

## Guest Verification Criteria Document

### Master Criteria

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## Introduction

The Guest Verification system by Aletheia Ratings is designed to build trust and ensure security in the short-term rental (STR) market. This dual-purpose service benefits both guests and hosts by fostering transparency, accountability, and reliability. Verified guests gain access to a smoother booking process, while hosts can confidently accept bookings knowing their guests have been thoroughly vetted. Aletheia's strict ONE strike policy ensures that the system maintains high standards of integrity and trust, safeguarding both parties.

## Scope of the Verification Service

**Applicability:** Guest Verification applies to all travelers, whether frequent users of short-term rentals or first-time guests.

**Target Users:** The service benefits:

- Guests looking to streamline their booking process.
- Hosts seeking confidence in the reliability and trustworthiness of their guests.

**Exclusions:** Guests with flagged verifications due to violations of house rules or guidelines are ineligible.

## Guest Verification Process

### Step 1: Identity Verification

The first step in the process is verifying the guest's identity using the following:

- Full name.
- Date of birth.
- Mailing address.
- Government-issued ID.
- Contact information (e.g., phone number, email).

Advanced authentication technology is employed to validate government-issued IDs, ensuring accuracy and security.

### Step 2: Booking History Evaluation

- Guests with a robust booking history will have their past reviews and interactions analyzed to assess reliability.
- Guests with little or no booking history undergo a more rigorous check, including:
  - Direct outreach to previous hosts, where applicable.
  - References from relevant contacts provided by the guest.

### Step 3: Background Check

- A global background screening is conducted to identify any red flags that could pose risks to hosts or properties.

- This includes criminal record checks, where permitted by law, and other relevant screenings to ensure the safety and trustworthiness of the guest.

## Step 4: Issuance of Verification Number

- Once the verification process is complete, guests receive a unique **verification number**.
- Guests can share this number with hosts to confirm their verified status.
- Hosts can use Aletheia's website to validate the verification number and view a summary of the guest's verification details (e.g., name, verification status, and photo).

## Privacy and Data Security

Aletheia Ratings prioritizes the privacy and security of all users by implementing robust measures:

**Data Transparency:** Guests are informed about what data is collected, how it is used, and for how long it is retained.

**Encryption:** All data is encrypted in transit and at rest using industry-standard protocols such as AES-256.

**Regulatory Compliance:** The verification system adheres to global privacy regulations, including GDPR and PIPEDA.

**Access Control:** Only authorized personnel have access to sensitive data, and regular audits ensure compliance.

**No Sharing of Data:** Guest data is used exclusively for verification purposes and is not shared with third parties without explicit consent.

## Benefits of Guest Verification

### For Guests:

**Faster Bookings:** Verified guests experience a smoother booking process with quicker approvals, reducing the back-and-forth between hosts and guests.

**Access to Premium Properties:** Many hosts prioritize verified guests for high-demand properties and dates, including peak seasons and major holidays.

**Enhanced Reputation:** Verified status builds trust and credibility within the STR community, making future bookings easier.

### For Hosts:

**Increased Confidence:** Verification provides hosts with assurance that guests are trustworthy and reliable.

**Streamlined Process:** Verification eliminates the need for hosts to conduct their own background checks or additional screening.

**Reduced Risk:** The strict ONE strike policy ensures that guests who violate house rules are removed from the system, creating a safer ecosystem for hosts.

## Ongoing Monitoring and Renewal

### ONE Strike Policy Enforcement

The ONE strike policy is a cornerstone of Aletheia Ratings' Guest Verification system, designed to uphold the highest standards of accountability and trust. If a verified guest is found at fault for violating house rules or guidelines, their verification is immediately revoked following a thorough investigation. This process ensures fairness by reviewing evidence provided by both the host and the guest, including any relevant documentation or communications. Once the claim's validity is confirmed, the guest is flagged within the system, preventing future misuse and protecting hosts from repeat offenders. By maintaining this strict policy, Aletheia creates a safer and more reliable environment for all participants in the short-term rental market. Simultaneously, false claims by hosts are tracked, and repeat offenders are monitored to preserve the system's integrity.

### Host Accountability

Hosts who make multiple false claims against guests are flagged and monitored to prevent misuse of the system.

### No Reverification Needed

Once verified, a guest's status remains active unless revoked under the ONE strike policy.

## Dispute and Resolution Process

### For Guests

- Guests whose verifications are revoked can submit an appeal within 30 days. Supporting documentation (e.g., proof of compliance with house rules) is required for review.
- Appeals are reviewed by a dedicated panel, and decisions are communicated within 10 business days.

### For Hosts

- Hosts can report issues with verified guests through Aletheia's platform.
- Reports are investigated thoroughly to determine their validity. Hosts are notified of the outcome and any actions taken.

## Transparency and Accountability

**Objective Standards:** The verification process follows a structured, unbiased framework to ensure fairness for all users.

**Ethical Guidelines:** Aletheia Ratings is committed to ethical practices, including the secure handling of data and impartial investigations.

**Continuous Improvement:** The verification system is regularly reviewed and updated to reflect evolving industry standards and user needs.

## Glossary of Terms

**ONE Strike Policy:** A policy whereby a guest's verification is revoked upon a confirmed violation of house rules or guidelines.

**Verification Number:** A unique identifier assigned to verified guests, enabling hosts to confirm their status.

**Premium Properties:** High-demand or exclusive properties often restricted to verified guests.

**Background Check:** A screening process to assess a guest's trustworthiness and safety.

**Flagged Verification:** A status applied to guests who have violated rules or guidelines, rendering them ineligible for verification.

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This document outlines the framework and benefits of Aletheia's Guest Verification system, providing both guests and hosts with a trusted platform for secure, reliable short-term rental experiences.