



InsureStays FAQ for iTrip Property Managers

***Disclaimer:** This FAQ is not intended to replace the detailed iTrip Program Description. This FAQ is not an insurance contract nor an endorsement or amendment to any contract of insurance.*

Is the liability protection a General Liability policy?

The iTrip program is not a General Liability policy, nor is it intended to replace General Liability Insurance for the property manager. The liability section responds to owner-host liabilities arising from rental activities including 3rd party bodily injury, neighboring property, and tenant property within neighboring property.

Are non-occupied days covered?

The iTrip program responds to occurrences during an occupancy period for which there is a signed lease agreement between the guest and the iTrip property manager. It is not a "year round" policy and is not intended to replace the homeowners insurance or commercial coverage obtained by the owner; so, non-occupied days are not covered. Likewise, occupancies for which there is no lease agreement / paid booking between the iTrip property manager and the owner are also excluded.

Are damages by iTrip/iTrip-property-manager-procured contractors, maintenance crew, inspectors, or cleaners covered?

Damages caused by the iTrip property manager and its contracted providers are excluded. Accidental guest-caused damage to real property and owner incurred liabilities arising out of a covered occupancy are covered.

What is the deductible for the iTrip Liability program?

The deductible is \$3,000 for the real property section, \$10,000 for the owner-liability section, and \$500 for the Bed Bug section.

What are the limits of protection?

The limits are as follows:

- \$100,000 (one hundred thousand) for real property
- \$1,000,000 (one million) for the homeowner liability
- Up to \$15,000 for *Bed Bug Infestation (\$5,000 for 1 bedroom unit, \$10,000 for 2 bedroom unit, \$15,000 for 3 + bedroom unit). *Limit 1 Bed Bug claim per unit per year)





What is the cost of the program to the iTrip property manager?

The program cost to the iTrip property manager is \$1.95 per night.

How can participating iTrip property managers recoup their program costs?

The iTrip property manager may embed the cost into the booking charge, incorporate into other fees or pass the cost along to the guest in the form of damage and administration charges.

How do I communicate the value of the program to the homeowners?

iTrip property managers must use the RentalGuardian-InsureStays-approved information pieces. See www.rentalguardian.com/itripsupport

Am I selling insurance when I offer the iTrip program?

No, the iTrip property manager is a program participant providing access to program benefits to its contracted owners. Unless insurance-licensed, iTrip program participants are not licensed agents and are not qualified to represent insurance products.

Do I have to mandate the coverage?

Yes, the participating iTrip property manager must include the program with every booking for all properties within the participating property manager's inventory.

Can I exclude my OTA or Third-Party bookings such as VRBO/Airbnb/HomeAway from the iTrip Liability program?

No, the iTrip Liability program must be applied to all bookings for program eligibility.

Are there any states ineligible for coverage?

As of November 2019, there are no states ineligible for participation.

Can I bind coverage by phone?

No. Only applicants who have completed and submitted the program application and obtained written approval from the program underwriter / its designee are eligible for coverage. Coverage effective date is the date listed in the notification of coverage.

How do I get started?

Just go to <https://www.rentalguardian.com/itrip> to get started.

How do I initiate a claim filling?

Email your notification of claim to stayclaims@insurestays.com or call RentalGuardian Support at 888-885-5550 x 1000.

