DIAMOND HOSTS / WATFORD

Management and booking documents

Review edition for England · 25 November 2026

If you are considering handing us your home, read documents 1 and 2 first. Document 3 explains cancellation for qualifying consumer instructions. Documents 4 and 5 apply to direct bookings. Documents 6 and 7 are for suppliers. The last two documents cover use of the website and privacy.

1. Owner management agreement
2. Property schedule and launch authority
3. Owner cancellation notice and optional early start
4. Direct guest booking terms and confirmation
5. Company accommodation booking agreement
6. Supplier services and photography licence
7. Data handling and processor schedule
8. Website terms of service
9. Privacy notice

Free registration starts a review. Before signature, complete the legal parties, contacts, property details, payment arrangements and all applicable schedules. Keep the signed edition and any applicable cancellation notice. The owner and staff must approve the property before dates are opened.

Owner management agreement

Owner and manager

This review copy is for a furnished home in England. Complete the property schedule and issue a dated copy identifying the parties before either party signs. Manager: Diamond Hosts, the operating subsidiary of Urthly Ltd (holding company). Full registered name: _____. Company number: _____. Registered and service address: _____. VAT details: _____. Telephone: _____. Email: hello@diamondhosts.com. Website: https://diamondhosts.com. Complete these details before signing. Owner: [legal name, contact address, email and capacity]. Property: [full address]. Effective date: [date]. Agreement reference: [reference].

Appointment and limits

The owner appoints the manager to market and manage guest stays for the property within the signed schedule. The owner is the accommodation provider unless a different lawful arrangement is expressly identified in the booking confirmation. The manager may arrange suppliers and accept stays only within the approved channels, rates, dates, occupancy and spending limits. The manager has no authority to grant a residential tenancy or accept a booking outside those limits without separate written instructions and review of the proposed occupation.

Conditions for opening dates

The owner provides accurate evidence of ownership or authority, permissions, insurance covering the intended paid use, and property safety. Both parties complete the property schedule. The manager checks the evidence, records restrictions and the earliest review date, confirms operational cover and obtains the owner’s written approval of the listing and dates. A free application authorises no spending or publication. The owner must promptly report changes, claims, expiry or restrictions. Both parties will stop new bookings if cover or authority is in doubt and agree arrangements for existing guests.

Services and charges

The standard launch fee is £500 once, including professional photography, up to two hours of light cleaning, listing copy, a guest guide, pricing and check-in planning. The setup invoice is due after the agreed launch work is delivered, within 14 days. Any earlier paid work requires express written terms and any applicable early-start request. Deep cleaning, equipment, repairs and reshoots need a separately approved price. No income or occupancy is guaranteed.

The management fee is 20% of accommodation receipts after actual booking-channel and payment processing fees attributable to accommodation. Exclude guest-paid cleaning, refundable deposits, taxes collected for remittance and amounts refunded to the guest. Deduct each channel or payment fee once. Apportion a mixed fee using the provider breakdown or a documented proportion. Both Diamond fees include applicable VAT. On a £1,000 accommodation booking with £140 of channel costs, the fee is £172 and the owner receives £688 before bills and tax.

While dates are open we manage enquiries, arrivals, changeovers and linen, review prices and gaps weekly, and review the listing and guest feedback monthly. The owner pays utilities, insurance, applicable rates or council tax, maintenance and any agreed shortfall in guest cleaning charges. Any supplier commission or referral benefit must be disclosed and agreed before the instruction.

Payments and reporting

Unless the signed schedule specifies a verified alternative, the channel or payment provider pays the owner directly. The manager invoices the owner monthly for fees and approved expenses, payable within 14 days. By the 15th of the next month the manager supplies an itemised statement of receipts, fees, supplier charges, refunds, amounts paid and adjustments. Refunds and chargebacks are reconciled to the original booking, reversing the corresponding management fee. Disputed items are identified promptly and undisputed sums remain payable. Agree deposit holder, payment timetable and any required protections before taking money for another party.

Access and emergency work

The owner provides working services, a safe home, keys, inventory and emergency contact. The manager logs key handovers, gives access only to authorised people and keeps access codes out of listings. The manager escalates repairs above the agreed limit. Where immediate action is necessary to protect a person or prevent serious damage, it may arrange reasonable urgent action and promptly report evidence and cost. The manager coordinates incident reporting, guest support, insurer notification and mitigation with the owner. The owner decides any claim settlement unless expressly delegated.

