

Lodgify Smart Locks Fee

The Smart Locks Fee is USD 7 (excl. taxes) or EUR/GBP 6 per subscribed device per month. This fee only applies to devices added to Lodgify as subscribed devices. Find all the information related to this fee below.

Content:

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1. How to check the number of devices subject to the Smart Locks Fee?

The USD 7 (excl. taxes) Smart Locks Fee applies only to devices that are subscribed on Lodgify. To find the number of subscribed devices, go to the Billing section of your account and check the number of "Subscribed Devices" in the Smart Locks section for your subscription, as shown below.

The screenshot shows the Lodgify Billing interface. At the top, there is a navigation bar with the Lodgify logo and 'Billing' text. Below this, there are two tabs: 'Billing Address' and 'Billing History'. The main content area is titled 'Billing' and contains several sections:

- Starter - Monthly** (Active): This section shows subscription details for 'www.mywebiste-lodgify.com'. It includes a table with the following data:

Next Billing	Booking fee	Smart pricing	N° of Rentals	Paid apps
29 Oct 2022	+1.9%	+1.9%	2 / 4	White label webiste

 There is also an 'Upgrade' button.
- Smart Locks** (Paid): This section shows details for 'Lorem ipsum'. It includes a table with the following data:

Next Billing	Billing period	Subscribed devices	Assigned devices
DD Mon YYYY	Monthly	8	7 / 8
- Damage protection**: This section provides information about the damage protection service, including contact details for Safely.
- Fees**: This section lists the booking fee as '+1.9%'.

Note: The Smart Locks Fee is based on the number of devices you have subscribed to in your Lodgify account, not on the number of devices actively in use. For example, if you've subscribed to 8 devices but are actively using only 7, you'll still be charged for all 8 subscribed devices. To

avoid unnecessary charges, ensure that your subscription accurately reflects the number of devices you intend to use.

2. How is the Smart Locks Fee billed?

The Smart Locks Fee is billed monthly and charged immediately, using the primary payment method saved on your Billing page.

Please keep in mind that this is a Lodgify fee for the Smart Lock connection feature and is separate from any additional fees charged by your Smart Lock provider.

If you want to dispute an amount, you can do so during 14 days after receiving the invoice, by contacting our Support team at help@lodgify.com.

3. What happens if I add a device?

You can add subscribed devices directly from your Billing page.

If you add a new device, the amount to pay at the moment of the upgrade will be prorated.

Example:

You had 3 devices connected for \$21/month on November 1st. On November 15th, you are adding 2 more devices.

- The extra 2 devices cost \$14 for 30 days.
- Since you added them halfway through the month (with 15 days left), the cost for the remaining 15 days is prorated to \$7 ($14/30 \times 15$).
- Therefore, you will be charged \$7 on November 15th for the additional devices.

Starting December 1st, you will pay the regular monthly charge of \$35 for all 5 devices.

4. What happens if I remove a device?

You can remove subscribed devices directly from your Billing page, but make sure to also unassign devices so that the number of subscribed devices matches the number of assigned devices. If you remove a smart lock, the amount on your next invoice will be prorated.

Example:

You had 4 devices connected for \$28/month on November 1st, and on November 15th, you decide to remove 1 device, bringing the total to \$21/month.

How the billing works:

1. For the first 15 days of November (1st to 15th):

- You've already paid \$28 for the full month.
- The cost for the first 15 days (based on the original \$28/month rate) is:
 $28/30 \times 15 = 14$.

So, your first 15 days cost you **\$14**.

2. For the remaining 15 days of November (15th to 30th):

- The new plan costs \$21 for the full month.
- The prorated cost for the second half of the month (based on the original \$21/month rate) is:

$$21/30 \times 15 = 10.5.$$

So, the second half of the month cost you **\$10.5**.

3. What you'll pay on November 15th:

- Since you've already paid \$28 for the month, with \$14 covering the first 15 days and \$10.5 covering the second half, you will retain a \$3.5 credit.
- On November 15th, you will not pay anything additional.
- On December 1st, you will pay the new monthly fee of \$21, minus the \$3.5 credit, resulting in a payment of \$17.5.

On January 1st, you will pay the regular monthly charge of **\$21**.