

These subscriptions cost real money, every month, **and per property**. They are entirely at our expense, they appear nowhere on your management statement, and **there is no cheaper "without the software" package**: these tools are the difference between handling arrivals and increasing your income.

The one you actually use: your owner portal

Of the five tools above, only one is open to you at all times. You reach it whenever you want, **without going through us**.

Your bookings Who is arriving, when, through which channel, and for how many nights.	Your income Amounts collected, costs, fees and invoices, booking by booking.	Your statement The detailed monthly document, viewable and downloadable at any time.	Your calendar You block your own dates yourself, without telling us first.
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All of this is included in the fee

You receive no separate invoice for any of these. They cost real money, and Care Concierge carries all of it. What is billed separately is on page 13, with the prices.

25

items, all included in the 19 % incl. VAT

6

Marketing

7

Operations

6

Tools and reporting

6

Administration

MARKETING

- ✓ **10 to 20 professional photographs** of your property, retaken after signature
- ✓ Listing copy, written and optimised
- ✓ Distribution across **eleven channels**: Airbnb, Booking.com, Vrbo, Abritel, HomeAway, Expedia, Homes & Villas by Marriott Bonvoy, Google Vacations, HomeToGo, Holidu, HVN
- ✓ Your property on **our own direct booking site**, with secure online payment
- ✓ Dynamic pricing, steered daily by Pricelabs and by our revenue manager
- ✓ Digital marketing and growth of direct bookings

OPERATIONS

- ✓ Guest communication, from enquiry to departure, **seven days a week**
- ✓ An emergency contact during stays
- ✓ An Enso Connect digital guidebook specific to your property, and self check-in
- ✓ Bed linen, towels, bath mats and tea towels **supplied and replaced for every stay**
- ✓ Everyday consumables: washing-up liquid, sponge, dishwasher tablets, toilet paper, bin bags
- ✓ An inspection after every departure and immediate reporting of any damage
- ✓ **Small repairs with no labour charge** and coordination of tradespeople

TOOLS & REPORTING

- ✓ The Avantio owner portal — bookings, income, invoices, calendar and your own date blocking
- ✓ A central calendar synchronised across every platform
- ✓ **A detailed management statement every month**
- ✓ Job tracking through Breezeway: who went in, when, and what was reported
- ✓ A security deposit secured through Stripe on every booking
- ✓ No software subscription and no listing fee at your expense

ADMINISTRATION

- ✓ Rent collected on your behalf, **under a financial guarantee**
- ✓ Tourist tax collected from guests
- ✓ The **guest card** issued to travellers, at no extra administrative cost
- ✓ Dealings with the platforms in the event of damage or a dispute
- ✓ Your deliveries received at our offices
- ✓ Replies to requests from the building manager

What there is not

No monthly subscription. No set-up or listing fee. No administration fee. No photography fee. No channel manager fee and no software licence. No labour charged on small repairs. No mark-up on outside contractors' invoices. No change in the rate according to season or occupancy. **And no minimum commitment period.**

What we do without charging you

These are the services an owner discovers along the way. **None of them will appear on your statement.**

8 services

Eight items that a pay-per-job model would send you one by one, line by line, on your monthly statement. Here, **they are all at zero** — and they stay there however often you need them.

SERVICE	WHAT THAT MEANS IN PRACTICE	COST TO YOU
A professional photographer	Your photographs are taken by Zoé, a professional photographer. 10 to 20 shots, retaken after signature and updated as the property changes.	€0
Small repairs	Our two maintenance men work with no labour charge. You pay only for parts.	€0 labour
Your deliveries	We take in parcels and deliveries for the property at our offices, and bring them up to it.	€0
The building manager	We handle requests from the building manager where needed: building works, access, shared-area incidents.	€0
Tradesmen's appointments	We arrange the appointments and let them in. You do not need to be in the valley.	€0
The shoulder-season list	At the end of every season, the list of what needs replacing, refreshing or deep cleaning — built from what the teams reported all year.	€0
Online campaigns	Google campaigns to go after monthly and shoulder-season stays, on the properties where it makes sense.	€0
Platform claims	Claims, disputes, refunds, contested reviews: we write them and we chase them.	€0

