

# SPOT HERO

## Seller FAQ

### What do I need to do to set up my listing on SpotHero?

The first step is to fill out the Sell Parking form on the SpotHero website. Once you complete the form, our Seller Support team will evaluate your submission and reach out for some additional information if needed. If your spot is determined to be a good fit, we will have you agree to our Terms of Service and provide payment information.

### How do I manage my spot?

When your spot goes live, you will be provided access to a Seller Control Panel that allows you to track revenue, manage availability, view reservations, and edit rates. Please note that Monthly rates and availability are not editable in the control panel.

### When can I list my spot?

We are currently only considering *new* spots that are available for 24/7 Monthly Parking, for at least 6 consecutive months upon sign up.

Legacy sellers can still list spots to be available according to a preset schedule or for 24/7 availability. If you need to pause your listing for a certain time frame - you can easily add “blackouts” for up to 90 days at a time in the Seller Control Panel.

### How much should I charge for my spot?

We’re happy to provide recommendations, but the price you charge is completely up to

you! One great trick to determine competitive pricing is to type your address into SpotHero.com and see what nearby spots are charging.

### **What type of selling plans do you have?**

We are currently only considering *new* spots that are available for 24/7 Monthly Parking, for at least 6 consecutive months upon sign up. When you sell your spot for the month, your customer will automatically be re-billed through our system until they cancel. Once they cancel, your spot will be re- listed so it can be booked again.

### **How will I know my spot has been reserved?**

You'll receive a confirmation email right after the spot is purchased, with the time frame of the reservation and some customer information. This way, you'll know who's coming to your spot and when. You will also be able to view all reservations for your spot in the Seller Control Panel. Similarly, you will receive an email each time a reservation for your spot is canceled. When a reservation is canceled, your spot will automatically become available for purchase again!

### **Once my spot is reserved, am I able to accept or deny the reservation?**

SpotHero offers on-demand parking, and because of this, customers can make reservations up to the minute before they need to park. We don't offer the option to approve reservations before allowing customers to park.

### **What if I can't accept a reservation?**

For sellers listing Monthly parking, please contact [SellerSupport@spothero.com](mailto:SellerSupport@spothero.com) immediately so that we can notify the customer. Please note - if a spot is consistently unavailable after a purchase is made, we reserve the right to remove the listing if necessary.

For legacy sellers, creating blackouts as far in advance as possible should prevent this, but we know unexpected situations can sometimes arise. If it's urgent, please search your address on SpotHero to find a nearby spot to park your personal vehicle. We always guarantee that people will have a place to park when they use SpotHero, so honoring reservations is our first priority. Please note - if a spot is consistently

unavailable after a purchase is made, we reserve the right to remove the listing if necessary.

### **When can customers cancel?**

Customers can cancel up until the start time of their reservation on the website and mobile app. After that, customers have 48 hours to contact SpotHero Customer Care if they did not or could not park.

### **How does SpotHero pay?**

We'll collect all revenue for the month and will remit back your earnings through direct deposit. These payments are processed in the first 7-10 business days of the month. Note: Reservations are counted by the end day, so a reservation starting in December and ending in January, for example, is counted as January revenue, and included in the payment at the beginning of February.

### **What if I need the parking spot?**

For sellers listing monthly parking, it is important for your spot(s) to remain available to customers with an active reservation at all times. If you do not have an active reservation and need to temporarily turn off your spot, contact [SellerSupport@spothero.com](mailto:SellerSupport@spothero.com) to have your rate turned off.

For legacy sellers listing hourly or event rates, you can pause your spot(s) at any time by creating a blackout through the seller control panel for up to 90 consecutive days. You'll want to do this as far in advance as possible - to make sure a customer hasn't already booked the spot.

### **What are the fees for listing my spot on SpotHero?**

It costs nothing to get your spot live on our app and website - we only charge our competitive commission fee after the spot has sold. SpotHero charges 35% on all reservations. For this fee - you have access to the parking platform with the greatest national demand, Control Panel features, marketing initiatives, and more.

### **How will drivers find my spot?**

Our parking pass will include photos to your spot, detailed directions, and a step by step “parking redemption process.” As the spot owner - we believe you’ll know the best way for customer’s to get into your spot - so we love to use your suggestions. If there are any questions about the directions that are uploaded to the Sell Parking form - our Seller Support team will follow up for clarification.