Rights, complaints and ending the appointment

The manager will exercise reasonable care and skill. Each party is responsible for foreseeable losses caused by its breach, subject to applicable law. Neither party excludes liability for fraud, death or injury caused by negligence or rights which cannot lawfully be excluded. The photo licence in the schedule controls use and handback of images. Each party handles personal information only for agreed purposes and applies the data terms where relevant.

Either party may give 30 days’ written notice using the notice addresses on the signed copy. Either may end for a material breach left unremedied 14 days after written notice, or immediately where continuing would be unlawful or unsafe. On notice, agree which confirmed stays can be honoured or transferred. Follow applicable channel terms and guest rights, document reasonable cancellation costs and responsibility, and stop accepting stays beyond the agreed window. Within 14 days of handback, return keys and owner records, remove access and provide a closing statement, identifying unresolved refunds or claims. Reconcile later adjustments when known. Notice does not itself end anyone’s occupancy rights.

Send a complaint to the manager’s monitored address above. The manager will acknowledge it within five working days and aim to give a reasoned response within twenty working days, or provide an update. The issued copy identifies any applicable redress scheme and escalation route. Changes require both parties’ written agreement. England and Wales law applies, subject to mandatory consumer rights, including the right to bring proceedings in a court available under applicable law.

Attachments and signature

Attach the completed property schedule, fee and payment arrangements, applicable privacy/data terms and cancellation notice. Issue the completed agreement and all attachments in a form both parties can retain. Owner signature, printed name and date: _____. Manager authorised signatory, legal entity and date: _____. Each party keeps the executed copy.

Property schedule and launch authority

Complete with the named management agreement

Agreement reference and version: _____. Owner or authorised representative: _____. Property address and borough: _____. Diamond Hosts manager and named reviewer: _____. General correspondence: hello@diamondhosts.com. First arrival: _____. Last checkout: _____. Owner return, final clean and key handback: _____. Approved channels and supplier of the stay: _____. Occupation purpose, maximum guests, permitted stay lengths and restrictions: _____. Price floor and discounts allowed: _____. Reconfirm the arrangement if a guest’s circumstances change.

Insurer and permissions

Record evidence in the property file. Insurer and broker, address insured, insured party, cover start/end, permitted paid use and guest groups, public liability, buildings/contents arrangements, exclusions, excess, unoccupied periods and conditions: _____. Obtain written clarification where wording is unclear. Record owner or joint-owner authority, lender and lease/freeholder permissions where applicable, building rules, local planning/licensing position, and reason where an item does not apply: _____.

Safety and operations

Record dated fire risk assessment and closed actions, gas appliances and current safety evidence where relevant, electrical condition and appliances, alarms, evacuation instructions, occupancy and accessibility information: _____. Inventory and condition photos: _____. Cleaning and linen prices, guest cleaning charge, shortfalls, backup cleaner, key custody, local duty contact and emergency escalation: _____. Photography licence and listing ownership on exit: _____.

Money and guest terms

Owner payout account verification reference (record banking details separately), recipient per channel, payment processor, statement date, authorised repair cap, guest deposit or card hold, refund/chargeback process, cancellation terms and VAT treatment: _____. Record any applicable scheme membership, insurance and complaints contact for the manager: _____. Confirm owner approval for every extra and how previously booked stays will be handled on exit.

Release and renewal

Owner approves the final listing, rates and dates: [name/date/reference]. Manager records evidence references by check, reviewer, earliest expiry or review-by date and verified signed agreement: _____. Record unresolved items as ON HOLD. Before opening a channel, check the latest staff decision, agreed date window and coverage for the whole proposed stay. Review again before extending availability or when evidence changes. If cover lapses, pause channels manually and deal with existing bookings and guests. Owner signature/date: _____. Manager release/date: _____.

Owner cancellation notice and optional early start

For qualifying consumer management agreements

Complete and give the owner this notice with the management agreement before contracting. Diamond Hosts (operating subsidiary of Urthly Ltd). Trader’s full legal name: _____. Postal address: _____. Telephone: _____. Email: hello@diamondhosts.com. Contract reference and date: _____. This notice addresses the management service. The guest’s booking has its own cancellation policy.

