

The SparesSpace Host Guide

Your Blueprint for Success in Ghana

Prepared for: Prospective and New SparesSpace Hosts

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1. Welcome to SparesSpace

Building a Community-Driven Platform in Ghana

Welcome to the SparesSpace family! We are thrilled to have you join our growing community of hosts who are redefining short-term accommodation and office rentals across Ghana.

Our mission is to build a **community-driven platform** that leverages local insight and technology to provide safe, secure, and uniquely Ghanaian accommodation experiences. We believe in the power of local knowledge and the warmth of Ghanaian hospitality to create memorable stays for every guest.

SparesSpace is proudly **Ghanaian**—100% owned, managed, and controlled by Ghanaians. By choosing to host with us, you are directly contributing to the growth of a local business dedicated to empowering property owners and boosting local tourism and commerce.

Your success is our success. We are committed to providing you with the tools, support, and security features necessary to turn your spare space into a reliable source of income.

2. Getting Started: Account Setup & Verification

Establishing a secure and trustworthy profile is the first and most crucial step in your hosting journey.

Step 1: Registration

The registration process is quick and free. You can begin by visiting the official registration page:

- **Registration Link:** <https://sparespace.com/register>

Step 2: Mandatory Verification for Trust and Security

Verification is the foundation of the safe community we are building. For your security and the security of your guests, **full identity verification is mandatory** for all hosts to list a property and receive payouts.

Why Verification Matters:

- **Safety First:** It ensures everyone on the platform is who they say they are, significantly reducing risks and deterring fraudulent activity.
- **Build Instant Trust:** A verified profile signals legitimacy to potential guests, leading to smoother bookings and better experiences.
- **Access to Payouts:** As a condition of listing and receiving payouts, you must complete the verification process.

Required Documents for Verification:

- **Ghana Card**
- **Ghana Passport**
- **Ghana Driving Licence**

You can start the verification process here:

- **Verification Link:** <https://sparespace.com/identification-verification>

Checking Guest Membership Status

As a host, you are **obliged** to check the verification status of a potential guest, adding an extra layer of security before accepting a booking.

- **Track Member Status Link:** <https://sparespace.com/track-member-status>

To check a member's status, you will need to enter the **Date of Birth** and **ID Number** they submitted during their verification process.

3. Creating a Winning Listing

A well-crafted listing is your most powerful tool for attracting quality guests and maximizing your occupancy rate.

Compelling Descriptions

Your description should tell a story and clearly set expectations.

- **Highlight the Uniqueness:** What makes your space uniquely Ghanaian or special? (e.g., proximity to local markets, traditional architecture, a quiet courtyard).
- **Be Specific:** Clearly state the type of space (e.g., "Private room in a shared house," "Entire studio apartment," "Dedicated office space").
- **Focus on Benefits:** Instead of just listing features, describe the benefit (e.g., "Fast, reliable Wi-Fi" instead of "Internet access").
- **Set House Rules Clearly:** Mention key rules upfront to ensure a good match with guests.

High-Quality Photography

Photos are the single most important factor in a guest's decision.

- **Lighting is Key:** Use natural light whenever possible. Take photos during the day.
- **Clean and Tidy:** Ensure the space is spotless and clutter-free.
- **Variety of Shots:** Include wide shots of rooms, close-ups of amenities, and exterior shots.
- **Accurate Representation:** Photos must accurately represent the current condition and appearance of the property.

Accurate Amenities and Categories

Ensure your listing is searchable by selecting the correct categories and amenities.

Property Category	Description
Accommodation	Apartment, Bed & Breakfast, Condo, House, Loft, Studio
Office Space	Dedicated office, shared workspace, meeting room
Key Amenities	Wi-Fi, Air Conditioning, Hot Water, Security, Parking

4. Pricing Strategies for Ghana

Setting the right price is a balance between maximizing your earnings and remaining competitive.

Setting Competitive Rates

Your price should reflect the value you offer compared to similar listings in your area.

- **Research Comparable Properties:** Check SparesSpace and other local platforms for similar properties in your neighborhood (e.g., Osu, East Legon, Takoradi).
- **Consider the Value:** Factor in your amenities, location, size, and the quality of your space.
- **No Upfront Costs:** Remember, it is free to list your property on SparesSpace, so you can focus purely on your nightly rate.

Seasonality and Local Events

Adjust your pricing based on demand fluctuations throughout the year.

- **Peak Season:** Increase rates during major holidays (Christmas, Easter), festivals, and high-tourism months.
- **Off-Peak Season:** Consider offering discounts or special rates to maintain occupancy.
- **Local Events:** Monitor local events, conferences, and university activities that may drive short-term demand.

Potential Earnings

SparesSpace empowers hosts to generate significant income from their spare spaces.

Potential Monthly Earnings for Accra Hosts:

*Hosts in high-demand areas like Accra can potentially earn between **GHS 1,500 – GHS 5,000+** monthly, depending on property type, location, and occupancy rate.*

5. Managing Bookings & Communication

Effective management and clear communication are essential for a five-star hosting experience.

Responding to Booking Requests

- **Be Prompt:** Aim to respond to all inquiries and booking requests as quickly as possible. Quick responses improve your ranking and guest satisfaction.
- **Use the Dashboard:** Utilize your host dashboard for an easy-to-use system for managing all your bookings and availability.

SparesSpace Messaging System

Use the platform's messaging system for all guest communication.

- **Keep it Professional:** Maintain a friendly, helpful, and professional tone.
- **Document Everything:** All communication regarding check-in, house rules, and special requests should be kept within the platform's messaging system.

Setting Clear House Rules

House Rules are a vital part of the **Host-Guest Agreement**. They protect your property and ensure a comfortable stay for everyone.

