THE OPEN EXPERIENCES
Rental Procedure

The Open Experiences provides a platform to rent properties to Golfers, Caddies, Sponsors, Suppliers, TV Crew and any other party who is either working at or interested in attending The Open Championship ("**The Open**"), with the support and official endorsement from The R&A.

Definitions:

"**Licensee**" means the person who books the Property under a license agreement (and includes any other permitted occupants).

"**Owner**" means the legal owner of the Property (or someone the Owner has authorised to act for them for registration, onboarding and rental).

"**Property**" means the property the Owner submits for listing on the platform.

HOW TO REGISTER THE PROPERTY

Step 1: Registration & Initial Information

1. You can register the Property via our website: https://property.theopenexperiences.com/register-a-property/.
2. At the point of submission, you must upload one photo of the Property and complete the data entry request for name, address and contact details.
3. Once submitted you will be directed to a receipt page with a link to the Property questionnaire that must be completed. Register A Property Questionnaire - The Open Accommodation
4. Please download the questionnaire, complete it and return it to property@theopenexperiences.com as soon as possible, attaching it to your email and using your name and first line of address as the subject header.
5. The Property questionnaire has a text box for a detailed description of the Property. Please provide as much relevant information as possible, including (but not limited to):
    - Location, key attractions close by, availability of public facilities
    - Kitchen facilities and features
    - Number, size, and layout of bedrooms
    - Bathroom facilities and condition
    - Living areas and any additional spaces
    - Key amenities and the overall standard of the Property
    - Please also include the Property's what3words address in the property description: Find your what3words address

Submitting photos

6. To ensure the Property is presented at its very best, all photos must be provided by the Owner and should showcase a clean, welcoming, and uncluttered view of your home. Please remove personal items and avoid including any photographs of people or visible faces. External photos should not show cars, number plates, or any identifying details. All photos should be taken in landscape orientation (not portrait) and, ideally, submitted at a resolution of 1920 x 1080 pixels to ensure high quality across our website. Photos should clearly display each room, highlighting space, layout, and key features, while presenting your home as it will appear to your licence holders.
7. Photos should preferably be JPEG (JPG) format. If you need assistance preparing your photos, you can use free tools such as https://www.canva.com, where you can upload your photos, resize them by selecting "Custom Size" (1920 x 1080), and download them as JPG files.

8. Please send photos by email in clearly labelled and organised files (e.g., Kitchen, Bedroom 1, Living Room) and, if needed, in multiple emails to avoid attachment limits. For a larger number of photos, you may find it easier to use secure file transfer tool such as:
    - https://wetransfer.com
    - https://www.dropbox.com/transfer
    - https://drive.google.com
9. Once your photos have been uploaded, generate a link, and share it with us via email at property@theopenexperiences.com (using your name and first line of address as the subject header).
10. In addition to the information requested during registration and onboarding, we may require further Owner and property information to comply with legal, regulatory and HMRC reporting obligations. Further details are set out at the end of this document.

Step 2: Our Response

11. If we consider the Property suitable for rental, we will contact you to arrange an appointment to view the Property. The inspection must be completed before we can register the Property for marketing. As we may be delayed by traffic or earlier appointments, while we will try our best, we cannot guarantee that we will arrive at the agreed inspection time.
12. Please note: We charge an inspection fee of £60+VAT (total £72.00) to view and/or list the Property. This fee is only invoiced when a viewing slot is offered and accepted and is non-refundable under any circumstances, including if The Open is cancelled or postponed. We also require a signed copy of the Owner Agency Agreement. This must be returned along with proof of payment for the viewing appointment to be confirmed.
13. Please allow a minimum of 45 minutes for the viewing. You must be available at the Property from 30 minutes before until 30 minutes after the agreed inspection time. If we arrive during this period, you must remain available for up to one hour from our arrival to allow the inspection to be completed. If you are not at the Property when we arrive, we will wait for up to 30 minutes and attempt to call you once. If you do not attend within that time, the appointment will be forfeited, the Inspection Fee will not be refunded, and we cannot guarantee that a further appointment will be available.

