



h·me exchange

www.homeexchange.com





Welcome to the new HomeExchange

GuesttoGuest and HomeExchange come together to create a single, united platform:
HomeExchange!



About us

We are HomeExchange, #1 worldwide home exchange community

HomeExchange is a service that allows people from all over the world to exchange their homes easily, seamlessly, and without money changing hands. As the most trusted home exchange community in the world, **HomeExchange** offers authentic, responsible, and affordable vacation opportunities for everyone to enjoy, by exchanging their homes for the vacations.

We want to open up the tourism industry by offering something more

Staying in paid accommodation is increasingly perceived as cold and impersonal. Based on free hospitality, home exchange offers a whole new experience: to stay in real, authentic homes, and to feel welcomed as guests.

How does it work

How GuestPoints revolutionized home exchange

Based on the values of sharing and trust, **HomeExchange** has evolved the home exchange experience with its GuestPoints system which facilitates non-reciprocal exchanges.



The classic exchange

Exchange partners reciprocally stay in each others' homes, either at the same dates or non-simultaneously.



The exchange with GuestPoints

The guests will stay at his host's home, using a number of his/her GuestPoints. The host will be able to use these GuestPoints to go to stay at another Member's home. Each member receives GuestPoints to welcome them upon registration.

For example:

A family who stays 6 nights in a Paris apartment worth 70 GP a night will give their host 420 GP. With these, the Paris family will be able to stay 4 nights in a 3 bedroom villa at the Costa del Sol worth 105 GP a night.





Flexibility and service

Travelers have the choice of between **Essential**, the pay-as-you-go \$15 per night option, or **Optimal**, for a \$150 per year membership, including additional benefits:



One full year of HomeExchange service.

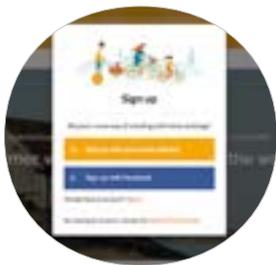


A bonus of 500 GuestPoints for initially signing up.



Loyalty program that offers discount incentives for membership renewals.

6 steps to travel with HomeExchange



1 Register at
[HomeExchange.com](https://www.homeexchange.com)



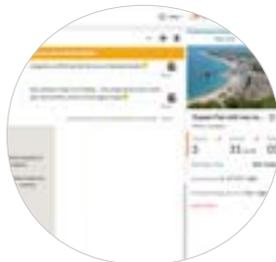
2 Complete your
listing



3 Choose your
destination



4 Contact
members



5 Finalize the
exchange



6 Enjoy your
holidays



The HomeExchange app, home swap in your pocket!

The HomeExchange mobile app is available for free on iOS and Android. It provides access to all available homes, allows users to update their profile, and chat directly with other users on their phones.

Trust and safety

Verification Process

A service that certifies the identity, address, and contact details of a user is a pledge of trust for other users, allowing them to receive more exchange requests.