Eight services, one line on your statement

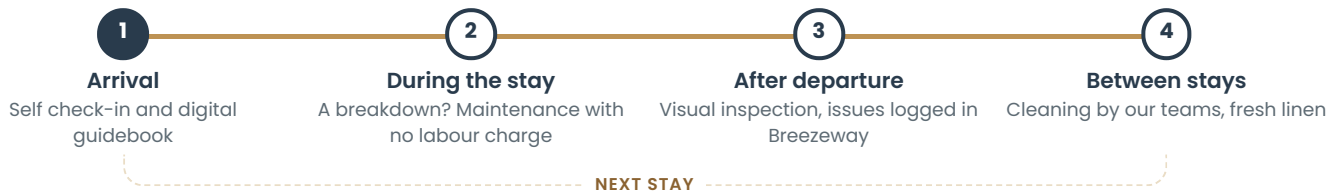
€0 Photographer	€0 Small repairs labour	€0 Deliveries	€0 Building manager	=	€0 on your statement
€0 Tradespeople visits	€0 Shoulder-season list	€0 Online campaigns	€0 Dealing with platforms		

Why we do not charge for these job by job

Because a single rate on the gross aligns our interests with yours: **the only way for us to earn more is for you to earn more.** A model that charges for every visit encourages more visits. Ours encourages filling your calendar and keeping your property in good order — and that is why we take no mark-up on outside contractors.

How it actually works, on the ground

Our cleaning teams are in-house, our linen stock is in the valley and our two offices are in Les Houches and Sallanches. Here is what really happens, stay after stay.



ARRIVAL

Self check-in by default, in person on request

We do not do a physical welcome as standard. Every property has a **full digital guidebook** and self check-in — key box or smart lock — so the guest can get in at any hour without depending on us. We do come out when a guest specifically asks, **and that is not charged to you**. For arrivals after 6 pm the handover is done by phone, with a visit the following day if wanted. If there is no key box, we fit one: **€30 including VAT, once**.

BETWEEN STAYS

Cleaning and linen

The end-of-stay clean is carried out by our own teams and **billed directly to the guest**: it does not come out of your income. Every job is logged in Breezeway: we know which person went in and how long the clean took. Linen is included in the 19 % — bed linen, towels, bath mats and tea towels, replaced for every stay, **with no package fee and no per-item billing**.

AFTER DEPARTURE

An inspection, and what it is not

The team carries out a visual inspection after every departure and reports anything broken, missing or worn in the app. What matters is passed on to you; the rest feeds the shoulder-season list. What we do **not** do is a formal inventory after every booking: the pace of turnovers does not allow it, and we would rather tell you so. Valuables of your own should therefore not be left within reach of guests.

A BREAKDOWN DURING A STAY

Who comes out, and who pays what

Our two maintenance men are out on properties every day. Their work is **not charged to you as labour**: you pay only for parts. When the job needs a trade — plumber, electrician, heating engineer, gardener — we arrange the visit, let them in, and pass on the invoice **at cost, with no mark-up whatsoever**.

A repair to commission: who decides?

€200 incl. VAT

Up to €200 including VAT

We can **act immediately** and tell you straight afterwards. The property stays usable on a Sunday in February.

Above €200 including VAT

We ask for **your written approval** before committing to the work. No surprises on your statement.

Filling your calendar all year round

Two weeks at Christmas and three in August — anyone can fill those. **The difference is made in November, in April and in June.**

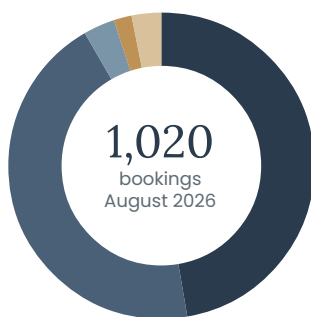
Where a letting year is won



☒ **Christmas and August** — two weeks at Christmas, three in August: anyone can fill those ☐ **November, April and June** — this is where the difference is made

Eleven channels, not one

Actual split of the 1,020 bookings taken across the valley in August 2026



■ Booking.com	47.2 %
■ Airbnb	44.3 %
■ Direct booking	3.3 %
■ Vrbo and Abritel	1.9 %
■ HomeToGo, Holidu and others	3.3 %

An owner acting alone usually lists on one platform, two at best. **If Airbnb changes its algorithm or downgrades a listing, your calendar does not stop** — and close to half your bookings come from elsewhere.

Source: PriceLabs, August 2026.