Step 3: After the Viewing

14. After completion of the viewing, we will inform you by email if the Property is suitable for rental and, if it is, its suggested Rental Fee. The suggested Rental Fee is an estimate only. The Owner will be asked to indicate a minimum acceptable rental level, and we will aim to achieve the highest possible rental value. The final Rental Fee may therefore be adjusted or negotiated to maximise booking potential. Once we receive confirmation that you wish to proceed along with a copy of the Owner Agency Agreement signed by the Owner (please see here: Royal-Lytham-St-Annes-2028-The-Open-Experiences-Owner-Agency-Agreement.pdf) the Property details will then be uploaded onto our website. We will market the Property and offer it to prospective Licensees. **Please note that advertising the Property on our platform does not guarantee rental.**
15. Where a property does not offer an optimal bedroom-to-bathroom ratio, or where appropriate to maximise value, we may recommend alternative configurations (for example, reducing available bedrooms or restricting access to certain areas) and marketing the Property on a revised bedroom/bathroom basis. This may result in a reduced headline price but can improve booking attractiveness and overall return.
16. You will be given a reference number, please use this in all communications with us.
17. As soon as we receive interest in the Property we will notify you by email and/or phone.
18. A further inspection of the Property will be required no later than 40 days prior to the rental period to review condition and identify any required works.
19. A final inspection will also be carried out no later than 7 days prior to the Licensee's arrival to confirm the Property is clean, safe, and ready for occupation.
20. The Owner must make the Property available for the abovementioned inspections and address any issues identified.

Step 4: Agreement and Payment Terms

21. Whilst the exact letting period will be agreed at the time of booking, the Property should be made available from midday on the Saturday before The Open begins, to midday on the Tuesday after the close of The Open for a minimum period of 11 days (Saturday 29 July – Tuesday 8 August 2028).

22. Confirmation of an agreed rental will be e-mailed to the Owner along with this Rental Procedure document. A legally binding agreement with the Licensee is formed when the License Agreement is issued and accepted. Whilst we are more than happy to work with management companies, we do require the Owner to sign any relevant agreements.

23. All payments are collected by the us on behalf of the Owner. You will find the details regarding payment in the Owner Agency Agreement. We may verbally verify Owner bank details before releasing payment.

24. Whilst the exact payment terms are at the discretion of the Owner, we suggest upon confirmation of a booking and to secure the Property, a 25% deposit (of the agreed Rental Fee) is payable by the Licensee. We also suggest the agreed Rental Fee must be paid by the Licensee in full 90 days before the start of their stay, along with a 25% Security Deposit.

25. We will ensure a payment of 25% of the Rental fee minus agency commission plus VAT, to the Owner's account no later than 30 days before the start of The Open. The remaining 75% balance of the Rental Fee (less any agreed deductions) will be paid to the Owner on the 30th day and no later than 28 days after the end of the rental period, subject to any claims or adjustments in accordance with the Owner Agency Agreement.

26. If the booking is confirmed less than 30 days before the start of The Open, payment will be made to the Owner's account once the Licensee's final payment has cleared in our account.

MINIMUM REQUIREMENTS BEFORE CONTRACTING WITH A LICENSEE

Before the Property can be contracted with a Licensee, you must ensure the following requirements are met. These requirements are contractual obligations under the Owner Agency Agreement.

You MUST provide us with:

Property Registration and Documentation

- Ensure the Property is registered with the appropriate local council or other relevant authority (where required).
- Provide us with:
    - Evidence of ownership of the Property (or authority to act on behalf of the Owner), such as a Land Registry title, mortgage statement, or equivalent documentation, and, if the Property is leasehold, evidence that the landowner has agreed to the rental; and
- If applicable:
    - obtain any necessary consents from your mortgage provider prior to letting the Property; and
    - obtain any required House in Multiple Occupation (HMO) licence, where the Property is let to multiple unrelated occupants and licensing thresholds are met.

Submit all documentation as part of the onboarding and due diligence process.

Gas Safety Certificate

- Provide a copy of a valid Gas Safety Certificate (completed by a Gas Safe-registered engineer).
- The certificate must be valid for the entire License Period.
- If it is due to expire before or during the License Period, ensure an up-to-date certificate is provided in advance.
- Failure to comply may delay full payment of the Rental Fee

Electrical Installation Condition Report (EICR)

- Provide a copy of a valid EICR, valid for the entire License Period.
- If it is due to expire before or during the License Period, ensure an up-to-date certificate is provided in advance.
- Ensure Residual Current Devices (RCDs) are installed on all required circuits as stipulated in the EICR report.
- Failure to comply may delay full payment of the Rental Fee.

Portable Appliance Test (PAT)

- If you provide portable electrical appliances in the Property, all such items are required to be PAT tested.
- PAT testing helps ensure all appliances are safe for use by Licensees.
- We recommend arranging a PAT test at least every 5 years.

Energy Performance Certificate (EPC)

- You must provide a copy of a valid EPC rated E or above (see FAQ document for more information).
- It is the Property Owner's responsibility to determine if an EPC is legally required under UK regulations (e.g., if listed on another platform or rented out for 4+ months in a year).
- Failure to comply may result in removal from the platform and/or reporting to authorities.

