



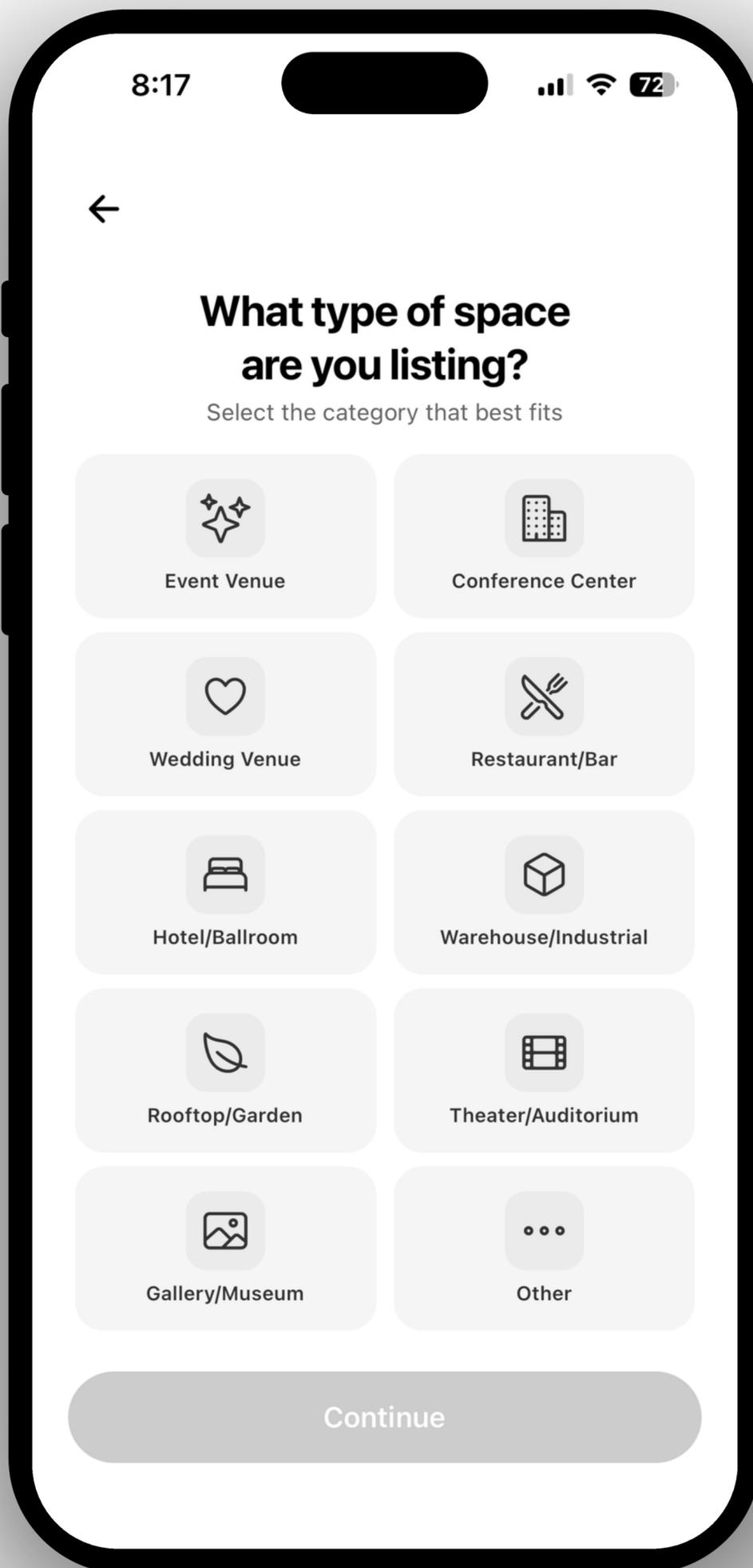
## VENUE



# PROVIDER ONBOARDING MANUAL



## STEP 1



# WHAT TYPE OF SPACE ARE YOU LISTING?

Select the category that best describes your venue. This helps guests find your space when searching for the right location for their event. Choose the option that most closely matches how your venue is typically used. Picking the right category improves visibility and leads to better booking matches.



## STEP 2

A black and white illustration of a smartphone screen. At the top, the status bar shows the time "8:18", signal strength, Wi-Fi, and battery at "72%". Below the status bar is a back arrow icon. The main heading reads "Where is your venue located?". Underneath is a light gray rounded rectangle containing a star icon and the text "Event Venue". Below that is a rounded rectangular input field with a location pin icon and the placeholder text "Enter your venue address". At the bottom of the screen is a large, rounded rectangular button labeled "Continue".

## WHERE IS YOUR VENUE LOCATED?

Enter the full address of your venue so guests know exactly where events will take place. A clear and accurate location helps guests plan travel and arrival details. This should be the venue's physical address, not a residential address.



## STEP 3

8:18    72

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### Add cover photo and venue name