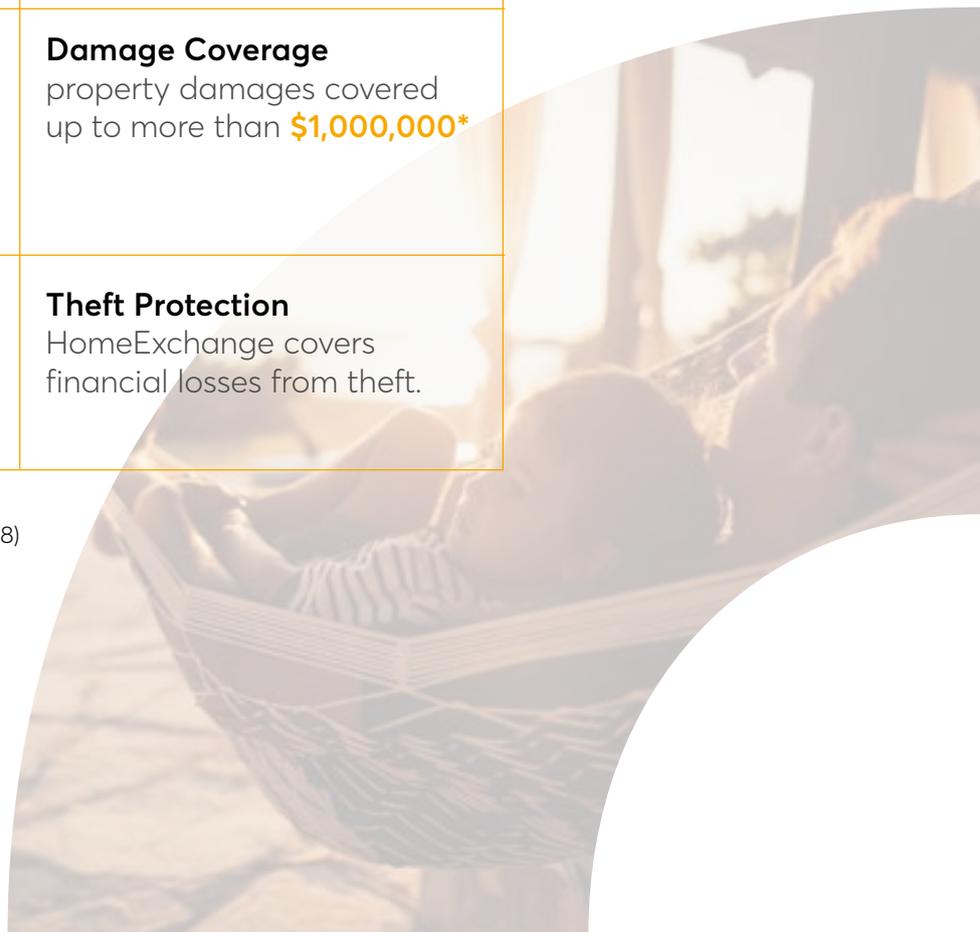
HomeExchange service

The new **HomeExchange** service guarantees 100% satisfaction before, during, and after the exchange, regardless of the number of people travelling in the party.

HomeExchange works with each and every member and takes care of the unforeseen circumstances throughout the entire exchange process. It includes personalized multilingual assistance 24/7 in case of emergencies.

Our commitments to the Guests	Our commitments to the Hosts
Cancellation Protection Compensation of up to \$700/week if we cannot find a replacement exchange accommodation.	\$ 500 Security Deposit by the guest for the coverage of minor damages.
Compliance Guarantee If the accommodation does not meet the initial home description, HomeExchange offers an alternative solution.	Damage Coverage property damages covered up to more than \$1,000,000*
Damage Coverage Property damages covered up to more than \$1,000,000*	Theft Protection HomeExchange covers financial losses from theft.

*(1,000,000€ = **\$1,255,920** on Dec. 10th, 2018)



Key figures

400,000
homes

over 2,8M
nights in 2018

187
countries

**38M€ /
\$43M USD**
of fundraising

6
Acquisitions

over 70%
of marketshare

Most popular countries



France



USA



Spain



Italy



Canada

C·ommunity

Day after day, we work to build the future of travel by celebrating home exchange as an authentic, human way to travel. Let's explore the interconnected foundation of our worldwide **HomeExchange** community!

The **HomeExchange** community is made of more than just the collection of people involved, it is about a common desire to discover, care, share, and (most of all) welcome our fellow travelers.



28% Families with teenagers

12% Families with young kids



24% Empty nesters

8% Retirees



13% Couples

13% Single travelers

Who are our members



Javier Ferre **Spain**

"Homeexchange.com, a way of life!

Since I joined **HomeExchange.com**, the way that I travel has changed dramatically for the better.

I feel I no longer go to places as a tourist but as a member of the different communities I visit. I have been able to visit and get to know places I wouldn't have been to otherwise. These stays have enabled me to get to know the places, the cities, and, most importantly, the people in a way I couldn't have dreamt of. Being at home when you travel and you are away is a very comforting experience and by doing so I have met very interesting people. Some of them have become real friends for life."



Marjon Wijdeven **Netherlands**

"Every area has beautiful spots. Sometimes you will meet owners. Always you feel a warm welcome in houses from exchangers. Children find other toys in other houses. We visit Paris for 4 days before the Ballon programm. People from Paris never came back. We could pick up the key at a restaurant on the street. Great hospitality."



Chiara Pasquini **Italy**

"Me and my family have made tens of exchanges over about 12 years, totally changing our idea of traveling and, in a sense, changing our life.

Apart from being practical and cost-effective, **HomExchange** offers countless further advantages of no less importance. Through HomExchange we have been allowed to meet amazing people, visit the places less travelled and experience the wonders of the real world. To us it isn't just travelling, it's mingling with the other swappers, making long-lasting genuine friendships."

Our st•ry (1)

