

Terms of participation

Version: regular-v2 · locadostays.com/en/regular/terms/

Version regular-v2 · as of 27 October 2026 · valid from 27 October 2026

1 Provider and scope

(1) LOCADO Regular is the guest programme with no membership fee of Gierschmann – Kochems GbR, Mühlenweg 21 A, 53619 Rheinbreitbach, Germany, trading under the brand “LOCADO” (hereinafter “LOCADO”). LOCADO can be reached by email at info@locadostays.com and by phone and WhatsApp on +49 155 10603648.

(2) These terms govern membership and the programme benefits. Bookings are governed by LOCADO’s terms and conditions and cancellation policy; in the event of a conflict, these take precedence for the booking concerned.

(3) The programme applies only to direct bookings with LOCADO. Bookings via booking platforms such as Airbnb or Booking.com are governed by the platform’s terms; this programme provides no benefits for them.

2 Participation

(1) Any natural person aged 18 or over can take part. There is no membership fee, and membership is not tied to any minimum number of bookings.

(2) Each person may have only one member account. The account is personal and not transferable. Members sign up with a personal email address that only they use.

(3) Companies cannot become members; the separate offer “LOCADO for companies” applies to them. If a company books a member’s stay, section 5(5) applies.

(4) Members sign up on the website, also as part of a booking. Signing up is optional; booking is possible without membership. There is no entitlement to be admitted; LOCADO may decline a sign-up in particular while a block under section 8(5) applies.

(5) Signing up on the website: at locadostays.com/en/regular/ the person enters their email address, first name and last name, accepts these terms of participation, confirms that they are at least 18 years old and submits the form. Until they submit it, they can correct all entries in the fields. By submitting the form, they offer to enter into a contract with LOCADO for their participation. LOCADO then sends them an email with a confirmation link and a code. If they confirm their email address within 48 hours using the link or the code, LOCADO accepts the offer: membership starts on confirmation. LOCADO shows this straight away and sends a confirmation by email with these terms of participation attached as a PDF. If the address is not confirmed in time, no contract is concluded and LOCADO deletes the details.

(6) Signing up when booking: anyone who books on the website without being signed in to an account can join LOCADO Regular by ticking a separate box that is not pre-ticked. The box is optional; the booking does not depend on it. When they submit the booking, they then also offer to participate, using the details they gave about themselves in the booking (email address, first and last name). LOCADO only sends the email under paragraph 5 once the booking has been concluded and paid; if the booking is not concluded, the sign-up lapses and LOCADO sends no email. The version of these terms shown when the box was ticked applies.

(7) If the email address already belongs to a member, no further contract is concluded; instead, LOCADO sends a link to sign in to the account.

(8) LOCADO stores the contract text: these terms in the version accepted, and when and how the person signed up. Before signing up, the terms can be viewed on the website and saved as a PDF; after confirmation, they are sent by email as a PDF. LOCADO will send earlier versions on request.

3 Member account and signing in

(1) Members sign in to their “My LOCADO” account without a password, using a link or a six-digit code that LOCADO sends to the email address on file on request. The link and code are valid for a short time and work once. Members protect access to their mailbox against third parties and do not pass on links or codes, because anyone with access to the mailbox can sign in to the account. If they suspect misuse, members contact LOCADO; they can also sign out on all devices in their account. LOCADO may limit sign-in attempts and end sessions where this is necessary to protect the account.

(2) Members can save details in their account (for example name, address, phone number and billing details), which are filled in for future bookings on the website when they are signed in. The details must be accurate and kept up to date. Members cannot currently change their email address themselves: to use a different address, they end their membership (section 8) and sign up again with the new address; on request, LOCADO links earlier direct stays to the new account if the requirements of section 4 are met.

(3) In their account, members see their direct stays, their level and their progress. For their own bookings made on the website, they can also change details there that do not affect the price – such as the expected arrival time, a bed preference or a message to LOCADO – and, if they made the booking themselves, declare a cancellation. The account shows which details can be changed and until when. A cancellation is governed by the cancellation policy; what counts is the time at which the declaration reaches LOCADO.

4 Levels and benefits

(1) The programme has two levels. At both levels, members receive the “My LOCADO” account with an overview of their direct stays, their level and their progress, and saved details for bookings on the website (section 3). They can also request, subject to availability, an earlier check-in or a later check-out (section 6) at these times:

Level	Early check-in	Late check-out	Requirement
Member	from 2 pm	until 12 noon	from the start of membership

Level	Early check-in	Late check-out	Requirement
Regular	from 1 pm or 2 pm	until 12 noon or 1 pm	at least two counted stays, or one counted stay of at least 14 nights, within 24 months (paragraph 6)

The regular times are check-in from 3 pm and check-out by 11 am, unless the booking states other times.