Upload a photo that represents your venue



**Add Cover Photo**  
Tap to upload

**Venue Name**

Enter your venue name

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50 characters remaining

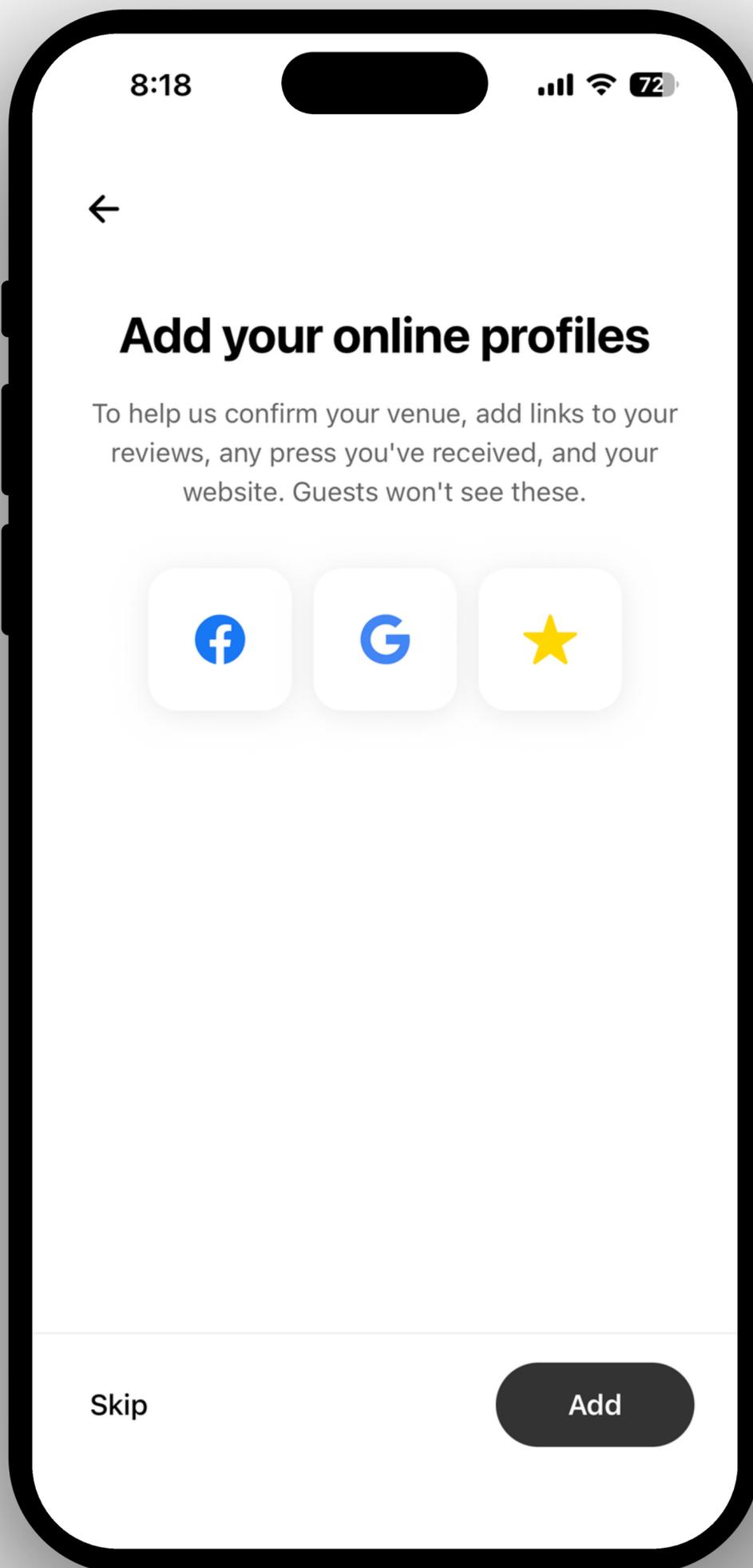
Next

## ADD A COVER PHOTO AND VENUE NAME

Upload a high-quality photo that best represents your venue. This will be the first image guests see, so choose a clear, well-lit photo that shows the space at its best. Then enter your venue name. A strong photo and clear name help your listing stand out and attract more interest.



#### STEP 4



## ADD YOUR ONLINE PROFILES

Add links to your website, reviews, or any press your venue has received. These links help us confirm your venue details and build trust. Guests will not see this information. This step is optional and can be skipped if you prefer to add it later.



STEP 5

8:18   

←

### Let us know a bit more about you

**What's your residential address?**  
Guests won't see this information.

Country / region  
**United States** 

Street address

Apt, suite, unit (if applicable)

City / town

State / territory

ZIP code

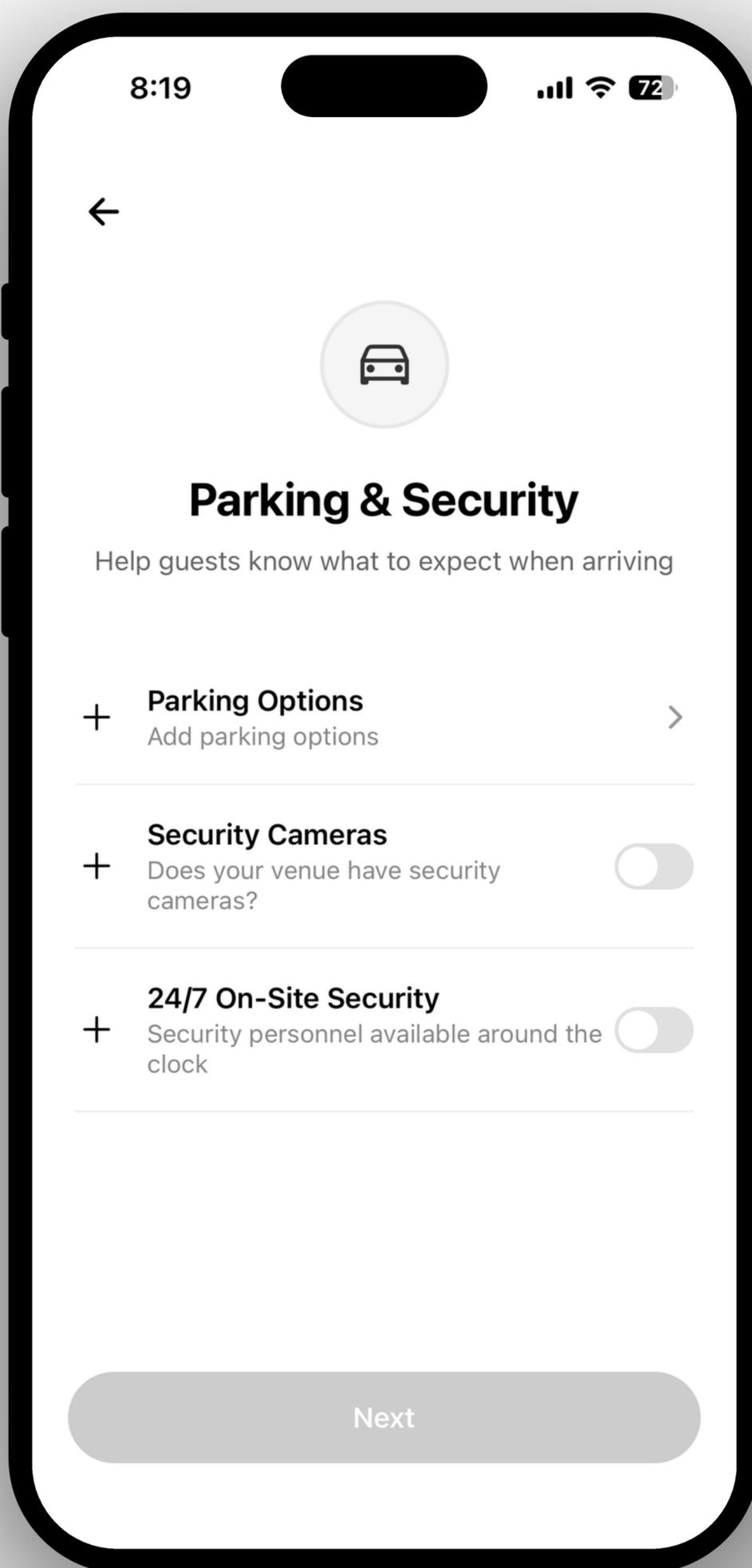
Next

## LET US KNOW A BIT MORE ABOUT YOU

Enter your residential or mailing address for verification purposes. This information is used internally only and will not be visible to guests. Providing accurate details helps us keep the platform secure and reliable.



## STEP 6



## PARKING AND SECURITY

Share what guests can expect when arriving at your venue. Add parking details such as street parking, lots, or valet options. Indicate whether security cameras are present and if on-site security staff is available. Clear information helps guests feel prepared and confident.



## STEP 7

8:19    72

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### Describe your venue

Help guests understand what makes your space special and what they can expect when booking with you.

**Description**

Tell guests about your venue, its atmosphere, unique features...

