



STAYJP 2025

# Termination Guide

## Ending Your Contract

Cancellation types, closure procedures, handover—  
how to exit your management agreement.

TERMINATION TYPES & OTA POLICIES

# Exit Options & Platform Policies

Three cancellation types—terms vary

## Standard Cancellation

**Terms:** 3 months written notice

**Penalty:** None

**Use:** Most common. Finish remaining bookings, then part ways.

## Early Cancellation

**Terms:** Immediate

**Penalty:** 50% of remaining contract months' commission

**Use:** Exiting within the first year.

## Breach Termination

**Terms:** Immediate

**Penalty:** Responsible party pays

**Use:** One party violates terms or defaults.

## Early Exit Example

- ✓ Exit month 1: Pay 50% of remaining 11 months
- ✓ Exit month 2: Pay 50% of remaining 10 months
- ✓ Exit after 1 year: Standard 3-month notice applies

## Cancellation Policies by Platform

### Platform Cancellation Rules

Policy	Airbnb	Booking.com
<b>Flexible</b>	Full refund 24h before	Cancel anytime
<b>Moderate</b>	Full refund 5 days before	Full refund 5 days before
<b>Strict</b>	50% refund 30 days before	Refund 30 days before
<b>Super Strict</b>	50% refund 60 days before	—

- ※ Policies may change. Review when terminating.
- ※ Notify guests of any cancellations per OTA terms.

### Things to Consider

- ✓ Manage remaining guest bookings carefully
- ✓ Plan insurance and fee cancellations
- ✓ Schedule final cleaning & property inspection
- ✓ Ensure all documents & data are settled

CLOSURE PROCESS

# Shutdown Procedure

Notification to final settlement—roughly 4 months total

1

## Give Notice

- Written notice (3mo. ahead)
- List remaining bookings
- State reason
- Confirm timeline
- Discuss details

2

## Manage Bookings

- Block new reservations
- Complete or relocate guests
- Communicate changes
- Handle refunds
- Offer alternatives

3

## File Closure

- Submit notice
- Remove from OTAs
- Notify authorities
- Cancel insurance
- Transfer ownership rights

4

## Handover

- Transfer data
- Return keys & access
- Final settlement
- Settle operations manual
- Final inspection

## Detailed Shutdown Timeline

Phase	Timing	Actions	Notes
Notification	D-90	Provide written notice, confirm date	Written required (email OK)
Bookings	D-90~D-30	Block new, complete/relocate guests	Notify all guests
Paperwork	D-30~D-7	File closure, remove listings, notify	Can use agent
Handover	D-7~D+0	Transfer data/keys, inspect site	Both parties present
Final Settlement	D+30	Return deposits, settle accounts	Bank transfer
Archive	D+1yr	Retain records & receipts	Legal requirement

## HANDOVER &amp; SETTLEMENT

# Property Return & Money Settlement

Final steps when contract ends

## Property Return Checklist

#	Item	Verify
1	All keys returned (master + spares)	<input type="checkbox"/>
2	Equipment in original condition	<input type="checkbox"/>
3	Consumables & supplies documented	<input type="checkbox"/>
4	Removed from StayJP OTA	<input type="checkbox"/>
5	Guest data transferred (privacy law)	<input type="checkbox"/>
6	Operations manuals turned over	<input type="checkbox"/>
7	Inventory verified	<input type="checkbox"/>
8	Final site inspection (both present)	<input type="checkbox"/>
9	Settlement docs signed	<input type="checkbox"/>

## Money Settlement Basis

Item	Treatment
<b>Settlement Date</b>	Within 30 days of contract end
<b>Items to Settle</b>	Outstanding fees, restoration costs, damages
<b>Deductible Items</b>	Unpaid cleaning, OTA fees, expenses
<b>Payment Method</b>	Bank transfer within 30 days
<b>Disputes</b>	Mediation first, litigation if needed

### ※ Dispute Resolution

- Fee disputes: Mediation priority
- Restoration scope: Per contract terms
- Escalation: Court as last resort
- Deposits: Must be returned within 30 days (legal requirement)