ONLINE CAMPAIGNS

On properties where it makes sense, we run Google campaigns aimed at finding **monthly and shoulder-season stays**. It depends on the property and the season, and there is no supplement. It is not right everywhere: **we will tell you so plainly** rather than bill you for a campaign that would achieve nothing.

THE QUIET SEASON, DIFFERENTLY

We are open all year, which is rare in this valley. That has let us build relationships with **companies housing their teams out of season**. Those stays come from no platform at all: they come from the telephone and from relationships kept up over several years. They fill weeks that would otherwise stay empty.

THE PRICE, EVERY DAY

PriceLabs recalculates your rate daily against genuinely comparable properties, and our revenue manager — formerly with PriceLabs — makes the call. **Dropping a price three weeks before a quiet date earns more than holding the rate and losing the night.**

Direct bookings, which we push

Every booking taken away from a platform earns you **€95 to €111 more on a €1,000 booking** — and our fee does not move by a cent. That is why we invest in our own booking engine, in search and in direct marketing: **that gain goes entirely into your pocket**. The arithmetic is on page 12.

One rule, and it fits in one sentence

19 %

Our fee is **19 % of the gross booking amount, VAT included** — the accommodation price paid by the guest, **before** platform fees. Cleaning and tourist tax do not enter into that calculation.

VAT is already in it

The 20 % VAT is contained in that rate. **You will never receive an invoice with VAT added on top.**

On the gross amount

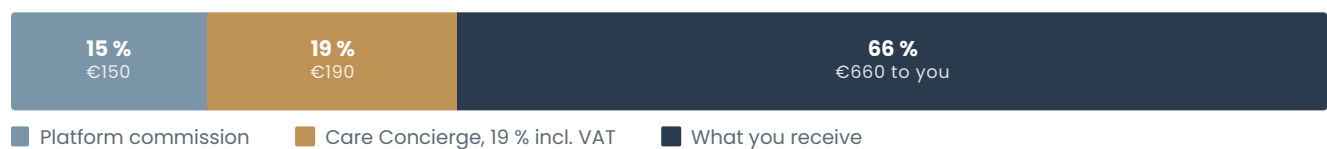
The calculation starts from the price the guest paid, **not** from what is left after the platform's commission.

Cleaning excluded

The end-of-stay clean is paid by the guest. It does not come out of your income and **does not enter our fee.**

Where the €1,000 of a booking made on Airbnb goes

Split of the gross accommodation amount



The three amounts people confuse most often

THE GROSS AMOUNT

€1,000

The price paid by the guest. **This is the basis of our fee.**

THE AMOUNT PAID TO US

€850

After the platform's commission. **This is not the basis of the calculation.**

THE NET OWNER AMOUNT

€660

What you receive, between the 15th and the 20th of the following month.

What the guest pays, and what our fee is calculated on

Basis of the 19 %: €190

Accommodation

€1,000 in the example

Cleaning

depends on the property

Tourist tax

commune's scale

Paid by the guest, outside our fee: they do not come out of your income *Proportions for illustration.*

What this split deliberately does not show

The **end-of-stay clean** is paid on top by the guest: it does not appear in this €1,000 and does not reduce your amount. The same goes for the **tourist tax**, which we collect from the guest and pay over to the commune on your behalf. Both come out of the guest's pocket, not yours.

Contractual reference: property management mandate, Part A, article A.4 "Remuneration". Commissions vary from one platform to another: the detail is on page 12.

A €1,000 booking, from start to finish

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

1	Accommodation price The total amount paid by the guest for the accommodation — this is the gross amount .	€1,000.00
2	Platform commission Airbnb, Booking.com and the others take their commission before paying us. Here, 15 %.	– €150.00
3	Amount paid to us What reaches our account. Our fee is not calculated on this amount.	€850.00
4	Our fee — 19 % including VAT 19 % of €1,000, the gross amount from step 1. 20 % VAT included.	– €190.00
5	What is paid over to you Paid between the 15th and the 20th of the month following the guest's departure.	€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 from step 1 — and not on what is left after the platform. That is how it is written in your mandate, at **article A.4**.

Why on the gross and not the net?

Because every channel takes a different rate. 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.

The trap in the headline rate

A rate quoted before VAT and a rate quoted including VAT cannot be compared directly

A rate quoted as 17 % before VAT		20.4 % incl. VAT
Our rate, 19 % incl. VAT		19 % incl. VAT

Scale: the proportion of the gross amount actually taken, VAT included in both cases.