0/500

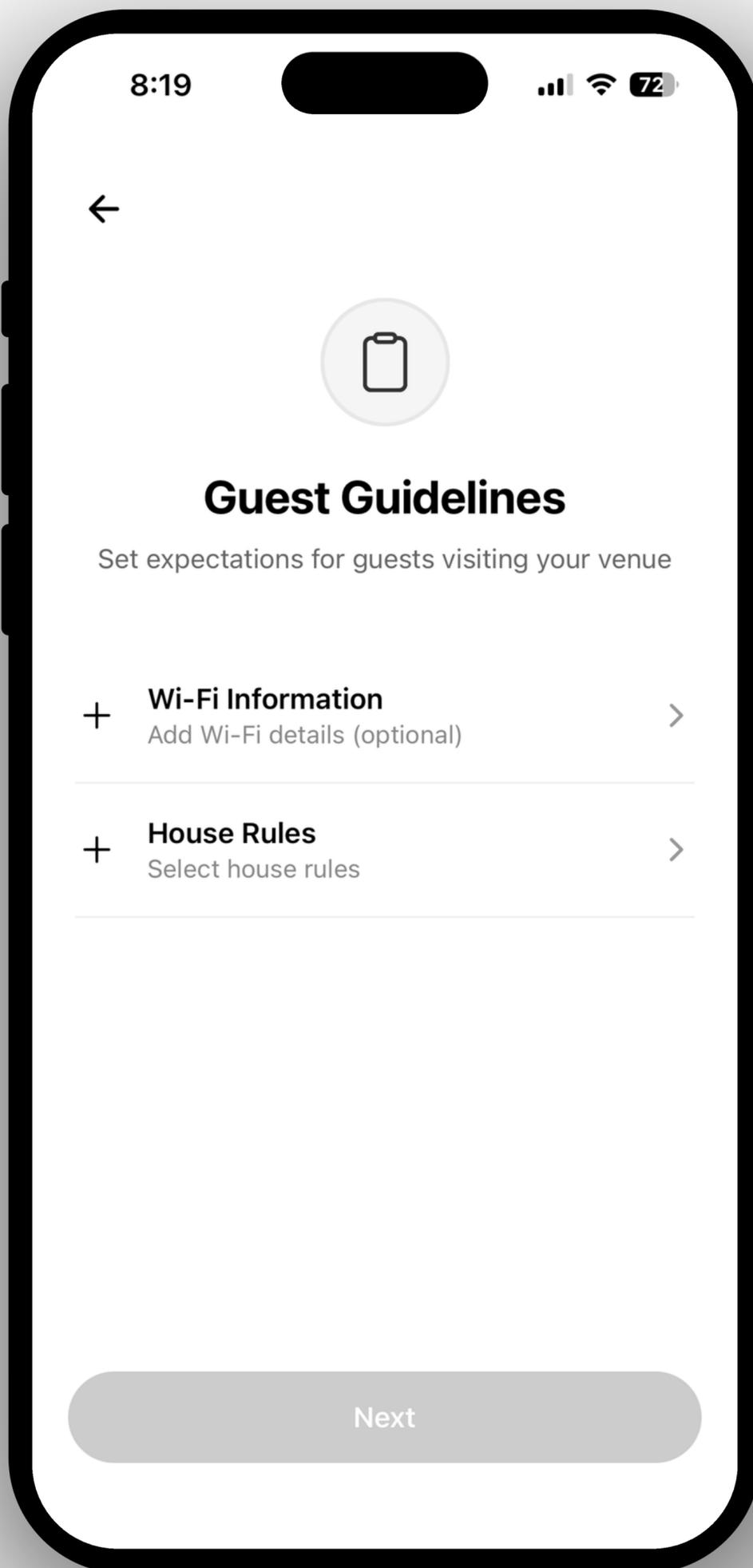
Next

## DESCRIBE YOUR VENUE

Write a short description that explains what makes your space special. Share details about the atmosphere, layout, and types of events your venue is best suited for. This helps guests understand what to expect and decide if your space fits their needs.



## STEP 8

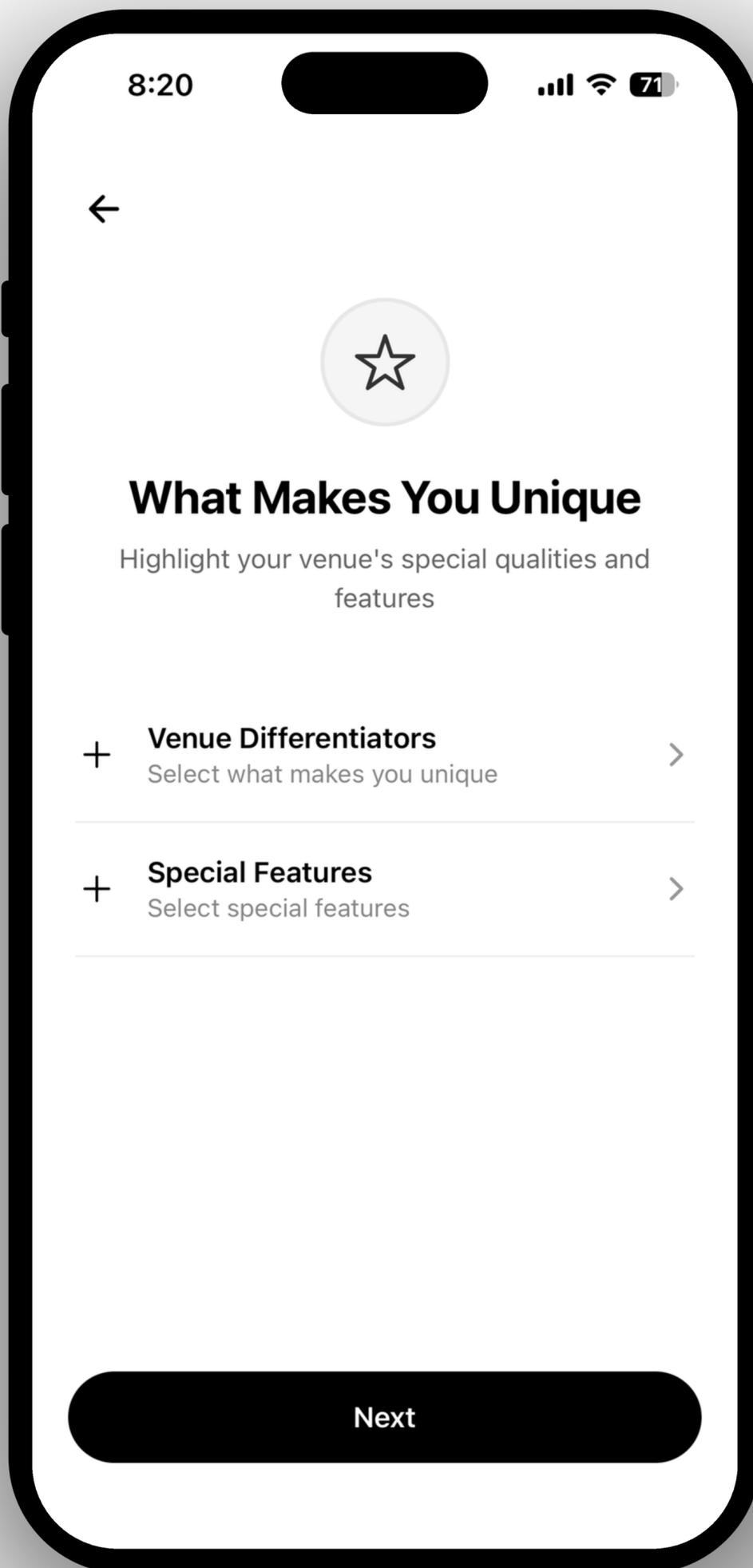


## GUEST GUIDELINES

Set expectations for guests visiting your venue. You can add Wi-Fi details if available and select house rules guests should follow. Clear guidelines help events run smoothly and reduce misunderstandings.



