



# SUPERHOG

## What to do when something goes wrong

Upon becoming aware of an issue please contact SUPERHOG as soon as possible by email – [hello@superhog.com](mailto:hello@superhog.com) or registering the issue via <https://superhog.com/report-an-issue/>.

Please try to notify us within 24 hours of the incident and no later than 7 days from the end of the booking.

We will contact you as soon as possible (and always within 48 hours) to guide and support you through our resolution process.

### Actions to take regarding potential injury or property damage during a booking

- If somebody may have suffered an injury at your property, please contact us immediately; it would also be advisable to notify your property insurer.
- If necessary, emergency repairs should be carried out to limit further damage, loss or injury – for example securing your home or stopping a water leak.
- In all situations, please undertake a full check of your home and catalogue any damage that has occurred during that stay/booking.
- Photographs should be taken as soon as possible – panoramic room shots and close ups of damage (these steps can be completed by you, your cleaner or the relevant third party).
- **Do not** carry out any non-emergency repairs without checking with us first.
- **Do not** dispose of any damaged items – they may be needed for inspection.
- **Do not** admit or allow the admittance of any liability or offer a settlement/make any deal or offer – especially important if damage has occurred to a neighbouring property or in cases of injury.
- For malicious damage or theft – report the damage/loss to the police and obtain a crime reference number/report.

### Contact the guest

- Contact the guest – to discuss any damage or injury with them and try and find out the circumstances of the incident. Wherever possible, it is helpful to keep a record of any such communication.
- Ask the guest for a compensation payment towards the damage and if appropriate notify them of the potential retention of their deposit if applicable. If you feel uncomfortable doing so, then ask SUPERHOG or your property manager to do this for you.

### Supporting information/evidence

- We will send you a claim form to complete – we love detail, so swamp us with as much as possible and include as much information as you can.
- Try to obtain at least 2 estimates for any repairs that needed to be carried out; estimates should be provided on company headed letters/emails.
- We may need you to provide proof of ownership, such as original purchase receipts.
- If you cannot provide proof of ownership, then we will just need to get the info in another way, such as photos or bank statements.
- We will also need the replacement cost and a link to a similar item online.
- We may ask to see evidence of underlying insurance for the property.

### Things to remember

- Always keep a record (typically a report or photographs) of the property immediately before and after each booking; without this it can be hard to prove damage happened during a booking.
- Make sure you contact us upon discovery of any damage or loss (no exceptions).
- Repair is always going to be suggested unless replacement is a more cost-effective option.
- For carpets and flooring, we will only pay the cost of replacing the damaged area (not a reason to replace the whole floor!)
- If we make a cash settlement for lost or damaged items, we may make a deduction for wear and tear.
- We or our representative, may require access to the property during the resolution process.