Comparing two management companies means looking at three things, not one

The headline rate first: 17 % before VAT works out at 20.4 % including VAT. **Then the basis of the calculation:** the gross amount paid by the guest, or what is left after the platform. **And finally what is included** — linen, consumables, photography, software subscriptions, pricing, the tourist tax return, repairs. A lower rate paired with a monthly subscription, a linen package and labour billed by the hour often costs more.

What really changes your income: the channel, not our fee

Our fee is identical in both cases below. What changes your amount is **the cost of the channel** the booking comes through.

What you receive on a booking equivalent to €1,000

Net amount paid over to the owner, once every cost has been deducted



The real gain is €95 to €111 on this example, close to ten points of gross income — and our fee does not move.

ON A BOOKING EQUIVALENT TO €1,000	VIA AIRBNB	DIRECT
Paid by the guest	€1,000.00	€970.00
Our direct rate is deliberately more attractive — 3 to 5 % lower depending on the property — to encourage the guest to book with us. The example uses 3 %.		
Platform commission	- €150.00	—
Stripe payment processing 1.5 % + €0.25 for a European card, up to 3.15 % + €0.25 outside the euro zone	—	- €14.80 to €30.81
Care Concierge, 19 % incl. VAT	- €190.00	- €184.30
What you receive	€660.00	€755 to €771

A direct booking is not free — it is simply **cheaper**. It carries two costs of its own: the more attractive direct rate we display (3 to 5 % depending on the property) and the Stripe processing fee, deducted from the amount collected. In total, roughly **5 to 8 % against about 15 %** on a platform.

Every platform takes a different rate

BOOKING CHANNEL	PLATFORM COMMISSION	STRIPE FEE	OUR FEE
Airbnb	≈ 15 %	—	19 % incl. VAT
Booking.com	15 – 17 %	—	19 % incl. VAT
Vrbo, Abritel, HomeAway, Expedia	17 – 18 %	1.5 – 3.15 %	19 % incl. VAT
HomeToGo, Holidu, Marriott Bonvoy, Google Vacations, HVN	variable	—	19 % incl. VAT
Direct booking, through our site	3 – 5 % direct rate	1.5 – 3.15 %	19 % incl. VAT

Observed orders of magnitude, given as a guide: the rates depend on the visibility strategy chosen for your property and can change. We adjust the rate displayed on each channel to offset these differences, so that your income stays comparable. **Our fee never moves.**

What is billed separately, and at what price

None of these items appears without having been announced. Each one is in your management mandate, with its rate, and shows on your monthly statement. **All amounts include VAT.**

ITEM	WHO PAYS	RATE
End-of-stay cleaning Billed to the guest with the booking. Does not enter the calculation of our fee.	The guest	by property
Tourist tax Collected from the guest, then declared and paid over to the commune on your behalf through FARITAS.	The guest	commune scale
Tourist tax filing service Data collection, calculation, online filing on impots.gouv.fr , payment over and record keeping.	You	€90 / year per property
Fitting a key box Only where none exists. Once, deducted from your first payment.	You	€30
Your own stays — linen Towels, bath mats and tea towels included. You may bring your own linen: see page 14.	You	€37 / double bed €23 / single bed
Your own stays — cleaning Required after a stay by the owner, their family or their friends.	You	€37 / hour
Parts and supplies Parts for a repair, small broken equipment, replacement crockery or glassware. Our team's labour remains free.	You	at cost
Outside contractors Plumber, electrician, heating engineer, gardener. Written approval required above €200. Invoice payable within 20 days.	You	at cost no mark-up
Initial preparation Bringing the property up to standard before it first goes on the market, if needed.	You	by quotation
Stripe payment processing Deducted from the amount collected, on direct bookings and those from Vrbo, Abritel, HomeAway and Expedia.	You	1.5 to 3.15 %
Platform commissions Airbnb, Booking.com and the others. Taken before the funds reach us.	You	see page 12
Handling a cancellation or a relocation Only where the cancellation is attributable to you — property withdrawn, unavailable, or an unreported fault.	You	€40 / hour minimum €40
Optional services Extra cleaning, laundry beyond the standard package — only if you ask for them.	You	on request

What there is not

No monthly subscription. No set-up or listing fee. No administration fee. No photography fee. No channel manager fee and no software licence. No labour charged on small repairs. No mark-up on outside contractors' invoices. No change in the rate according to season or occupancy. **And no minimum commitment period.**

When you use the property yourself

Your property stays yours. You block your own periods whenever you like, from the Avantio owner portal. **The only limit is not to cut across a booking that is already confirmed.**

Blocking your dates

From the portal, at any time, without telling us first.