## STEP 9

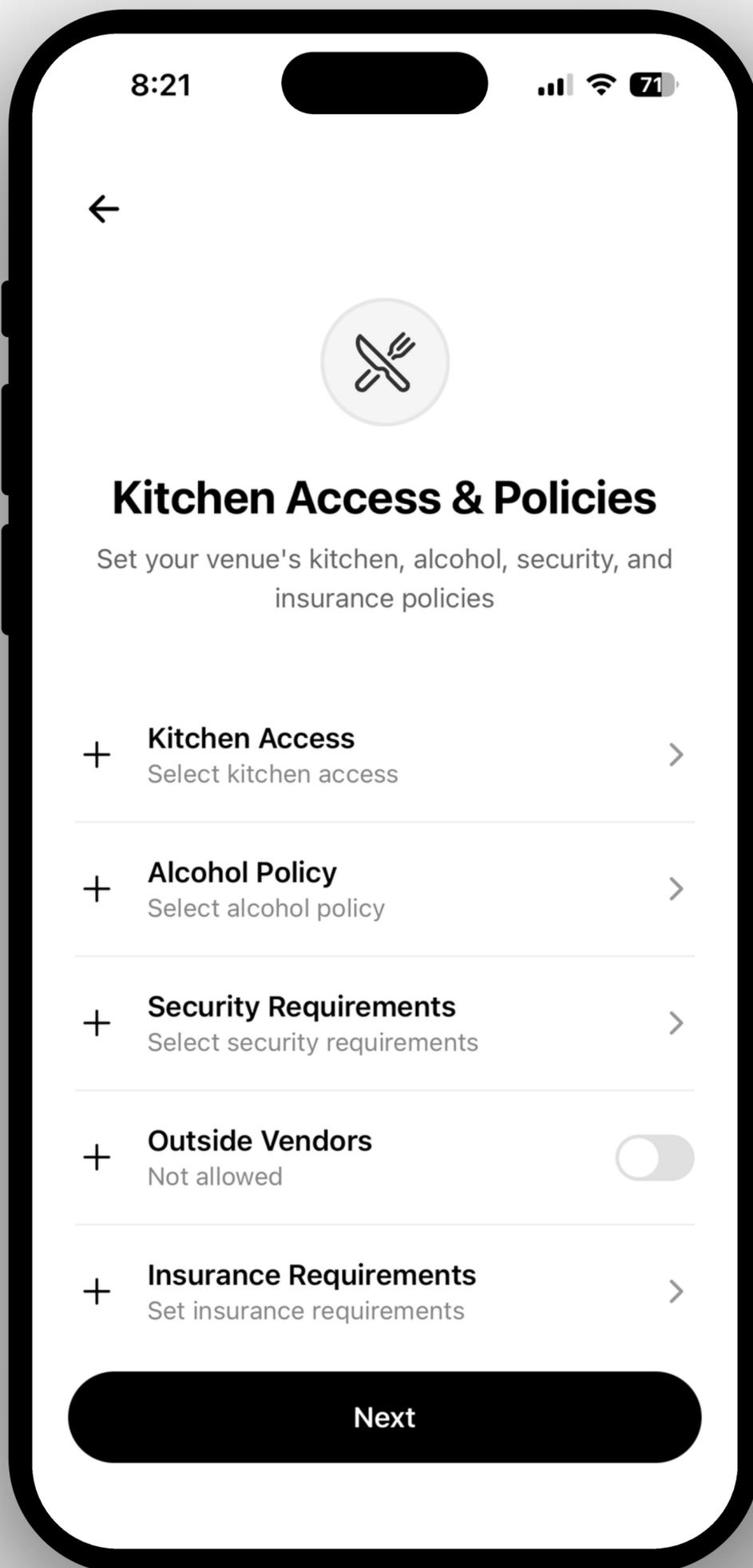


## WHAT MAKES YOU UNIQUE

Highlight what sets your venue apart. Select differentiators and special features that make your space stand out. These details help guests compare venues and choose yours with confidence.



## STEP 10



## KITCHEN ACCESS AND POLICIES

Define your venue's policies around kitchen access, alcohol, security, outside vendors, and insurance requirements. Clear policies protect both you and your guests and help avoid issues during booking and event planning.



## STEP 11

8:21    71





### Provide arrival instructions

Help your guests and their attendees find and enter your space.

**Instructions (Optional)**

Enter directions, parking info, entrance details...

0/1000

 Don't worry, we'll only share this with guests after you have accepted their booking.