- **Be Explicit:** Clearly state rules regarding noise levels, smoking, pets, visitors, and check-in/check-out times.
- **Consistency:** Ensure your rules are consistent with SparesSpace's policies.

6. Payout Information

We ensure a transparent and efficient process for you to receive your earnings.

The Payout Process

SparesSpace retains a commission fee (**Host Fees**) from the Total Booking Value. The remainder of the payment is remitted to you.

1. **Booking Confirmation:** A guest books and pays the Total Booking Value.
2. **Host Fees Deduction:** SparesSpace deducts the Host Fees (service fee) from the Total Booking Value.
3. **Payout Initiation:** Payouts for confirmed bookings are contingent upon the successful completion of your mandatory Host Verification.
4. **Remittance:** The funds will be remitted to your designated bank or mobile money account.

Payout Timeframe

While the Host Terms mention a 24-48 hour window after check-in, please allow for standard banking and mobile money processing times.

Standard Payout Timeframe:

*Expect your funds to be processed and available in your account within **3-5 business days** after the guest's scheduled check-in.*

No Hidden Fees

We believe in transparency. There are **no hidden fees** for listing your property or receiving your payouts. All applicable fees (Host Fees) are clearly calculated and deducted from the Total Booking Value.

7. Safety & Security: Our Shared Priority

This is the most important section of your guide. SparesSpace is built on a foundation of security, and we require all hosts to adhere to the highest standards.

Guest Screening and Verification

- **Mandatory Guest Verification:** Every guest on SparesSpace must also complete an ID verification process.
- **Check Member Status:** Always utilize the Track Member Status tool to verify a guest's identity before accepting a booking.
- **Review Profiles:** Read guest reviews and profiles before accepting a request.

Property Safety Checks and Compliance

You are responsible for your property's safety and compliance with all health, safety, and maintenance standards required by Ghanaian law.

Safety Requirement	Action
Fire Safety	

Safety Requirement	Action
	Install and maintain working smoke detectors. Ensure clear emergency exits are accessible.
Electrical Systems	Ensure all electrical systems and appliances are safe and regularly maintained.
Water & Plumbing	Ensure clean water supply and functional plumbing.
Legal Compliance	You are solely responsible for ensuring your Listing and any rental thereof complies with all applicable laws, regulations, and tax requirements (e.g., Income Tax Act, Local Government By-Laws).

SparesSpace Security Features

- **Data Protection:** We comply with the Data Protection Act, 2012 (Act 843) in handling guest personal data.
- **"Verified" Badge:** SparesSpace may offer a "Verified" status for Listings that pass a physical or documentary check, providing an extra layer of trust for guests.
- **Host Protection:** While SparesSpace does not act as an insurer, we strongly advise you to obtain appropriate insurance for your property that covers short-term rentals and public liability.

Emergency Procedures

Prepare and clearly display a list of emergency contacts and procedures within your property:

- **Local Emergency Numbers:** Police, Fire, Ambulance.
- **Nearest Hospital/Clinic:** Location and contact information.
- **SparesSpace Support:** Contact information for immediate platform assistance.

8. Support & Dispute Resolution

We are here to support you every step of the way.

Contacting SparesSpace Support

For the fastest assistance, SparesSpace primarily uses a dedicated chat system.

- **Primary Support Method: Chat Support** (SparesSpace Smart Support) is the most efficient way to get help.
- **Host Support Email:** For non-urgent or detailed inquiries, you can reach the Host Support Team at: hostsupport@sparespace.com

The Dispute Resolution Process

In the event of a disagreement with a guest, we encourage a structured resolution process:

1. **Good-Faith Negotiation:** The host and guest must first attempt to resolve the dispute through good-faith negotiations, ideally using the SparesSpace messaging system.
2. **Mediation:** If unresolved, the dispute shall be referred to mediation in Accra under the **Alternative Dispute Resolution Act, 2010 (Act 798)**.
3. **Legal Recourse:** If mediation fails, the parties may resort to the courts of Ghana.

9. Listing Multiple Properties

SparesSpace makes it easy for property managers and hosts with multiple units to manage their portfolio efficiently.

- **Seamless Management:** The host dashboard is designed to allow you to list, manage, and track bookings for multiple properties from a single account.
- **Expand Your Portfolio:** There is no limit to the number of properties you can list, allowing you to maximize your earning potential across various locations and property types.

For more information on becoming a host and listing multiple spaces, please visit:

- **Host Information Link:** <https://sparespace.com/become-a-host>

10. Frequently Asked Questions

Question	Answer
Is there a fee to join SparesSpace?	No. It is free to register and free to list your property. SparesSpace only earns a commission (Host Fee) when you successfully receive a booking.

Question	Answer
What kind of properties can I list?	You can list spare rooms, entire apartments, houses, condos, bed & breakfasts, lofts, and dedicated office spaces.
How do I handle taxes on my rental income?	You are solely responsible for determining your obligations to report, collect, remit, or include in your Listing price any applicable taxes (e.g., Income Tax Act, 2015 (Act 896)). SparesSpace is not responsible for withholding or remitting taxes on your behalf.
Can I offer discounts for longer stays?	Yes, you can set your own pricing and availability, which includes offering special rates or discounts for guests booking extended stays.
What if a guest cancels?	Your listing's specific cancellation policy (Flexible, Moderate, or Strict) will govern the refund amount. Host cancellations disrupt guest plans, so they may result in a penalty fee and a lower search ranking.

11. Important Disclaimer

Information Subject to Change

Please note that the information contained in this guide is for informational purposes only and is based on the policies and features of the SparesSpace platform as of the date of publication.

Hosts should **always refer to the official SparesSpace website** for the most current and up-to-date policies, terms and conditions, and legal compliance requirements. Your use of the platform is governed by the latest version of the Host Terms and Conditions.