

Terms & Conditions

Effective Date: August, 2025

☒ **“I have read and agree to Maat’s Terms & Conditions, Privacy Policy, and Cancellation Policy. I understand that all bookings and payments must be made securely through Maat.”**

Welcome to Maat.

These Terms and Conditions (“Terms”) govern your access to and use of the Maat application, website, and related services (collectively, the “Platform”). By creating an account, accessing, or using Maat, you agree to comply with and be bound by these Terms, as well as our Privacy Policy. If you do not agree, you may not use the Platform.

1. Acceptance of Terms

- By registering or using Maat, you confirm that you are at least 18 years old and legally capable of entering into binding contracts.
 - These Terms, along with our **Privacy Policy** and **Cancellation & Refund Policy**, form a legally binding agreement between you and Maat.
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2. Eligibility & Account Use

- **Account Information:** You must provide accurate, complete, and current information during registration and keep your account details updated.
 - **Account Security:** You are responsible for maintaining the confidentiality of your login credentials and preventing unauthorized access.
 - **Verification:** Maat may request ID verification, payment method validation, or supporting documents before granting full use of hosting or booking features.
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3. Use of the Maat Platform

- You agree to use Maat only for lawful purposes, in compliance with all applicable local and international laws.
 - You may not engage in:
 - Fraud, harassment, or discrimination.
 - Misrepresentation of identity, listings, or reviews.
 - Transactions outside of Maat's payment system.
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4. Bookings & Hosting

- **For Guests:**
 - Respect every home and treat it as if it's your own.
 - Follow all **house rules** (e.g., no smoking, pets, parties, or other restrictions specified by the host).
 - Arrive and leave at the agreed check-in/check-out times.
 - You are financially responsible for any damages caused during your stay.
 - **For Hosts:**
 - Provide **accurate listings** of your property, amenities, and rules.
 - Ensure compliance with local laws, permits, and tax regulations.
 - Keep calendars updated to avoid double bookings or last-minute cancellations.
 - Provide a clean, safe, and properly maintained property.
 - Repeated cancellations or misrepresentations may reduce visibility or lead to account suspension.
 - **Payments:**
 - All bookings and payments must go through Maat's secure payment system.
 - Guests and hosts are prohibited from making side deals outside the platform.
 - Maat may charge commissions as specified at booking.
 - Maat charges 5% Service Fee paid by the guest, minimum of 20 LE and Maximum of 50 LE.
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5. Cancellation & Refunds

- **Guest Cancellations:** Refunds depend on the host's chosen cancellation policy (Flexible, Moderate, Firm or Strict) Service fees may be non-refundable.
- **Host Cancellations:** Hosts must promptly notify guests and Maat.
 - 1- The host shall pay a compensation of \$100 to the guest in case of cancellation 30 days before check in.
 - 2- The host shall pay a compensation of \$200 to the guest in case of cancellation 14-29 days before check in.
 - 3- The host shall pay a compensation of \$300 to the guest in case of cancellation 7-13 days before check in.

Frequent cancellations may result in penalties, reduced visibility or suspension.

- **Refund Processing:** Refunds (if applicable) are issued to the original payment method within a reasonable timeframe.
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6. Host Obligations & Taxes

- Hosts are responsible for reporting and paying any applicable taxes (income, occupancy, tourism, or VAT).
 - Where required by law, Maat may withhold or collect taxes on behalf of hosts.
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7. Security Deposits & Damages

- Hosts may request a **security deposit** through Maat.
 - Guests agree to cover the cost of any damages caused during their stay.
 - Disputes over damages should first be resolved directly between hosts and guests.
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8. User Content & Reviews

- Guests and hosts may leave reviews, photos, and other content.
 - By posting, you grant Maat a non-exclusive, royalty-free license to use and display such content in connection with the Platform.
 - Content that is discriminatory, offensive, or false is strictly prohibited.
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9. Limitation of Liability

- Maat is a platform and does not own or control the listed properties.
 - Hosts are solely responsible for their properties and guest experience.
 - To the maximum extent permitted by law, Maat is not liable for any indirect, incidental, or consequential damages.
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10. Indemnification

You agree to indemnify and hold harmless Maat, its affiliates, and employees from any claims, damages, or expenses arising from:

- Your use of the Platform.
 - Violation of these Terms.
 - Infringement of third-party rights.
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11. Termination & Suspension

- Maat may suspend or terminate your account if you:
 - Violate these Terms or applicable laws.
 - Engage in fraud, abuse, or harmful activity.
 - Termination does not release you from outstanding obligations (e.g., payments, damages).
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12. Modifications to the Terms

- Maat reserves the right to update these Terms at any time.
 - Users will be notified of major changes via email or app notification.
 - Continued use of the Platform after updates means you accept the new Terms.
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13. Governing Law & Dispute Resolution

- These Terms are governed by the laws of **Egypt**.
 - Disputes will be resolved first through negotiation, and if unresolved, by the competent courts in Cairo, Egypt.
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14. Privacy & Data Protection

- By using Maat, you consent to our **Privacy Policy**.
 - We apply reasonable safeguards to protect your data but cannot guarantee complete security.
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15. Contact Information

For inquiries or support, please contact:

✉ support@maatstays.com

🌐 www.maatstays.com