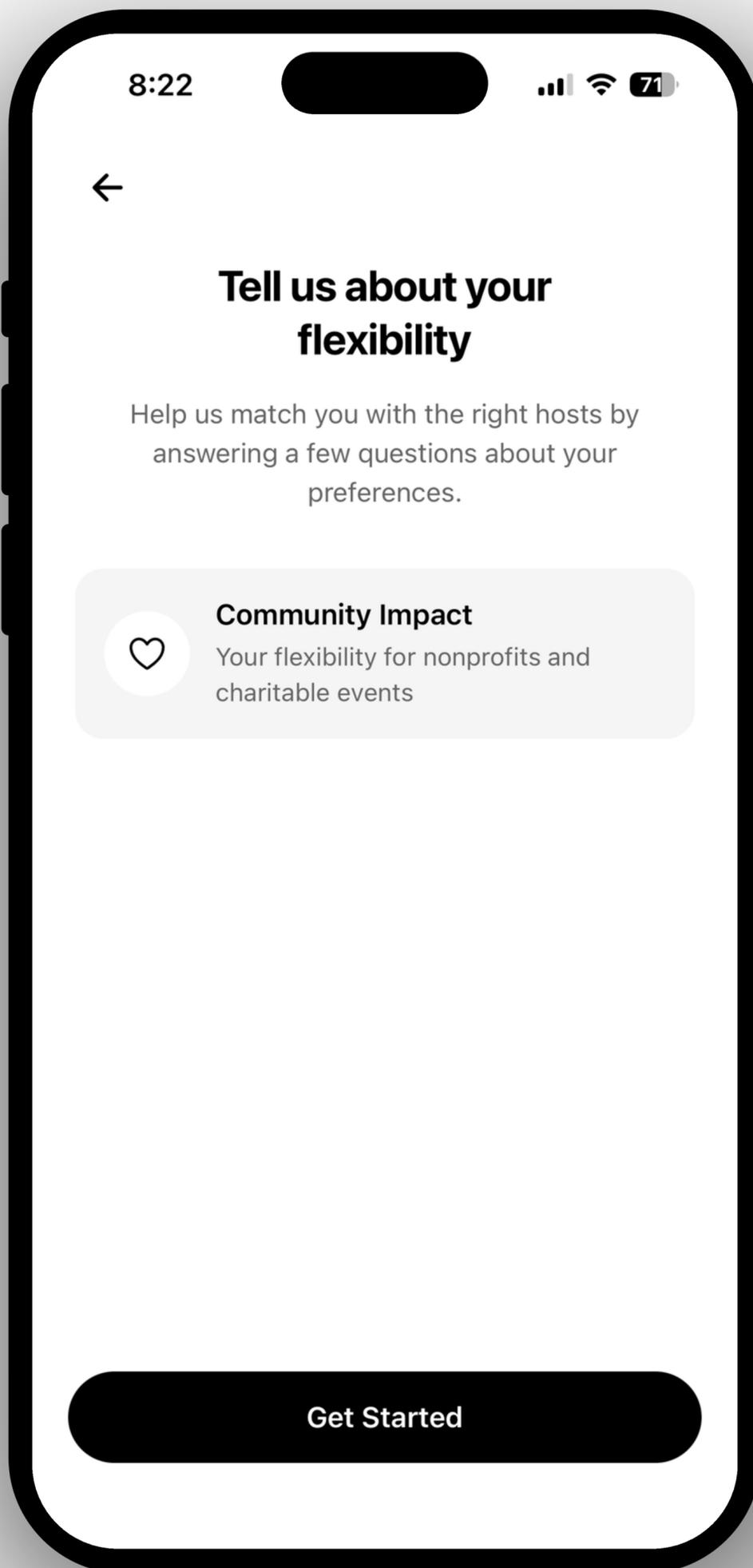
**Next**

## PROVIDE ARRIVAL INSTRUCTIONS

Use this space to help guests and their attendees find and enter your venue with ease. You can include driving directions, parking details, gate or door instructions, and anything guests should know before arriving. These instructions are optional and will only be shared after you accept a booking, so you can be as specific as needed without worrying about public visibility.



## STEP 12



# TELL US ABOUT YOUR FLEXIBILITY

This step helps us match your venue with hosts whose values and needs align with yours. By answering a few questions about your flexibility, you signal what types of events you're open to hosting. This information helps create better matches and more meaningful bookings.



STEP 13

8:22 📶 📶 71

← — ●

♡ Community Impact

## Vendor DNA

Question 1 of 2

I'm willing to reduce my venue rental fee for nonprofits or community events.

What discount would you offer?

0%  30%

## COMMUNITY IMPACT — VENDOR DNA

Here, you can indicate whether you're willing to reduce your venue rental fee for nonprofit or community-based events. If you select yes, you'll be asked to choose a discount percentage. This setting highlights your support for community initiatives and may increase interest from nonprofit organizers.



STEP 14

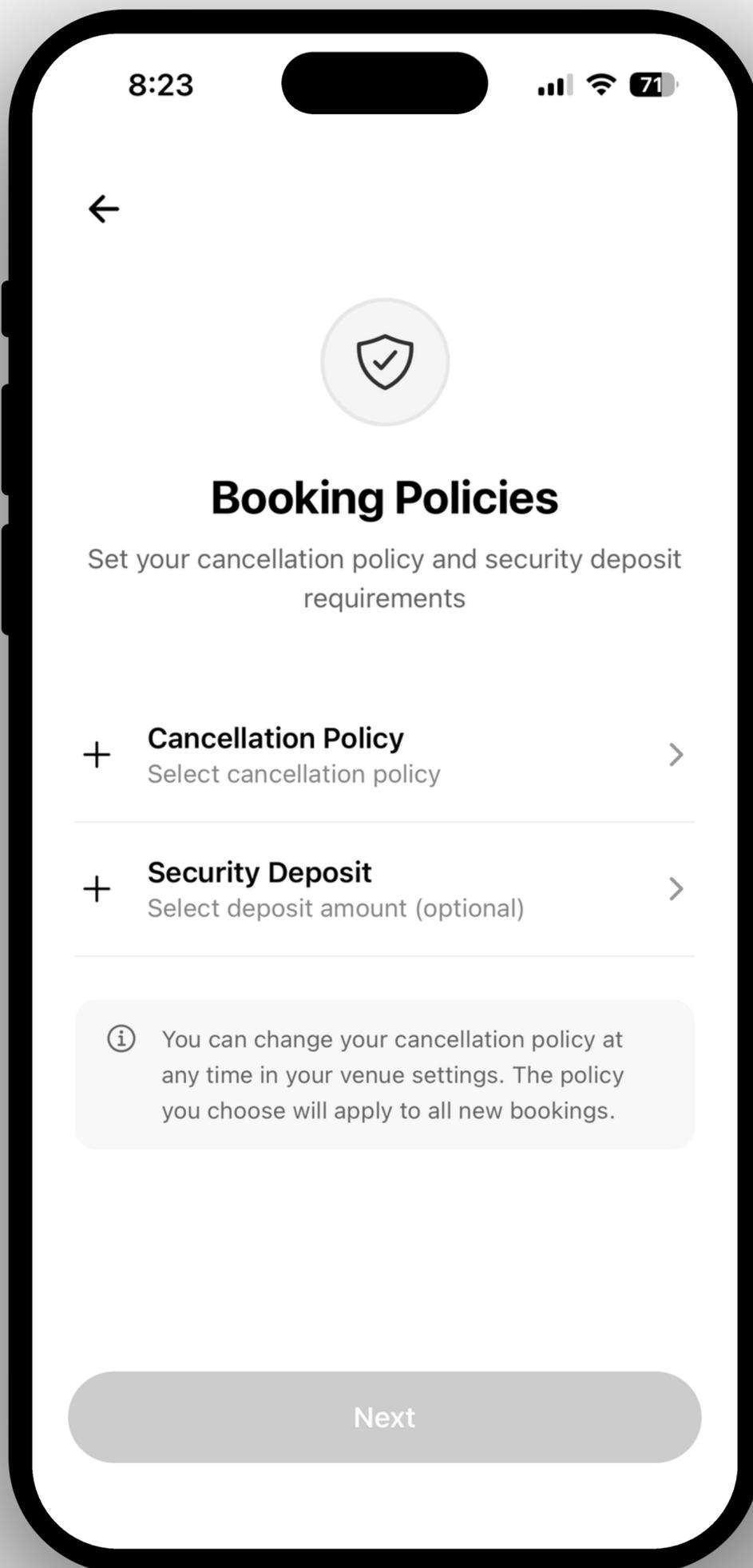
A smartphone mockup displaying a survey question. The status bar at the top shows the time 8:22, signal strength, Wi-Fi, and a 71% battery level. A back arrow and a progress indicator are visible. A tab labeled "Community Impact" is selected. The main heading is "Vendor DNA" with a sub-heading "Question 2 of 2". The question text is "I'm open to providing my venue space for free for community gatherings or special circumstances." Below the question are two buttons: "No" (black) and "Yes" (white with a grey border). At the bottom of the screen is a large black button labeled "Finish".