Early days

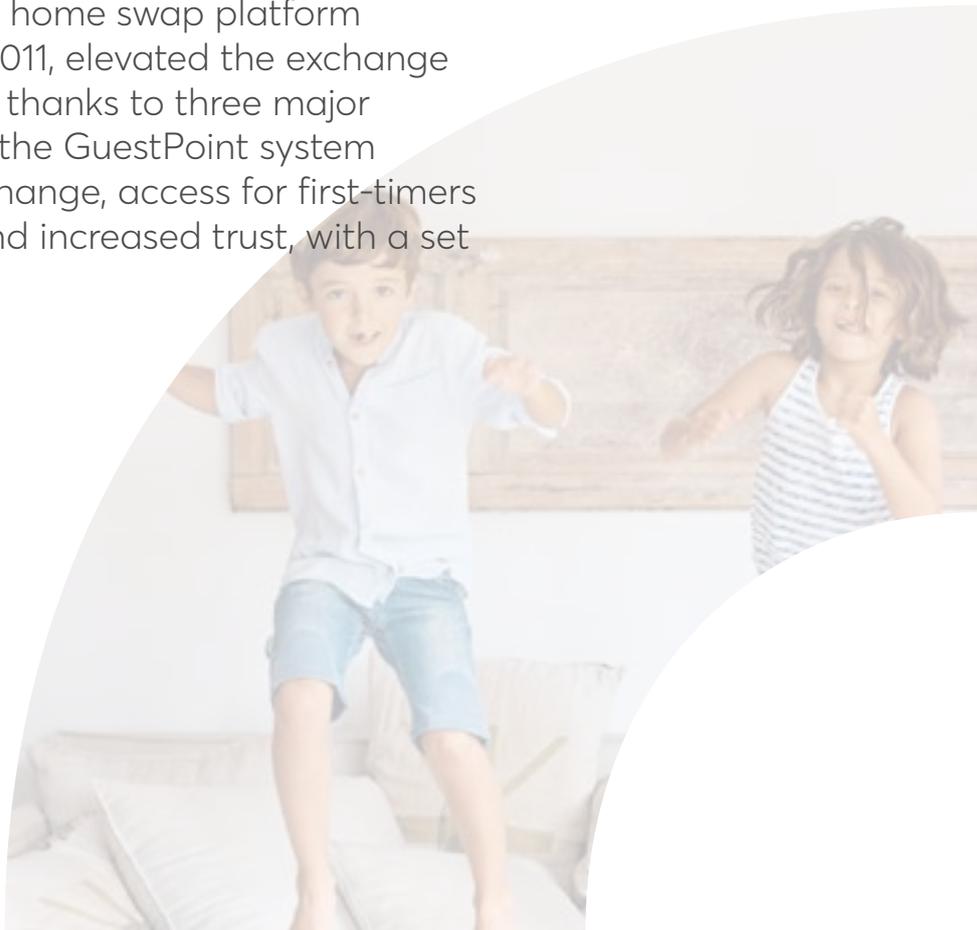
While the concept of home exchange has been around for ages, and was particularly popular within the academic community, it took a new dimension in the early '90s with the rise of the internet and personal computers.

HomeExchange.com revolutionized the experience by becoming the first organized home swap service online. It took this trending vacation opportunity from an analog to digital and made it easily accessible to a global audience.

In 2006, the Nancy Meyers romantic comedy "The Holiday," starring Kate Winslet, Cameron Diaz, Jude Law, and Jack Black, featured the site in a blockbuster. This much-loved romantic comedy considerably increased the awareness and popularity of HomeExchange, as a true pioneer of the sharing economy.

From pioneer to innovator

Based on the fundamentals of trust, authenticity and free hospitality, home exchange still needed a great product to go to the next stage. The home swap platform **GuesttoGuest**, founded in 2011, elevated the exchange experience to another level, thanks to three major innovations: Flexibility, with the GuestPoint system favoring non-reciprocal exchange, access for first-timers to experience the service and increased trust, with a set of guarantees.



Our story (2)

CEO **Emmanuel Arnaud** and President **Charles-Edouard Girard** saw the potential for home exchange to become a mainstream way to travel by offering an alternative to traditional commercial accommodation. The start-up grew at a rapid pace, both organically and by notably acquiring European competitors like Itamos, Trampolinn, and HomeforHome.

With the 2017 acquisition of **HomeExchange**, they took a decisive step in becoming a global leader within the peer-to-peer hospitality market. This was only reinforced by the acquisition of the Canada-based platform EchangedeMaison. It was time to create an integrated platform for the growing, enthusiastic community of home exchangers worldwide.

From innovator to game changer

2018 marked a turning point in the long history of home exchanging, when these diverse communities were united under their flagship brand, **HomeExchange**. As the undisputed global leader and most trusted home exchange community in the world, **HomeExchange** offers authentic, sustainable, and affordable vacation opportunities for everyone to enjoy. And with over 400,000 homes in 187 countries, **HomeExchange** reaches a large audience of travelers from around the world who are looking for human and priceless travel experiences. While rental platforms are struggling with an increasingly regulated environment, as cities around the world are fighting back the consequences of rental businesses proliferating under the cover of the so-called "sharing economy", **HomeExchange** is an attractive alternative and decidedly the next wave of peer-to-peer hospitality.



Our f·unders

Emmanuel Arnaud is a graduate of HEC Paris business school and the Harvard Kennedy School. Passionate about the challenges of sustainable development, he embarked on his first entrepreneurial journey as a co-founder of a company in Pakistan. Later he held several positions in the public and private sectors before starting GuestToGuest in 2011. Based in Boston, Emmanuel Arnaud is also a father of three children and very passionate about traveling.

He was elected "Personality of the Year 2017" at the Trophées de l'Innovation L'Echo Touristique.

In 2018, he won the "FAB Award" in Boston from the Franco-American Chamber of Commerce of New England and co-founded the "La French Tech" Boston chapter.



Charles-Edouard Girard is a graduate of Centrale Paris where he earned a degree in engineering. He began his career as in consulting firm as a digital marketing specialist where he worked with companies in the publishing and pharmaceutical industries. He later embraced his entrepreneurial spirit and founded two e-commerce companies. Through it all, Charles-Edouard acquired a strong experience as a business executive and gained a deep knowledge of digital marketplaces. Based in Paris, Charles-Edouard is the father of three children and is an enthusiastic home exchanger.

In 2018, he won the "Prix Groupama Créateur de Confiance" for GuesttoGuest.



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