Your right to cancel

Where the statutory cancellation right applies, you may cancel within 14 days without giving a reason. The period ends 14 days after the day the service contract was made. Tell us clearly by post or email using the contact details above. You may use the form below. Sending your decision before the deadline is sufficient. We will reimburse payments due without undue delay and within 14 days of being informed, by the same means unless you expressly agree otherwise, without reimbursement fees.

If you ask for work to start early

You may wait until the cancellation period ends. If you expressly request early performance and then cancel, the amount payable, where the law allows, is proportionate to the service actually supplied up to cancellation compared with the whole contract. No automatic £500 cancellation charge applies. Full performance ends the right only where the statutory conditions are met, including express request and acknowledgement. Completing photography alone does not complete a continuing management contract.

Optional request, to be completed separately: I expressly request the following service to begin during the cancellation period: _____. I understand the proportionate cost if I cancel and acknowledge that once the entire service is fully performed I will lose the statutory right to cancel. Owner name, signature and date: _____. Keep the request on a durable medium and give the owner a copy.

Cancellation form

To [trader legal name and address], hello@diamondhosts.com. I/we hereby give notice that I/we cancel my/our contract for the supply of the following service: _____. Ordered on: _____. Name(s) of consumer(s): _____. Address of consumer(s): _____. Signature(s) of consumer(s), only if this form is notified on paper: _____. Date: _____. Delete wording as appropriate.

Direct guest booking terms and confirmation

Complete before accepting a direct stay

Accommodation provider legal name, address and contact: _____. Booking agent and capacity: _____. Lead guest and contact: _____. Property address, permitted occupants and purpose: _____. Arrival/check-in and departure/check-out: _____. Accessibility, bed layout, parking and material restrictions disclosed before booking: _____. Enter the full price, all mandatory cleaning and other fees, VAT treatment, any deposit or authorisation, due dates and check-in conditions: _____.

Making and changing the booking

A request is an enquiry. A booking is formed when the parties agree this completed confirmation in writing and meet the stated deposit/payment condition. Send a copy the guest can keep. Agree in advance the cancellation deadlines, charge for each period, no-show treatment and refund timing: _____. Any charge must be fair under applicable law. Take reasonable steps to reduce loss and credit recoveries from re-letting for the same period. Amendments and extensions require written confirmation of dates, availability and total price. For channel bookings use the applicable channel’s disclosed booking and refund terms.

If the provider cannot supply the stay

Tell the guest promptly, offer an alternative only with their agreement, and refund amounts due for accommodation not supplied. Mandatory legal rights remain available. State the applicable dated-accommodation cancellation position before booking. Separate management-service cancellation rights do not govern a guest’s accommodation booking.

During the stay

Provide a clean, safe home matching the confirmed description and a contact for access problems, repairs and emergencies. Guests use the home for the agreed purpose, respect neighbours, the agreed occupancy, smoking and event rules, and report damage promptly. Seek reasonable notice and permission for ordinary access. Emergency access is limited to what the situation requires. Follow the legally applicable process for ending occupation.

Damage, complaints and departure

Distinguish damage from fair wear. Any deduction must reflect evidenced reasonable loss, allow the guest to respond, and follow the deposit provider’s process. Record inventory, evidence and release timetable: _____. Guest services and complaints contact: _____. Agree check-out, key return, handling of lost property and return of the deposit. Liability, consumer remedies and court rights that cannot lawfully be restricted are preserved. England and Wales law applies subject to mandatory rights. Agreed by provider/agent and lead guest, names and dates: _____.

Company accommodation booking agreement

Use with a completed direct stay confirmation

Accommodation provider: [legal name, address and contact]. Agent and authority: _____. Client company: [legal name, registered office, company number, contact and authorised signatory]. Order number, billing contact and VAT details: _____. Named occupants or agreed roster process, purpose, dates, usual home arrangements, rooms and accessibility needs: _____. Confirm whether the provider, agent or owner is the contracting supplier.

Order and payment

Attach the completed property confirmation and house rules. Quote the actual address, nights, rates, VAT where applicable, mandatory fees, deposit, payment and invoicing dates, cancellation and no-show terms. No booking is confirmed until accepted in writing on those terms. Company pays the agreed total and evidenced losses for which it accepts responsibility under this order. Specify instalments and the approach to disputed invoices: _____. Changes of occupants, extensions and early departures require an agreed written amendment. Agree refunds and any reduction in charges after reletting.

