



Weemzy

A TECHNOLOGY-POWERED HOSPITALITY PLATFORM

Owner Guide

How Weemzy takes your property from a first conversation to a live building, and how you see and receive what it earns.

VERSION

1.0

DATE

September 2026

EDITION

Owners

AUDIENCE

Property owners

About this guide

This guide is for property owners working with Weemzy, or thinking about it. It explains what happens to your property from the day you submit it, who is responsible at each step, how your apartments are sold, and how you see and receive what they earn.

It describes how the platform behaves, not the commercial terms of any particular building. Your share of each stay, and anything else agreed for your property, is set out with your relationship manager and recorded in your operator agreement.

WHERE TO START

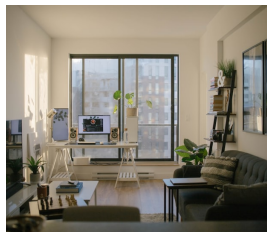
Chapter 2 is the route from your first submission to a live building. Chapter 6 is how you are paid. Chapter 8 answers the questions owners ask most.

WORDS USED IN A PARTICULAR SENSE

Terms such as operator, unit type and payout run are defined in the glossary at the back.

CURRENCY AND TIME

All money is Nigerian naira. All times are West Africa Time.



BUSINESS



WEEKEND



EXTENDED



GROUP

The four kinds of stay guests book on Weemzy, from a few nights to a few months. Your property can serve any of them.

At a glance

You bring the property. Weemzy assesses it, pairs it with an operator, sells it on Weemzy and the major booking sites, collects every guest's payment, and pays you your share, with a clear view of what your property earns.

You submit a property, not a listing: you describe the place in your own words, and a named relationship manager walks it through assessment and operator matching to a live building. Your operator, whether yours or one Weemzy introduces, runs it day to day. You follow every step on your dashboard, and once it is live you see occupancy, revenue, earnings, statements and payouts in one place.

Submit

Describe your property once, in your own words. It saves as you type, and your relationship manager takes it from there.

Go live

An assessment visit, an operator matched to your area or your own invited in, and a listing built for you. Live the moment the building is published.

Earn

Guests pay Weemzy by bank transfer. Your share is recorded at each check in and paid to your account in the next payout run.

What protects you

Private

Your street address is shown to a guest only the day before check in

Paid first

A guest must have paid in full before they can be checked in

Verified

Guests' identity is checked, and every exception is recorded

By code

Your bank account changes only with a code sent to your email

48 hours

Before payouts go to an account that replaced a verified one

One view

Revenue from every channel, and payouts from Weemzy, on one dashboard

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Weemzy for owners

What Weemzy does for an owner, who does what once your property is live, and why you submit a property rather than build a listing.

OVERVIEW

IN THIS CHAPTER What Weemzy is · Who does what · A property, not a listing · How you earn

1.1 What Weemzy is

Weemzy is a furnished apartment marketplace for Nigeria. Guests search, book and pay online for stays from a few nights to a few months, and every apartment on Weemzy is run by an **operator**: a company or individual who handles housekeeping, check ins, maintenance and guest care.

As an owner, you bring the property. Weemzy assesses it, pairs it with an operator (yours, or one we introduce), sells it on Weemzy and on the major booking sites, collects the guests' payments, and pays you your share. You keep full visibility of what your property earns without running it day to day.

1.2 Who does what

	YOU	YOUR OPERATOR	WEEMZY
The property	Own it, furnish it, keep it in good repair	Keep it guest ready	Assess it before it goes live
Listing and pricing		Set up the listing, prices and availability	Sell it on Weemzy, Airbnb and Booking.com
Guests		Check in, housekeeping, maintenance, guest care	Take bookings and payments, verify identity
Money	Receive your share	Receive their share	Collect payment, pay everyone, report it

1.3 A property, not a listing

You **submit a property**, you do not build a listing. You describe the place in your own words, and your relationship manager and operator turn it into something guests can book: a building, the kinds of apartment in it, and the individual units, with photos, descriptions and prices.

This keeps your part short, and means nothing goes on sale until it has been assessed and is ready.

1.4 How you earn

Every stay paid through Weemzy is split between you, your operator and Weemzy. **The split is agreed for your building** before it goes live, and depends on things like whether you brought your own operator. Your relationship manager will take you through it.

Your share of each stay is recorded when the guest checks in and paid into your bank account in the next payout run. Chapter 6 covers the detail.

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CHAPTER 2

From submission to live

From registration to a building guests can book: the stages your property moves through, who is responsible at each one, and what you can see along the way.

IN THIS CHAPTER Registering · Submitting a property · The stages · Withdrawing

2.1 Registering

Register at weemzy.com/owners/register with your name, email address, phone number and how you prefer to be contacted: email, phone or WhatsApp. That creates your account and opens your first property submission.