Block as early as you can: once a booking is confirmed it can no longer be cancelled without cost. Allow a short synchronisation delay between the portal and the platforms — we cannot be held responsible for a double booking that occurs during that delay.

Your family and friends too

Family and friends fall under the same conditions as you. That is the rule that matters: **the rate applied depends on who occupies the property, not on who made the booking.**

You, your family or your friends stay in the property

THE DEFAULT

You use our linen

We make up the beds and provide bed linen, towels, bath mats and tea towels.

€37 / double bed • €23 / single bed

TELL US BEFORE THE STAY

You bring your own linen

We do not make up the beds and do not wash your personal linen.

€0

Either way, the clean after your stay: **€37 an hour including VAT**

The cleaning, though, is still required

After a stay by the owner, their family or their friends, the clean is carried out by our teams and billed at **€37 an hour including VAT**. This is not an administrative formality: the next guest arrives in a property that has to be at the usual standard, and **it is your online rating that depends on it**. This rate is not the same as the one applied to guests.

A point that is often forgotten

Every night you keep for yourself is a night that is not let. That is not a criticism — **your property exists to be used** — but it is worth putting on the table at the estimate stage. School holidays and the end-of-year festive weeks are the most sought-after periods: we can show you what each blocked week represents, **with the figures**.

Damage, security deposits and disputes

A clear process, including about its limits. **We would rather tell you in advance what we cannot guarantee** than discover it together after the event.

Damage during a stay, step by step



WHAT WE DO

- ✓ Take a **card authorisation** through Stripe on every booking, whatever the channel
- ✓ Ask for between **€250 and €2,000** depending on the property
- ✓ Use the deposit first to cover the damage recorded
- ✓ Open an Airbnb or Booking.com claim for the balance
- ✓ Handle every step of the process and follow it through
- ✓ Fix small problems **with no labour charge**
- ✓ Report any breakage or missing item in Breezeway

WHAT WE DO NOT DO

- ✗ Pay for guest-caused damage ourselves
- ✗ Accept liability for damage not recorded at the inspection
- ✗ Go back to former guests to chase a payment
- ✗ Replace items free of charge
- ✗ Guarantee the outcome of a claim with a platform
- ✗ **Carry out a formal inventory** after every booking

Why we take an authorisation on every booking

Because the Airbnb and Booking.com guarantee programmes **decide the outcome of a claim on their own**, and their policies change. A deposit taken by us through Stripe, on every booking and whatever the channel, depends on nobody else.

That said: **Care Concierge does not take financial responsibility for damage caused by guests.** We use every means available to us, without being able to guarantee the result. Small items — glasses, crockery — are replaced and recharged to the owner, usually in the shoulder season.

Two obligations that fall to you, and they matter

You must take out **home insurance with a specific extension for short-term letting** — a standard policy does not cover this activity. And the property must have a **wi-fi connection**: without one, we cannot put the listing online.

Tourist tax and the guest card

Two subjects many owners discover after the fact, and which take up a considerable amount of time when handled alone. **We take care of both in full.**

Tourist tax, from collection to payment over

We handle these four steps on your behalf, through FARITAS — the service run by the French tax authority under the pilot scheme set out in article 129 of the 2024 Finance Act



The filing service fee

Charged once a year and per property, and shown on your management statement.

€90 incl. VAT

per year, per property

The guest card, issued to your travellers

We issue it to guests, and **it is included in the 19 %** — with no extra administrative charge. In the valley communes that offer one, it is given to the guest once the tourist tax has been paid and gives access to transport on the terms each commune sets. **It is one of the first things a guest asks about on arrival:** handling it properly avoids a poor review for a reason that has nothing to do with your property.

Where our responsibility stops

It is limited to the filing and payment steps, **based on the information you give us**. Any penalty arising from inaccurate, incomplete or late information remains at your expense. On request, we will provide a detailed summary of the periods and amounts declared. Note: **stays from the 91st consecutive night onwards** fall under a different regime and are not subject to tourist tax.

