

Customer Support Policy

For Jenya Property Trading Ltd., Aberdeen, Scotland, UK

Last updated: [March 2026]

1. Scope Of This Policy

This Customer Support Policy applies to all guests, property owners, and clients who make payments for **short-term rental stays, property management services, or related fees** through our website using **Stripe** as our payment processor.

2. How To Contact Us

We are committed to providing responsive, professional support related to bookings, stays, payments, and managed properties.

Customer Support Contact Options:

If you have any questions or concerns regarding this Privacy Policy or your personal data, please contact us at:

- **Email:** michael@jenyaproperties.com
- **Phone:** +44 (0) 7870 635479
- **Contact form:** <https://jenyaproperties.co.uk/contact-us>

Support requests are monitored during regular business hours. Emergency property issues are handled according to the instructions provided at check-in or within your management agreement.

3. Response Time Commitments

We aim to respond within the following timeframes:

- **General inquiries:** within 1 business day
- **Booking or stay-related questions:** within 1 business day
- **Payment, billing, or Stripe transaction issues:** within 1 business day
- **Urgent stay-impacting issues (during an active reservation):** prioritized upon receipt

Response times may vary during peak travel seasons or holidays.

4. Payments Processed via Stripe

All online payments are securely processed using **Stripe**.

Payments may include, but are not limited to:

- Rental charges
- Cleaning fees
- Management fees
- Additional guest services
- Damage claims or post-stay adjustments (where permitted by agreement)

Stripe may appear on your bank or card statement in connection with these charges.

5. Refunds, Cancellations, and Adjustments

Refund eligibility depends on:

- The applicable **cancellation policy** for the reservation or service
- The timing of the request
- The nature of the charge (rent, fees, damages, services rendered)

Refunds, when approved, are issued back to the original payment method via Stripe. Processing times may vary depending on your bank or card issuer.

Please refer to our **Refund & Cancellation Policy** for full details.

6. Damage Claims & Post-Stay Charges

In some cases, charges may be applied after a stay for:

- Verified property damage
- Missing items
- Excessive cleaning beyond standard turnover

When applicable, we will provide documentation or explanation upon request. These charges are processed through Stripe in accordance with applicable agreements and platform rules.

7. Disputes & Chargebacks

If you believe a charge was made in error, we strongly encourage you to **contact us first** so we can resolve the issue quickly.

If a dispute or chargeback is initiated through your bank or card issuer:

- We may submit supporting documentation to Stripe as part of the dispute process
- Stripe and the card network will make the final determination

Initiating a chargeback without first contacting us may delay resolution.

8. Property Ownership & Third-Party Management

For managed properties:

- We act as a **property manager or agent** for property owners
 - Some requests (refund exceptions, special accommodations) may require owner approval
 - Response times may vary when owner authorization is required
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9. Escalation Process

If your issue is not resolved to your satisfaction:

1. Reply to the original support message
2. Include **“Support Escalation Request”** in the subject line
3. Provide any relevant reservation or transaction details

Escalated requests are reviewed by management.

10. Professional Conduct

We treat all guests and clients with respect and professionalism. We expect the same in return. Abusive, threatening, or harassing communication may result in limited support access or termination of service where permitted by law.

11. Policy Updates

This policy may be updated periodically to reflect operational, legal, or payment-processing changes. The latest version will always be available on our website.