## COMMUNITY IMPACT — VENDOR DNA

This question asks whether you're open to offering your venue space for free in special circumstances or community gatherings. Your answer helps us understand your level of flexibility and commitment to community impact. This does not lock you into future decisions and can be updated later.



STEP 15

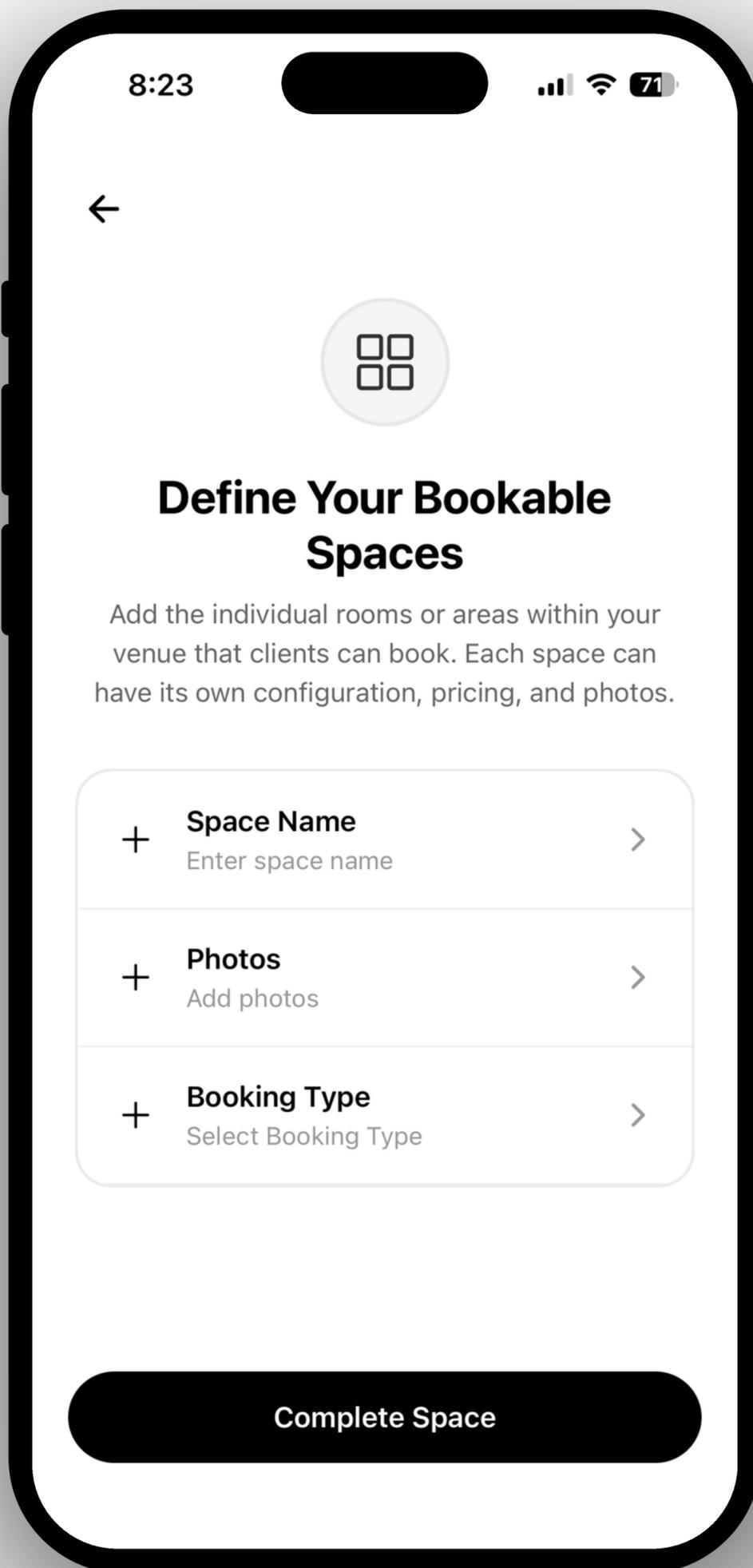


## BOOKING POLICIES

Set clear expectations for how bookings are handled at your venue. Choose a cancellation policy and decide whether a security deposit is required. These policies apply to all future bookings, but you can update them at any time in your venue settings. Clear policies help protect both you and your guests.