Nights 1 to 90 in a row

Tourist tax collected, filed and paid over by us

From the 91st

A different regime, no tourist tax

Night 1

Night 91

When you get paid, and how

15 – 20

of the following month

Your funds are paid over between the 15th and the 20th of the month after the guest departs

1 ×

per month

A detailed management statement covering every booking, every cost and every fee

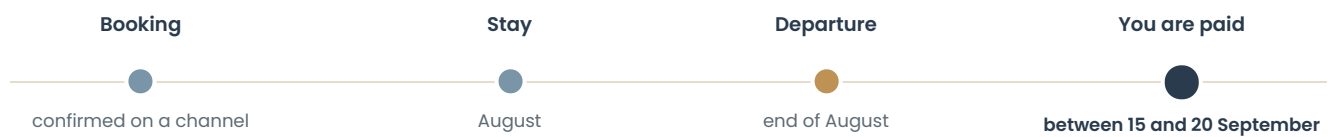
24/7

owner portal

Bookings, income, invoices and calendar available at any time, without asking us

The cycle of a booking, end to end

Example of a guest staying in August and leaving at the end of the month



How the money travels, from the guest to you

The guest

pays for the booking



The platform or our site

pays the funds over, with a delay



Our account

covered by our financial guarantee



Our fee

19 % of the gross incl. VAT, deducted



You

the balance, between the 15th and the 20th of the month after departure

The principle

We collect the whole of the gross rent, the charges and the security deposits on your behalf, **into an account covered by our financial guarantee**. Our fees are taken from the funds collected, and the balance is then paid over to you.

Why we cannot pay earlier

The platforms pay us with a delay after the guest arrives, and that delay is not within our control. We cannot **lawfully** pay over anything that has not actually been collected: that is a rule of regulated property management, not an internal preference, and **it cannot be varied by side agreement**. It is also what protects your money.

A note on platform accounts

We do not take over your existing Airbnb, Booking.com or Abritel accounts, and we do not act as co-hosts. **We create and run new dedicated accounts** for your property, and guest payments are collected by Care Concierge through our system. This is not administrative convenience: Avantio, PriceLabs, Breezeway and Enso Connect only work properly with a single master account. It lets us centralise access, keep accurate accounts, and avoid coming back to you every time access to sensitive data is needed.

A licensed estate agency, not just a concierge service

Your rent passes through our account. French law regulates this activity strictly — **and not every provider in the valley is subject to the same regime.**

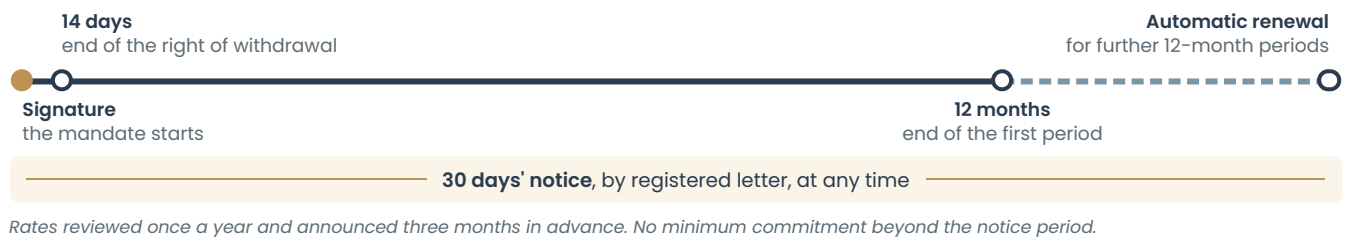
THE LEGAL FRAMEWORK

- ✓ Professional licence **CPI 7401 2021 000 000 012**, Property Management and Transactions, issued by the Haute-Savoie Chamber of Commerce
- ✓ Financial guarantee **SO.CA.F of €1,000,000** (no. 33000)
- ✓ Professional indemnity insurance with SO.CA.F, covering the whole of France
- ✓ Activity governed by the **Hoguet Act** of 2 January 1970 and its implementing decree
- ✓ SAS Care Properties Management & Advisory, Annecy trade register B 893 974 501, registered office in Les Houches
- ✓ **No capital link** with any bank or financial institution

THE MANDATE

- ✓ **12 months**, then automatic renewal for further 12-month periods
- ✓ **30 days' notice**, by registered letter, at any time
- ✓ A **14-day right of withdrawal** after signature
- ✓ No minimum commitment beyond the notice period
- ✓ If we terminate, we honour bookings already confirmed through to the end of the current season
- ✓ Annual review of rates, **announced three months in advance**