Occupation and handback

The company will communicate the house rules, safety and privacy information to occupants and give an on-call contact. The provider will supply suitable accommodation and respond to faults. Neither side may assume a short booking or company signature decides an occupier’s legal rights. If the facts indicate residential occupation, stop and obtain advice on appropriate terms before confirming the booking. Address relocations or substitute homes by agreement. Record damage and disputes against the inventory with an opportunity to respond. Handle named occupant details only for booking and safety purposes. Agreement ends on agreed departure subject to existing rights and settlement of amounts due. England and Wales law applies subject to mandatory rights. Provider, company signatories, dates and attached order reference: _____.

Supplier services and photography licence

Complete a work order for each property

Manager, supplier legal names, addresses and contacts: _____. Property reference, service date, substitute cover, price including VAT, travel, materials, delivery deadline, payment terms and cancellation charges: _____. Additional work needs written approval. Supplier confirms suitable training, lawful working arrangements, appropriate insurance and any required qualifications. Supply current evidence and promptly notify changes.

Cleaning and linen

Agree turnaround window, cleaning specification, linen quantities, stock replenishment, waste arrangements, readiness evidence and escalation on damage, hazards, absence or access failure. Confirm the assigned job and any amended or cancelled checkout. The manager checks completion before guest arrival. Agree how a missed or deficient service is rectified and who bears agreed reasonable costs. No unsafe task is required.

Photography and access

Record scope, image count, editing, delivery and any reshoot charge. The photographer retains copyright unless a separate assignment is signed. On agreed payment, the photographer grants [owner and manager] a non-exclusive licence for the named property on [specified booking platforms, direct website and agreed media], including platform sublicensing needed to display the listing, normal resizing and cropping, territory [worldwide online] and term [dates]. Agree rights after management ends. Separate permission is required for other properties, portfolios, material edits or identifiable people and possessions. Confirm all necessary releases before delivery.

Confidentiality and ending work

Access is limited to approved personnel for the agreed work. Secure keys and guest information, report incidents immediately, avoid guest-identifying photos, and return or delete materials when instructed subject to legal retention. Use substitutes only with the manager’s approval and equivalent obligations. Attach the data processing schedule when the supplier processes personal data on instructions. Either party may stop unsafe work. Agree cancellation costs based on reasonable evidenced loss, allow time to remedy a material breach and arrange immediate key return on termination. English law applies subject to mandatory rights. Manager and supplier signatures, dates and job reference: _____.

Data handling and processor schedule

Complete for a supplier processing personal data on instructions

Identify controller, processor, legal contacts, processing locations, duration, purpose and nature of the service: _____. Identify data subjects, agreed data categories and approved subprocessors: _____. A cleaner may need arrival and departure times and an access instruction. Send only the information required for the job. Map independent controller activities separately. Each controller is responsible for its own lawful basis, notices, rights handling and retention.

Processor obligations

Process personal data only on documented instructions, including for international transfers, unless UK law requires otherwise. Tell the controller of that requirement beforehand unless prohibited. Immediately inform the controller if an instruction appears to infringe data protection law. Limit access to people bound by confidentiality. Apply appropriate technical and organisational controls, including least-privilege access, secure storage and transfer, recovery procedures and periodic checks. Agreed controls and incident contact: _____.

Get prior written authorisation before appointing another processor. Where general authorisation is given, notify intended changes in time for an objection and record the agreed notice period: _____. Impose equivalent written obligations on each subprocessor and remain responsible for its performance. Identify any international transfer safeguard before transferring.

Notify the controller without undue delay of a personal data breach, giving available facts, affected information, mitigation and contact. Preserve relevant evidence and update the controller. Assist, taking account of the processing, with rights requests, security, breach notifications, impact assessments and regulator consultations. Do not respond for the controller without instruction unless legally required.

At the controller’s choice return or securely delete personal data and copies at the end of service unless law requires retention. Make compliance information available and allow and contribute to audits and inspections by the controller or its appointed auditor. Record retention exceptions, deletion confirmation, audit arrangements and authorised signatories: _____. The completed schedule forms part of the parties’ signed contract.

Website terms of service

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Diamond Hosts is the operating subsidiary of Urthly Ltd, the holding company. The property agreement identifies the contracting subsidiary by its full registered details before signature. Diamond Hosts operates this website at diamondhosts.com. Use it to compare income, contact us or register a home for review. Registration is free. By requesting registration you agree to this edition of the website terms. Keep a copy for your records.