(2) Only completed stays from direct bookings with LOCADO count towards a level. A stay counts (“counted stay”) if all of the following requirements are met:

1. The member booked directly with LOCADO: on the website locadostays.com or directly with LOCADO, for example by email, phone, WhatsApp or offer. Bookings via booking platforms such as Airbnb or Booking.com do not count, not even on proof.
2. Arrival is on or after the programme start on 28.10.2026. This also applies to stays before the member signed up.
3. Departure was at least two days ago.
4. The member stayed themselves and is named in the booking as the travelling guest.
5. The stay took place and has been paid in full: it was not cancelled, the member arrived, the payment was not charged back and LOCADO did not refund the accommodation price. While a bank is reviewing a chargeback, the stay does not count. If, for a direct booking not paid on the website, no payment has been recorded after departure, the stay only counts once LOCADO confirms receipt of payment.
6. The stay is linked to the account (paragraph 4) and has not been excluded (section 8(4)).

(3) Each booking is one stay, even if its dates change. Bookings that overlap or directly follow each other count together as one stay – for example an extension, or two apartments for the same period. A stay’s nights are the calendar nights between arrival and departure; for combined bookings, each night counts once. A booking counts for one person only: the travelling guest named in the booking.

(4) LOCADO links a stay to the account

1. if the member is signed in to their account when booking on the website and states that they are staying themselves,

2. automatically, if the email address and last name of the travelling guest in the booking match the account and the match is unambiguous, or
3. following a report by the member under paragraph 5, or by the LOCADO team after a review.

LOCADO does not link automatically via shared addresses (for example info@ or travel@) or via email addresses under which there are bookings for different people, but only after a review. Members can switch off automatic linking under point 2 in their account at any time; LOCADO then only links stays under points 1 and 3.

(5) If a direct stay is missing from the account, the member reports it to LOCADO by email or WhatsApp within three months of departure, ideally with the booking reference and dates. LOCADO reviews the report and links the stay if the requirements of paragraph 2 are met.

(6) When membership starts, the member's level is "Member". A member reaches the "Regular" level on departure from a counted stay if, in the 24 months up to that departure, they had

1. at least two counted stays, or
2. at least one counted stay of at least 14 nights.

The level appears in the account once the stay counts (paragraph 2 point 3).

(7) The "Regular" level applies for 24 months from the day it is reached and is extended by each further counted stay whose departure falls within this period, until 24 months after that departure. After that, the "Member" level applies again; the "Regular" level can be reached again under paragraph 6. The progress shown in the account is for information.

Example: the first counted departure, after five nights, is on 10 March; the second, also after five nights, is on 5 January of the following year. From 5 January the member is a Regular, initially until 5 January two years later. If they depart again within this period, the level is extended until 24 months after that departure.

(8) If it later turns out that a stay does not count (for example because of a no-show, a chargeback or under section 8(4)), LOCADO recalculates the level without that stay. The level may go down as a result; LOCADO informs the member by email. Times already confirmed (section 6(4)) remain binding. LOCADO calculates the level automatically according to these rules; if a member thinks a calculation is wrong, LOCADO checks it when the member gets in touch.

(9) There is no entitlement to benefits “subject to availability” until LOCADO has confirmed them for the stay concerned.

5 Using the benefits

(1) The benefits of this programme are not price advantages: LOCADO Regular does not lower prices or grant credits. Prices and price advantages that LOCADO offers for direct bookings, such as the direct booking saving on the website, apply to all guests regardless of membership; they are not benefits of this programme and are shown in the booking process before the booking is completed.

(2) The benefits are for the member alone, and only for stays in which the member stays themselves. They have no cash value, are not paid out, are not set off against prices and are not transferable. If a request is not fulfilled, there is no entitlement to compensation or a price reduction.

(3) Because the benefits are not price advantages, they can be combined with every rate and every offer from LOCADO, including the Saver rate.

(4) If a booking is cancelled, the requests for it lapse (section 6). Refunds are governed solely by the cancellation policy; membership does not change this.

(5) If a company books a member’s stay, it counts for the member as the travelling guest under section 4. If members travel for work, their employer’s travel policy takes precedence; whether they may use this programme’s benefits on a business trip is for them to clarify with their employer. They can waive benefits at any time, for example by not making a request. Benefits of this programme may be relevant for tax purposes, for example on business trips; this depends on the member’s circumstances, and LOCADO does not give advice on this.

(6) Anyone who books for other people – for example as an assistant or travel department – receives no benefits for doing so; the stay does not count for the person booking. It counts for the travelling guest if they are a member themselves and meet the requirements of section 4.