The mandate over time



If you terminate, one thing to know

Bookings already confirmed at the date of your notice must be honoured or cancelled. Cancellation or relocation costs applied by the platforms are then **at your expense** — they can reach **70 % of the booking value** on a last-minute cancellation. The time we spend on this is billed at €40 an hour including VAT, with a minimum of €40 per booking. **Avoiding it is simple: give notice early, outside periods that are already booked.**

A useful habit, whichever provider you choose

Ask for their **professional licence number** and their **financial guarantee certificate**. A company that collects your rent without a professional licence is not authorised to manage property. It is a question to put to everyone, **including us** — and our numbers are set out above precisely so that you can check them.

How it starts

From signed mandate to first booking, allow **up to two weeks**. Faster if the required documents reach us quickly — that is almost always what determines the go-live date.



The fee and what it covers

19 % of what, exactly?

Of the **gross booking amount**: the accommodation price paid by the guest. Not the amount left after the platform's commission, and not the amount after cleaning or tourist tax.

Is that before or after VAT?

VAT included. The 20 % VAT is already contained in the 19 %. Nothing is added on top.

Is the cleaning taken out of my income?

No. It is billed directly to the guest with their booking. It does not reduce your amount and does not enter the calculation of our fee.

Is linen charged as a package or per item?

Neither, for guest stays: bed linen, towels, bath mats and tea towels are **included in the 19 %** and replaced for every stay. A per-bed rate applies only when you or your family and friends use the property: €37 per double bed, €23 per single bed.

Who pays for the software subscriptions?

We do. Avantio, Pricelabs, Breezeway, Enso Connect and Stripe carry a real monthly cost **per property**, entirely at our expense. They appear nowhere on your statement, and **there is no cheaper "without the software" package**.

Who takes the photographs?

Zoé, a professional photographer. Between 10 and 20 shots, taken after signature and updated as the property changes. It is at our expense and is never recharged. If you already have good professional photographs, we will use those too.

Is there a subscription, an administration fee or a listing fee?

No. No monthly subscription, no set-up fee, no software licence, no channel manager fee, no photography fee, and **no change in the rate according to season**.

Why 19 % of the gross and not the net?

Because every channel takes a different rate. 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 happens on a direct booking?

No platform commission is taken, but the direct channel carries two costs of its own: the more attractive direct rate we display (3 to 5 % depending on the property) and the Stripe processing fee. On the €1,000 example with a 3 % discount, **you receive between €755 and €771 instead of €660**. Our fee stays the same.

€190

19 % of €1,000, the gross amount: this is our calculation

~~€161.50~~

19 % of €850, after the platform: this is not our calculation

Day to day, upkeep and guests

Do you meet guests in person, or do you use key boxes?

Access is **self check-in by default**: a key box or smart lock, plus a full digital guidebook specific to your property. We do come out when a guest specifically asks, **and that is not charged to you**. For arrivals after 6 pm the handover is done by phone, with a visit the following day if wanted.

What do you charge for a repair?

Our two maintenance men work **with no labour charge**: you pay only for parts. When a trade is needed — plumber, electrician, heating engineer — the contractor bills you at cost and **we take no mark-up**. Above €200 including VAT, we ask for your written approval before committing to the work.

How do you know what is happening in my property?

Through **Breezeway**. Every clean is logged: which person went in, at what time, and how long they stayed. The teams flag anything broken, worn or needing repair. We pass on what matters and handle the rest; all of it feeds the shoulder-season list.

Do you carry out an inventory after every stay?

No, and we would rather say so plainly. The team carries out a visual inspection after every departure and immediately reports any breakage or missing item, but the pace of turnovers does not allow a formal inventory. Valuables of your own should not be left within reach of guests.

Do you take in my deliveries?

Yes, at our Les Houches or Sallanches offices. Furniture, parcels, online orders: we take them in and bring them up to the property. **It is included**.

Who deals with the building manager?

We do, where needed: building works, access to shared areas, communal incidents, requests for information. You remain the decision-maker on anything that binds you, but **you do not have to handle the routine exchanges from abroad**.

Who pays for damage caused by a guest?

The security deposit is used first — **between €250 and €2,000 depending on the property**, held as a card authorisation taken through Stripe on every booking. For the balance, we open a claim with the platform. We use every means available, but **we cannot guarantee the outcome of a claim**, and Care Concierge does not take financial responsibility for that damage.