Read and download the contract pack

Estimates and examples

Comparisons use your inputs and dated references. Rates, costs, occupancy and local rules can change. Obtain a property-specific assessment and confirm the terms before making a letting decision. All residence briefs and accompanying property imagery are illustrative.

Enquiries and bookings

Sending an enquiry requests a response. A management appointment or stay requires a separate written agreement identifying the parties, property, price, taxes, cancellation terms, dates and responsibilities. We confirm any platform and payment costs in that agreement.

What the management agreement covers

Standard setup is £500 once, including professional photography and up to two hours of light cleaning. Our management fee is 20% of the accommodation payout after booking website and payment fees. The remaining 80% goes to the owner before bills and tax. Both Diamond fees include any applicable VAT. Guest-paid cleaning is separate and carries no management fee. We agree any additional work and its price in writing before it starts. The agreement sets out how we handle repairs, deposits, refunds and cancellations. We record who receives each payment, the statement schedule, maintenance approval limits and emergency arrangements.

Our proposed rolling management arrangement uses 30 days’ written notice. The signed agreement sets out how existing bookings, amounts due, property records, keys and outstanding claims are handled on exit. We agree limits on future bookings around an owner’s return or sale. The notice period alone cannot determine a guest’s occupancy rights.

Read the service and onboarding guideUsing the site

Provide accurate information and use only accounts and materials you are authorised to use. You may save the documents to consider our service. We may suspend misuse or correct errors. If terms change materially we will identify the new edition before a new application. Changes to a signed agreement require the process in that agreement.

Application and complaints

Submitting an application records your request and the date of these terms. We check permissions, insurance and safety privately and ask for signed property-specific terms before opening dates. For a correction, withdrawal or complaint, email hello@diamondhosts.com or use the contact form with your reference. Your management agreement will name the contracting business and its direct contact.

Private access

Use the owner portal only for properties you are authorised to manage. Keep access codes private and report a lost code through our contact form so access can be replaced.

English law

These website terms are governed by the law of England and Wales, subject to any mandatory rights available to consumers. Nothing here excludes liability that cannot lawfully be excluded.

Questions about these terms

Website terms prepared for solicitor review.

Privacy notice

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Diamond Hosts, the operating subsidiary of Urthly Ltd, handles enquiries made through this website. For a privacy request, email hello@diamondhosts.com or use the contact form and tell us which enquiry or account you are asking about.

Comparisons and enquiries

You can run the calculator in your browser without sharing an email. Your browser remembers your chosen figures in this tab while you compare options. When you request a review, we store the email you give us with the figures you chose. If you follow an agency introduction link, we record the branch code with your enquiry. We ask before discussing your property with the referring agency. Contact forms also collect any availability or visit preferences you enter so we can respond. We use this information to take steps you request before a contract and to answer and administer enquiries under our legitimate interests. We do not add enquiry addresses to a marketing list.

Property registration and evidence review

We use the name, address, contact details and insurance position you provide to consider the management service you request. We record the terms edition, time of acknowledgement and reference. Staff record evidence references, decisions, reviewer identity and review dates in a restricted register. We arrange inspection of supporting documents privately or at a visit. Please keep identity documents, policy files, bank details and access codes out of website forms. We contact you about the application and review incomplete cases when follow-up ends. Completed agreements and necessary evidence are kept for the applicable contract, claims and legal retention period. You may withdraw the application through our contact form.

Hosting and service providers

Cloudflare hosts the website and its database. When an enquiry arrives by email, our email routing provider forwards it to our team’s designated inbox for a response. The site uses abuse controls including a date-limited hash of the submitting connection address. When enabled, Cloudflare Turnstile verifies submissions and a transactional email provider can send the requested comparison and alert our team to a new reference. A private portal sign-in uses a necessary session cookie that expires after eight hours.

Access and retention

Access is limited to authorised staff and, for property records, the linked owner. We review enquiries for deletion when follow-up ends and retain contractual records where necessary for accounting or legal obligations. Providers may process information internationally using applicable transfer safeguards.

Your rights

You may request access, correction, deletion or restriction, object to certain processing and complain to the Information Commissioner’s Office. We may need to verify identity before acting.

Contact Diamond about your data · Contact the ICO

Website notice prepared for legal review.