6 Stay requests

(1) Members can send requests via their account for a booked direct stay linked to their account: an earlier check-in or a later check-out at the times of their level under section 4(1). This is also possible when booking on the website if the member is signed in and staying themselves. A request can be made until no later than 48 hours before the regular check-in or check-out time. For each stay, one request for an earlier time and one for a later time can be open at the same time; as long as LOCADO has not decided, the member can withdraw a request in their account.

(2) Which times a member can request depends on their level on the day of the request – for a request made while booking, on their level on the day of booking. A request remains valid until arrival, even if the level ends before then. If the level goes up before arrival, the member can withdraw an open request and make a new one.

(3) Requests are non-binding enquiries. LOCADO usually checks a request from 72 hours before the requested time – mainly whether other guests arrive or leave on the same day and whether cleaning allows it – and replies by email no later than 24 hours before the regular check-in or check-out time. LOCADO decides earlier only if the apartment's occupancy for the day concerned is already settled. Without confirmation, the regular times apply.

(4) A request only becomes binding once LOCADO confirms it in text form, usually by email. The confirmed time applies to the apartment and dates of the booking at the time of confirmation; it is an agreement on the check-in or check-out time within the meaning of the terms and conditions. The confirmation states what the member needs to know about access to the apartment. If arrival, departure or apartment change afterwards, LOCADO reviews the request again; until a new confirmation, the regular times apply. If the booking is cancelled, the request lapses.

(5) No fee is charged for times that LOCADO confirms under this section. Other requests, such as a baby cot, are sent directly to LOCADO like any guest's; they are not part of this programme. LOCADO only provides services that are subject to a charge if the member has agreed to the price stated beforehand.

7 Changes to and end of the programme

(1) LOCADO may change the levels, requirements and benefits with effect for the future or end the programme. LOCADO announces this by email at least 6 weeks in advance and states the changes. Members can end their membership at any time (section 8(1)).

(2) A level already reached remains in place until it expires – if the programme is ended, until the programme ends. Requests made before a change are reviewed by LOCADO under the previous terms; confirmed times remain binding.

(3) If LOCADO ends the programme, all memberships end at the time announced.

8 End of membership

(1) Members can end their membership at any time without notice by deleting their account on the website ("End membership" in "My LOCADO") or by sending a message to info@locadostays.com or by WhatsApp to +49 155 10603648.

(2) LOCADO may terminate membership with 4 weeks' notice by email. The right to terminate without notice for good cause is not affected, in particular in the event of false information, several accounts for one person, passing on the account or other misuse of the benefits.

(3) When membership ends, benefits not yet used lapse, in particular open requests. Times that LOCADO has already confirmed for an existing booking remain binding; bookings already confirmed remain in place. LOCADO confirms the end by email and deletes the account together with the profile and billing details, the links to stays, the requests and the history; what LOCADO keeps after that is set out in the privacy policy. Signing up again later is possible unless a block under paragraph 5 applies; LOCADO then links earlier direct stays again under section 4, and excluded stays remain excluded.

(4) The following are not permitted in particular: several accounts for one person, false information, signing up with someone else's email address, passing on the account, and presenting bookings for other people as one's own stays. LOCADO may exclude a stay from counting if it does not meet the requirements of section 4(2), in particular in the event of a no-show, if the member did not stay themselves, if the payment was charged back or refunded, or in the event of a breach under sentence 1. LOCADO usually records a no-show within two days of the planned departure date. If a member thinks an exclusion is wrong, LOCADO reviews it when the member gets in touch and lifts it if it was not justified.

(5) In the event of serious or repeated breaches under paragraph 4, LOCADO may end the membership without notice and block a new sign-up for up to three years. Exclusions and blocks continue to apply after membership ends and if the person signs up again: exclusions of individual stays until 48 months after their departure, blocks until they expire. For this purpose, LOCADO keeps a hash value of the email address instead of the address, for exclusions together with the booking reference and the reason (details in the privacy policy).

9 Data protection and emails

(1) LOCADO processes the account data and booking history to run the membership (in particular signing in, filling in bookings, linking direct bookings via email address and last name, and calculating the level). Details, including how members switch off automatic linking, are set out in the privacy policy, section "LOCADO Regular", at <https://locadostays.com/en/privacy/>.

(2) Members receive the emails needed for membership (for example sign-in links, level changes, replies to requests, changes to these terms). They only receive marketing emails and newsletters with separate consent, which can be withdrawn at any time.

10 Final provisions

(1) German law applies. For consumers, this choice of law applies only insofar as it does not deprive them of the protection of mandatory provisions of the country of their habitual residence.

(2) These terms are available in German and English; the contract languages are German and English. The German version is authoritative.

(3) LOCADO is neither willing nor obliged to participate in dispute resolution proceedings before a consumer arbitration board.

(4) If individual provisions are invalid, the validity of the remaining provisions is not affected.