SPACEONCALL

Deposits, Damage and Disputes Policy

DRAFT - LAWYER REVIEW REQUIRED

DEPOSITS, DAMAGE AND DISPUTES POLICY

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Version: pilot-2026-08-07-r2
Audience: Renters and hosts

This pilot template is not legal advice and is not an executed agreement. SpaceOnCall must obtain Singapore legal review before relying on it for a public launch.

DEPOSIT PURPOSE

The booking record must state the deposit amount and any high-risk addition. The party receiving funds must keep accurate payment and return records.
A deposit is not platform revenue and must not be treated as a penalty without a lawful contractual basis.

DAMAGE EVIDENCE

Claims should identify the affected item, check-in and check-out evidence, incident timing, repair or replacement basis, and any renter response.
Normal wear, pre-existing conditions, and undocumented allegations should not be charged as renter damage.

DISPUTE HANDLING

Parties should first use the booking chat and platform dispute record. SpaceOnCall may preserve relevant records and restrict unsafe accounts while reviewing operational facts.
Unresolved legal disputes remain between the contracting parties and may require mediation, legal advice, or the appropriate Singapore forum.