

OUR SHARED HOMES - MEMBER CODE OF CONDUCT

Welcome to Our Shared Homes! This Code of Conduct sets out the key standards we expect from all Members. By creating an Account, you agree to follow this Code. This Code works alongside our Terms and Conditions and Privacy Policy. Breaching this Code may result in Account suspension or termination.

Note: Capitalised terms in this Code have the same meaning as in our Terms and Conditions.

Last updated: 1 June 2026

1. RESPECT AND HONESTY

- Be honest and accurate in all your communications and Listings
- Treat other Members and their properties with respect and care
- Communicate promptly and courteously
- Keep your commitments - if you confirm an exchange, honour it unless exceptional circumstances apply
- Do not discriminate against Members on the basis of race, religion, sexual orientation, gender identity, disability, age, or any other protected characteristic
- Respect neighbours and local communities during your stay, including adhering to reasonable noise levels, parking restrictions, and shared space guidelines
- Disclose all known hazards, site-specific rules, and access limitations in your Listing

2. PRIVACY AND SAFETY

- Respect other Members' privacy and confidential information
- Ensure that all interior cameras or recording devices are removed prior to exchanges
- Disclose the existence and locations of all exterior cameras in your Listing
- Do not share sensitive access information (like entry codes or alarm codes) through digital messaging
- Ensure your property is safe and properly insured for home exchanges
- Access properties and land listings at your own risk

3. FAIR DEALING

- Provide accommodation exactly as described in your Listing
- Do not misrepresent your property
- Do not cancel exchanges without good reason
- Resolve disputes directly and in good faith with other Members
- Leave properties in the condition you found them
- Keep your Listing accurate and up to date, including any changes to amenities, pets, or accessibility
- Guests are not liable for normal wear and tear or pre-existing damage
- Disclose any local legal obligations to your exchange partner (e.g. tourist taxes, registration requirements)

4. PLATFORM INTEGRITY

- Use our Platform for its intended purpose - connecting Members for home and land exchanges
- Do not circumvent Platform fees or use it to obtain contact details for off-platform arrangements
- Keep your Account secure and do not share login details
- Only use content (photos, descriptions) you own or have permission to use
- Provide honest, fair reviews based on your own experience
- Do not use the Platform to promote political, religious, or social organisations or programs

- Do not offer or arrange rental payments for exchanges

5. OSH CREDITS

- OSH Credits have no cash value and cannot be transferred outside the Platform
- Do not obtain OSH Credits through false, misleading, or fraudulent activity
- Credits transferred as part of a confirmed exchange are binding - do not dispute them without genuine cause

6. LEGAL COMPLIANCE

- Comply with all applicable laws
- Ensure you have the right to offer your property for exchange
- Maintain appropriate insurance coverage
- Be at least 18 years of age
- Complete identity verification

7. WHAT HAPPENS IF YOU BREACH THIS CODE

We may issue warnings, suspend your Account, remove Listings, or terminate your Account permanently.

We take immediate action for serious breaches including undisclosed cameras, repeated cancellations, fraud, or harassment.

8. REMEMBER

Our Shared Homes connects Members but doesn't mediate disputes or guarantee exchanges. You are responsible for your own insurance, safety, and the arrangements you make with other Members.

REPORT CONCERNS: support@oursharedhomes.com

QUESTIONS? support@oursharedhomes.com

Our community thrives on trust, respect and reliability. Thank you for being part of it.