2.2 Submitting a property

The submission asks for:

- The property's name and type, and where it is: state, city, area, neighbourhood and full address.
- The building or estate name, the number of units, and the mix of units (for example, four 2 bedrooms and two studios).
- Whether it is furnished, and what it is used for today: vacant, occupied, under construction, or already let as short stays.
- When it is available from.
- What you want from Weemzy: to find an operator, to work with the operator you have, to earn from an empty property, to improve how an existing one performs, to launch something new, or not sure yet. Choose as many as apply.
- If you already have an operator, their name and contact.

Your answers are saved as you type. Close the tab and come back later; nothing is lost. The property is not sent to Weemzy until you press **Submit**. You can submit further properties from **My Properties** at any time.

2.3 The stages

Once submitted, your property becomes an **opportunity** that a named relationship manager (your RM) takes through these stages. You can see where it is at any time on its page.

STAGE	WHAT IS HAPPENING
Draft	You have started but not yet submitted.
New	Submitted. Waiting for your RM.
Contacting	Your RM is getting in touch with you.
Assessment scheduled	A visit to the property is booked.
Assessment complete	The visit is done and the outcome is recorded.
Qualified	The property is suitable for Weemzy.

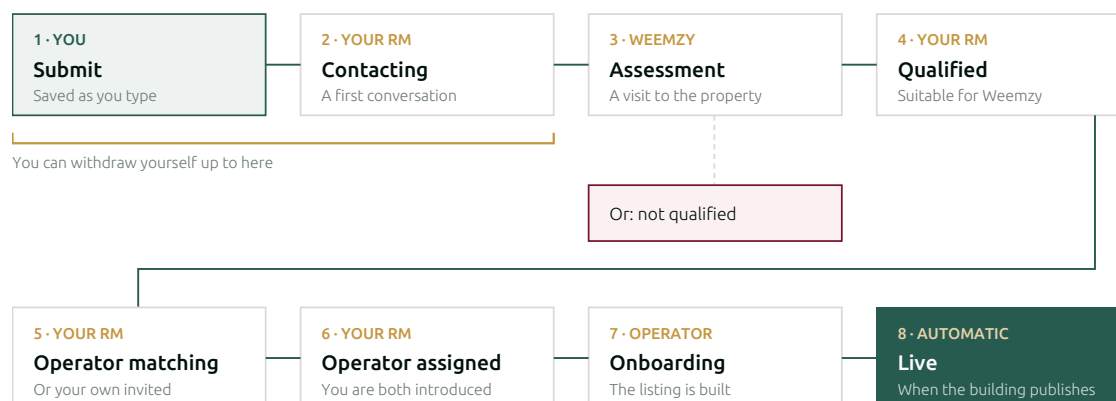
STAGE	WHAT IS HAPPENING
Not qualified	The property is not suitable at the moment.
Operator matching	Weemzy is finding the right operator.
Pending operator invite	Your own operator has been invited and has not yet accepted.
Operator assigned	An operator is attached to your property.
Onboarding	The operator is setting up the listing.
Live	Guests can book your property.
Archived	Closed.

ONBOARDING

Live happens by itself. The moment your operator publishes the building, your property moves to Live and you are emailed. It never says Live before a guest can actually book it.

Your RM may also leave you notes and a next step on the opportunity page, and you are emailed as your property moves along.

FROM SUBMISSION TO LIVE, AND WHO MOVES IT ALONG



Every stage is shown on your property's page, with notes from your RM, and you are emailed as it moves.

FIGURE 1 Your property's route from submission to live. Your relationship manager moves it along; it becomes live on its own the moment the building is published.

2.4 Withdrawing

You can withdraw a property yourself while it is a draft, new, or being contacted. A draft you withdraw is simply deleted. Once an assessment has been booked or an operator approached, withdrawing is a conversation with your RM rather than a button, and the page tells you who to speak to.

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CHAPTER 3

The assessment

A visit to the property before anything is listed, what it looks at, and the four outcomes it can reach.

IN THIS CHAPTER What is looked at · The outcome

3.1 What is looked at

Before anything is listed, Weemzy visits the property. The assessment covers:

- **The property:** that the address, location and number of units are as described, the condition of the units, and access, parking and security.
- **Infrastructure:** power and backup power, water, internet, lifts, security and access control.
- **Hospitality readiness:** furniture, bedding, the kitchen and appliances, linen and housekeeping arrangements, how guests will get in and check in, and how maintenance will be handled.

3.2 The outcome

OUTCOME	MEANING
Approved	Ready to go ahead as it is.
Approved subject to works	Ready once the listed works are done.
Not suitable	Not suitable for Weemzy at the moment.
Further review required	More information is needed before a decision.

You see the **outcome, the notes explaining it, and any works required**, on your property's page and in **Documents**. If the property is reassessed later, for example once works are finished, the newest assessment is the one that counts.

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CHAPTER 4

Your operator

The operator runs the day to day. Whether Weemzy introduces one or you bring your own, this is how they are attached to your property and what they do.