## STEP 16

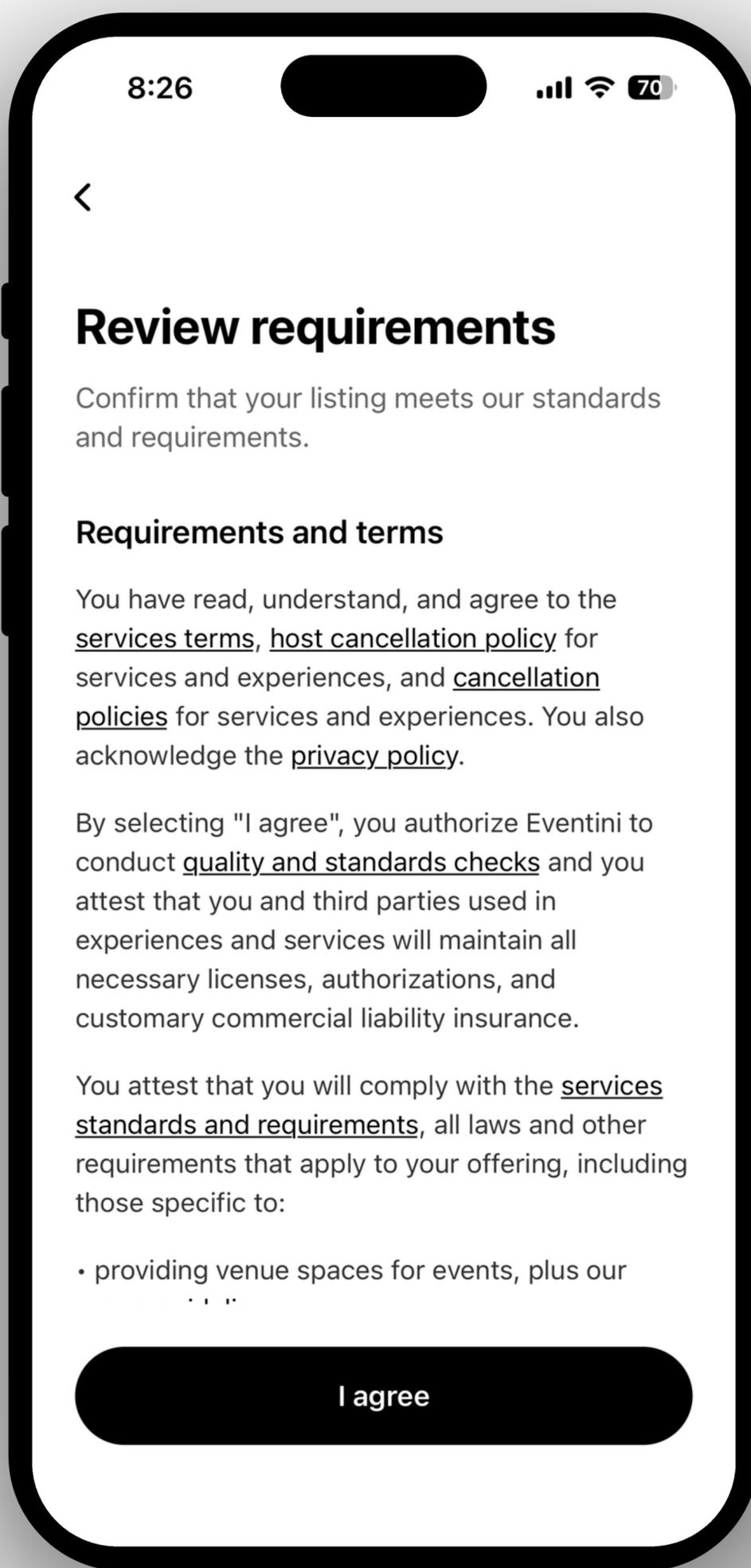


# DEFINE YOUR BOOKABLE SPACES

Use this step to add the individual rooms or areas within your venue that guests can book. Each space can have its own name, photos, booking type, configuration, and pricing. This gives you flexibility to offer different experiences within the same venue and helps guests book exactly what they need.



## STEP 17

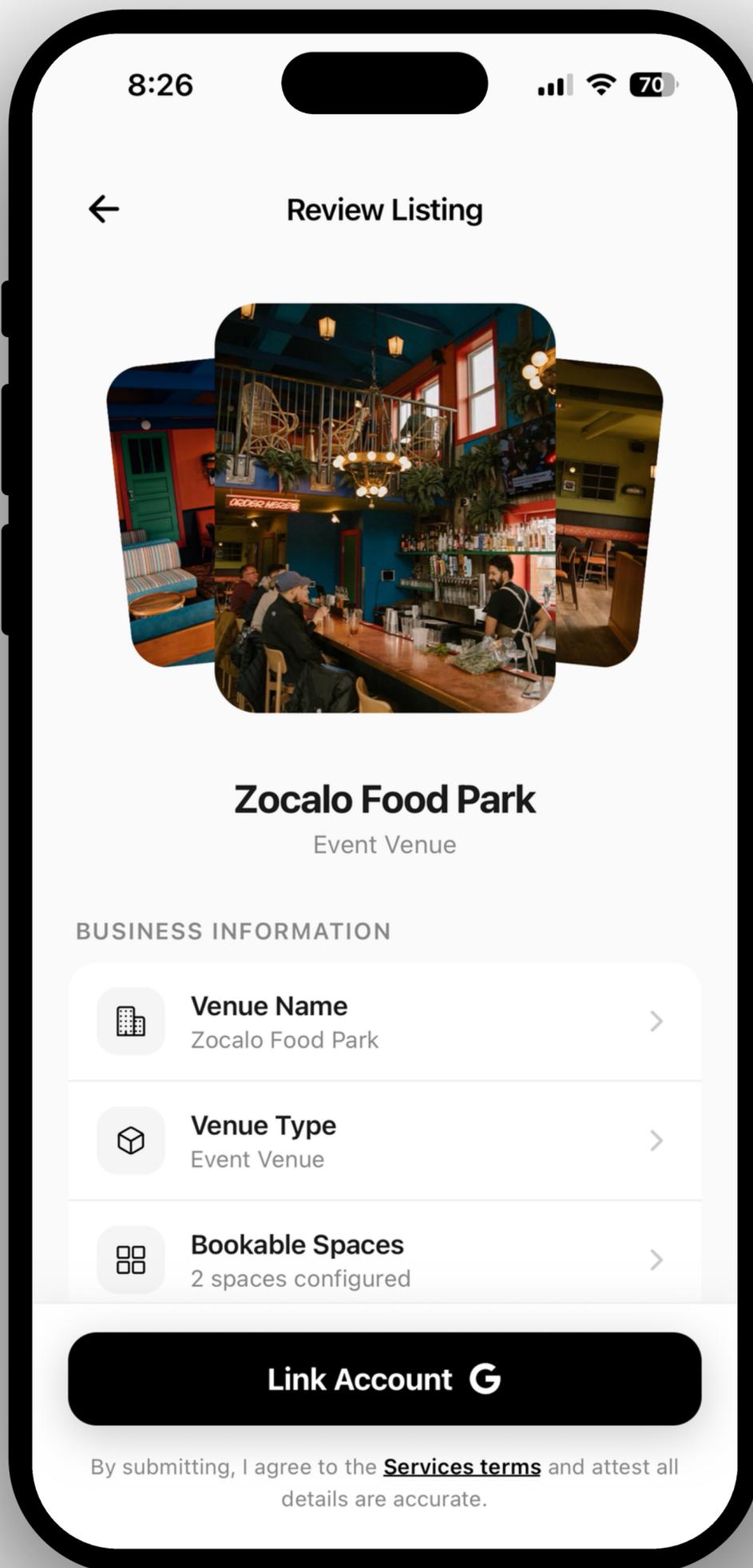


## COMMUNITY IMPACT — WAIVING MINIMUMS

Let us know if you're willing to waive minimum guarantees entirely for worthy causes. This is optional and only applies when you choose to accept these events.