What do you do in the quiet season?

Our offices stay **open all year**. We work with companies housing their teams out of season, and we run online campaigns to go after monthly stays on the properties where it makes sense. It is also when we draw up the list of what needs attention before the next season.

€0

labour charge on small repairs

0 %

mark-up on tradespeople's invoices

€200

incl. VAT: above that, your written approval first

Payments, your own stays and the mandate

When do I get paid?

Between the 15th and the 20th of the month following the guest's departure, once the sums have actually been collected. The platforms release funds with a delay that is not within our control.

Can I block dates for myself or my family?

Yes, at any time from the Avantio owner portal, provided you do not cut across a booking that is already confirmed. The cleaning is then billed at **€37 an hour including VAT**; linen is charged per bed, **unless you bring your own and tell us before the stay**.

Do you handle the tourist tax and the guest card?

Both. Tourist tax is collected from the guest, declared and paid over to the town hall through FARITAS: the filing service is charged at €90 including VAT per year, per property. The guest card is issued to travellers by us, **included in the 19 %**.

Do I need particular insurance?

Yes. A standard home insurance policy does not cover short-term letting: **a specific extension is required**. The property must also have a wi-fi connection and a smoke alarm, and you must be compliant with your commune's requirements — town hall registration, a valid energy performance certificate, and pool safety if there is one.

Am I tied in for a fixed period?

The mandate runs for **12 months** with **30 days' notice**, and you have a 14-day right of withdrawal after signature. **There is no minimum commitment beyond that.**

What if I want my property back in high season?

Bookings already confirmed must be honoured or cancelled, and the cancellation costs applied by the platforms fall to you — up to **70 % of the booking value** at the last minute. The time we spend on this is billed at €40 an hour including VAT, minimum €40 per booking. **Give notice early: that is the only way to avoid those costs.**

Do you take over my existing Airbnb accounts?

No, and we do not act as co-hosts. We create and run **new dedicated accounts** for your property. Our tools only work properly with a single master account: that is what allows accurate bookkeeping and avoids coming back to you every time access to sensitive data is needed.

Where can I check all of this?

In your **management mandate**, at article A.4 for the fee and in the body of Part A for each rate; on your **monthly management statement**; and at careconcierge.fr/en/prices. For anything specific, call us: no question is too detailed — it is your property and your income.

15th – 20th

of the month after the guest leaves

12 months

then automatic renewal

30 days

notice, at any time

14 days

right of withdrawal

The seven things to remember

- 1 **19 % including VAT.** Nothing is added on top.
- 2 **Calculated on the gross amount** — the accommodation price paid by the guest, before platform fees.
- 3 **The cleaning is paid by the guest,** the tourist tax goes to the commune, and linen is included.
- 4 **18 people in the valley,** including two maintenance men out on properties every day and a revenue manager who came from PriceLabs.
- 5 **The software is at our expense** — Avantio, PriceLabs, Breezeway, Enso Connect, Stripe — along with the photographer, the labour on small repairs, your deliveries and the building manager.
- 6 **Everything billed on top is on page 13,** with its price, in your mandate and on your monthly statement.
- 7 **No minimum commitment period.** 12 months, 30 days' notice, 14-day right of withdrawal.



MONT-BLANC VALLEY · SEPTEMBER 2026 EDITION

A question about something specific?

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

TELEPHONE

+33 7 66 79 73 64

EMAIL

contact@careconcierge.fr

FREE ESTIMATE

careconcierge.fr/en/rental-income-estimate

LES HOUCHES OFFICE

275 avenue des Alpagnes, 74310 Les Houches
Open 7 days, 9 am – 5 pm · appointment advised

SALLANCHES OFFICE

33 quai de Warens, 74700 Sallanches
Open 7 days, 9 am – 5 pm · appointment advised

OUR PRICES

careconcierge.fr/en/prices

This guide describes how our short-term rental management works and the rates in force at the date of publication. The amounts used as examples are illustrations intended to keep the arithmetic readable: they are neither an estimate of your income nor a commitment. Rates are reviewed annually, with three months' prior notice. **Where the wording differs, the terms of your signed management mandate prevail.** This document is not tax advice: for any question concerning your own situation, please consult your accountant. Occupancy data: PriceLabs, August 2026.