Fire Safety Laws

- Confirm that the Property complies with all applicable fire safety regulations, including the Regulatory Reform (Fire Safety) Order 2005.
- If the Property is a House in Multiple Occupation (HMO), additional fire safety requirements apply. This includes but is not limited to interlinked smoke and heat alarms, appropriate fire-resisting doors, fire blankets in kitchens, and safe escape routes.
- Provide a clear emergency plan, including evacuation procedures and emergency contact information.

- If the Property has a wood burner, open fire, chimney, or similar feature, ensure it is properly maintained and regularly cleaned (e.g., flue checks and cleaning).
- Provide evidence that the fire detection system—including smoke alarms, heat detectors, and any carbon monoxide alarms—is in working order at the start of the rental. We recommend taking a video recording as documented evidence.

Insurance

- Provide evidence that your insurance company has been notified of the sublet.
- Public Liability Insurance of minimum value of £2,000,000.00 for the duration of the rental is required. Adequate Buildings Insurance should also be in place in respect of the Property; provide copies of the policies.

PROPERTY PREPARATION AND OWNER RESPONSIBILITIES

Administration

- A 24-hour contact number (for yourself or your representative)
- If unavailable during the License Period, designate a person to handle matters on your behalf.
- If we are managing the Property, a daily fee will apply (deducted from the balance payment).
- Keep a spare set of house keys available for emergencies.

Personal Belongings

- Remove and store items not in use to ensure the Property is clean and tidy.
- Secure or remove all valuables, fragile possessions and any important items.
- Ensure adequate wardrobe and drawer space, and clear space in kitchen cupboards and your fridge/freezer.
- **Children's Equipment**: We recommend that cots, highchairs, changing mats, child toys, or similar items are not provided or left at the Property for the Licensee to use.
- We recommend including a full inventory in the Welcome Pack.

Welcome Pack

Provide a Welcome Pack in the Property, including but not limited to:

- Instructions for household equipment and heating and location of fuse box
- Information on rubbish separation and recycling
- Clear and concise House Rules
- Wi-fi details, router location and password
- Safety notes
- Highlight existing damage to the Property: Take photos of existing damage in the Property and log this in your Welcome pack. We recommend including a full inventory of fixtures, fittings, and the Property's condition just before the License starts.
- Meter readings – It is important you take the meter readings when you vacate the Property if you are providing the Licensee access to a car charging point.
- Details of any short-term let licence conditions or HMO licence conditions that have been imposed by the relevant local authority.
- On arrival day, have the Licensee review and sign a copy of the inventory after the handover, and provide a copy to the Owner.

WiFi & Entertainment

- Ensure the Property has full access to Wi-Fi with a minimum strength of -67 dBM (https://www.speedcheck.org/). Include wireless network name and password in the Welcome Pack.
- Sky Sports is required for the Licensee during their stay, as Sky Sports is the official broadcaster of The Open.

Pets/Animals

- Confirm whether any pets or other animals live at the Property or have regular access to it (even if they will not be present during the License Period). Please include brief details (for example, type of animal and any areas of the Property they access). This information may be shared with prospective Licensees and/or included in the listing, where appropriate.

General Presentation

- General presentation (including bedding and towels) must meet a high professional standard suitable for short-term guest occupation. Further guidance is set out in the Owner Preparation Guide – Property Standards.

IMPORTANT INFORMATION: HMRC REPORTING

From 1 January 2024, we may be required to collect and report certain information about property owners and rental income to HMRC in accordance with applicable legal requirements.

This does **not** affect your responsibility to report and pay any tax due. We recommend that you take your own independent tax advice.

We may ask you to provide:

- your full name, address and date of birth;
- your National Insurance number or other tax identification number (if applicable);
- your bank account details; and
- details of the Property, including the address and, if known, the Land Registry title number or other unique property reference.

If you are not resident in the UK, these requirements may still apply to income earned from letting UK property.

If you do not provide the information we reasonably require, we may need to delay or restrict listing the Property or making payments until our legal obligations have been satisfied.

You remain responsible for including all relevant rental income in your own tax return, whether or not it is reported by us to HMRC.

If you believe any information reported by us is incorrect, please contact us as soon as possible so that we can review it.

Privacy Notice: We use the information you provide to manage your booking and agency services, process payments, and comply with legal obligations, including reporting to HMRC or other authorities where required. We may share relevant information with our service providers where necessary. For details of how we use your personal data, your rights, and how to contact us, please see our Privacy Policy or contact us at **property@theopenexperiences.com**.

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