STEP 18

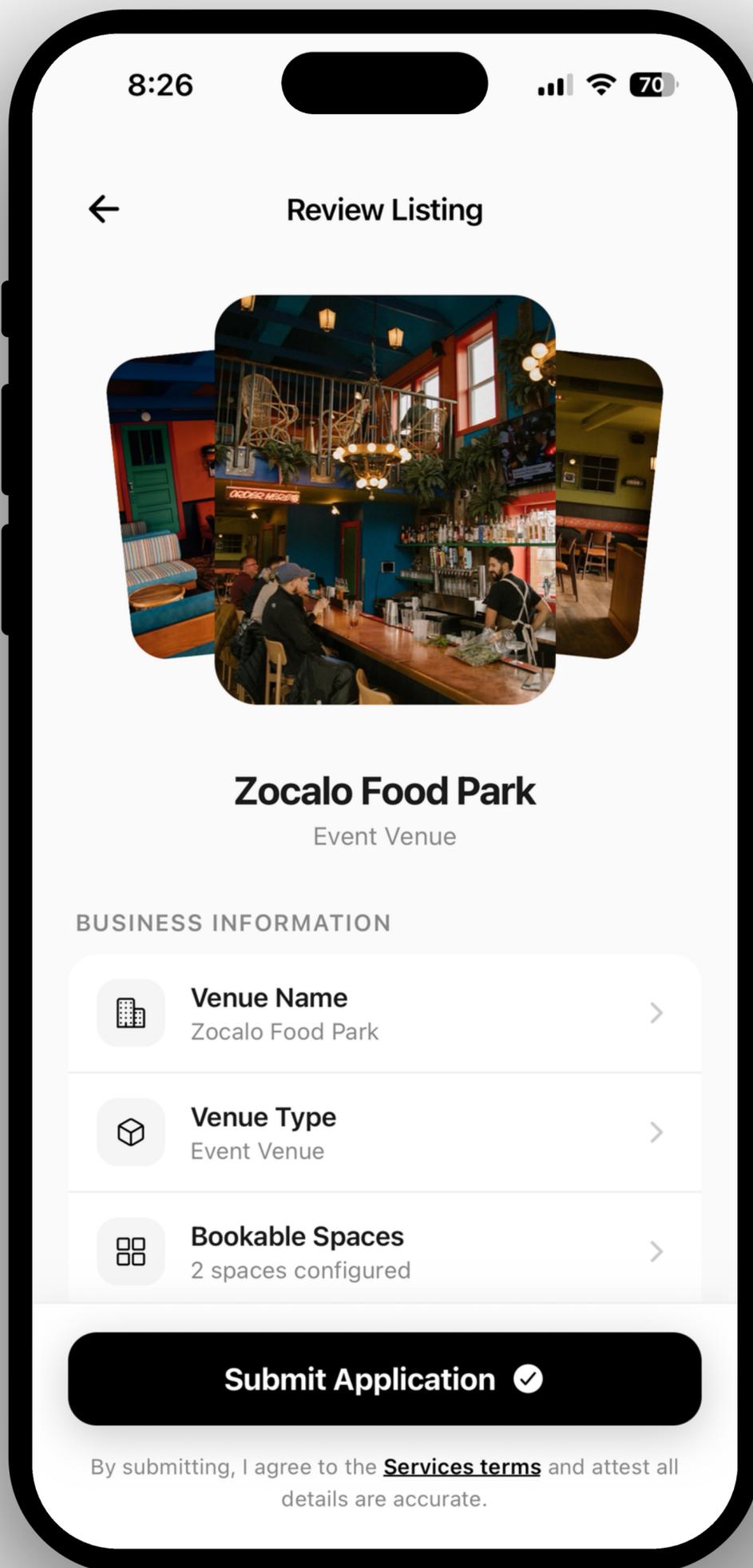


## COMMUNITY IMPACT — DISCOUNTED PRICING

Choose whether you offer discounted menu pricing for nonprofit or community events. If yes, select the percentage discount you'd like to apply. You always have the final say before a discount is applied to a booking.



STEP 19

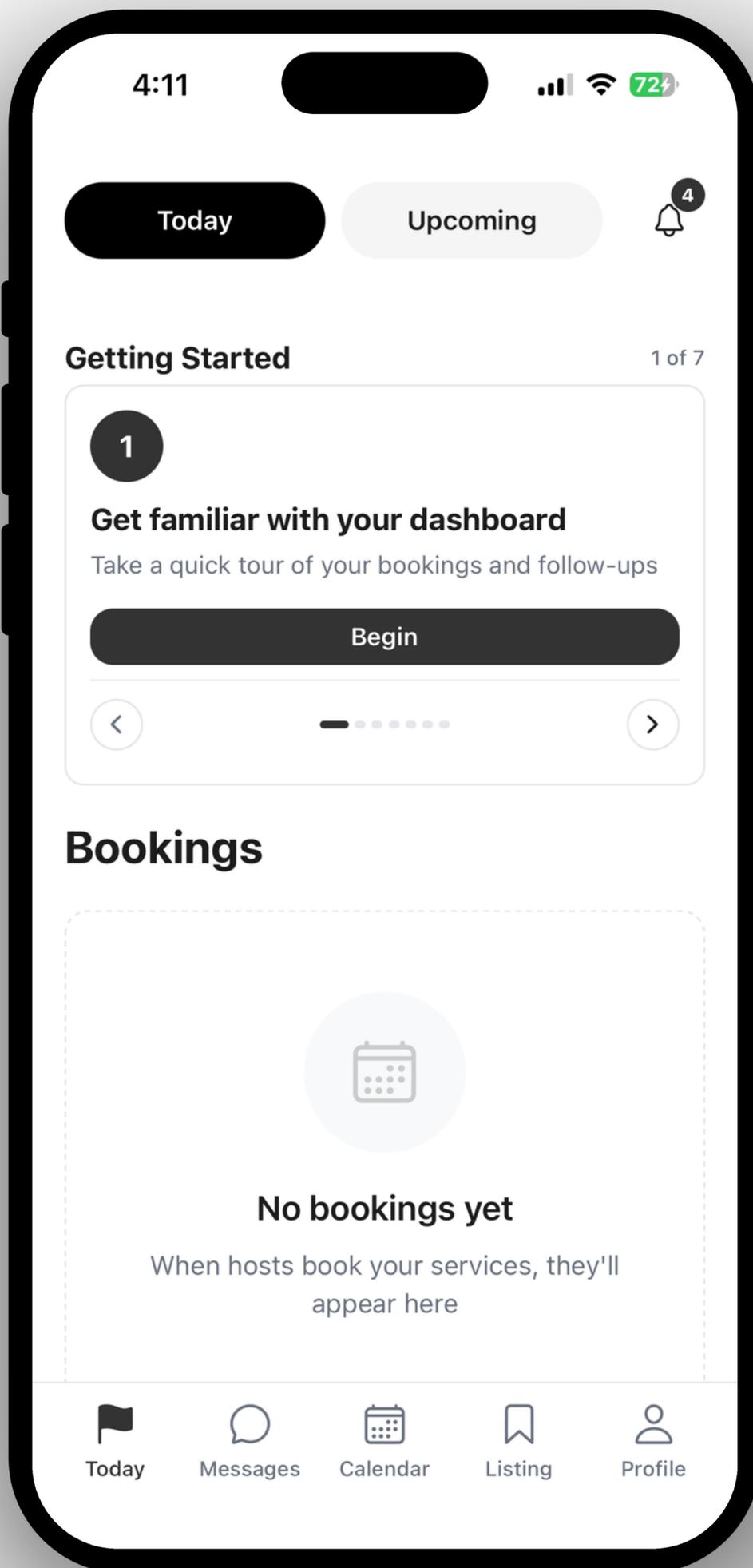


## COMMUNITY IMPACT – PRO BONO SERVICES

Indicate whether you occasionally provide pro bono services for special causes. This helps hosts understand your flexibility but does not obligate you to accept requests—final approval is always yours.



## STEP 1 - DASH



## GETTING STARTED

Tap Begin to start a short tutorial that walks you through bookings, messages, and follow-ups.