YOUR OPERATOR

IN THIS CHAPTER What an operator does · How an operator is attached · Onboarding

4.1 What an operator does

Your operator runs your property day to day. They set up the listing, set prices and availability, welcome guests and check them in, schedule and carry out housekeeping, handle maintenance, and look after guests during their stay. Every operator on Weemzy is approved by Weemzy before anything they run can be booked.

4.2 How an operator is attached

There are three routes, depending on where you start:

- **Weemzy introduces one.** Your RM matches your property with an approved operator who has the capacity and already works in your area. You and the operator are both introduced by email.
- **Your operator is already on Weemzy.** Your RM links them to your property.
- **Your operator is new to Weemzy.** Your RM sends them an invitation, valid for seven days. When they accept, their account is created and linked straight to your property.

Bringing your own operator is common and welcome.

4.3 Onboarding

Once an operator is attached, they build the listing from what you submitted and what the assessment found: the building, each kind of apartment in it and every unit, with photos, descriptions, amenities, prices and house rules. When the building is published, your property is live.

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CHAPTER 5

How your property is sold

Where your apartments are sold, how guests book and pay, and the rules that protect your property along the way.

IN THIS CHAPTER Where it is sold · What guests book · Prices · How guests pay · How your property is protected

5.1 Where it is sold

Your apartments are sold on **Weemzy**, and, where your operator switches it on, on **Airbnb and Booking.com** as well. Weemzy keeps every channel's calendar in step: a booking on any one of them takes the unit off sale on the others within moments.

5.2 What guests book

Guests book a **kind of apartment in your building**, such as "a 2 bedroom", rather than a particular unit. Weemzy assigns the unit, and can change it up to check in. This is how hotels sell rooms: it lets every unit sell, and gives your operator room to handle the unexpected without cancelling anyone.

5.3 Prices

Your operator sets prices, with discounts for longer stays, seasonal adjustments and promotions. They know the market for your area day to day. Talk to them, or your RM, about pricing.

5.4 How guests pay

Guests pay Weemzy by **bank transfer** into an account number issued for their booking, which is how most people in Nigeria prefer to pay. They can pay the whole stay at once, or reserve with a small deposit and pay the balance on the day they arrive. A booking is confirmed only once the money has arrived, and a guest must have paid in full before they can be checked in.

Weemzy holds the money until your payout is made.

5.5 How your property is protected

- **Your address is private.** Public listings show the area, not the street address. A guest is given the address the day before check in, once their stay is paid or confirmed.
- **Guests' identity is checked.** Guests can verify their identity with a government ID, and an unverified guest is stopped at check in until your operator resolves it. Every decision is recorded.
- **Cancellations follow one set of terms.** A guest who cancels more than 24 hours before check in is refunded in full; inside that window, they receive a partial refund or forfeit their deposit.
- **Reviews are real.** Only guests who stayed can review, and your building's average is shown once it has three reviews.

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CHAPTER 6

Your earnings and payouts

How a guest's payment becomes your payout, when it is paid, and how to read the figures on your dashboard and statements.

EARNINGS

IN THIS CHAPTER From a guest's payment to your account · Stays sold by Airbnb and Booking.com · Reading your earnings · What can change the amount · Your bank account

6.1 From a guest's payment to your account

1. The guest pays Weemzy by bank transfer.
2. When the guest **checks in**, your share of the stay is recorded as a pending payout.
3. In the next **payout run**, it is paid into your verified bank account.

For a deposit booking, your share is recorded once the guest has paid the balance.

A STAY BOOKED ON WEEMZY



EACH STAY IS SHARED THREE WAYS, ON TERMS AGREED FOR YOUR BUILDING



Worked out on what Weemzy kept after any refund. Credit a guest spends is funded by Weemzy, not by you.

A STAY BOOKED ON AIRBNB OR BOOKING.COM



Weemzy never receives this money, so it is reported to you but never split or paid out by Weemzy.

FIGURE 2 From a guest's transfer to your bank account. A stay sold and settled by Airbnb or Booking.com never passes through Weemzy, so it appears in your revenue but not in your payouts.

6.2 Stays sold by Airbnb and Booking.com

A stay booked and paid through Airbnb or Booking.com is settled by that channel with your operator directly. **The money never passes through Weemzy**, so it has no Weemzy payout.

It is still real revenue for your property, so it counts in your gross revenue and your occupancy. On your earnings breakdown and statements it is then shown as **Settled by sales channel** and taken out before your share is worked out, so you are never shown a payout that is not coming. How that revenue reaches you is agreed with your operator.

6.3 Reading your earnings

Your earnings breakdown, for any period you choose, reads top to bottom:

	LINE	MEANING
EARNINGS	Gross booking revenue	Everything your property earned in the period, from every channel.
	Settled by sales channel	Revenue paid to your operator by Airbnb or Booking.com, taken out here.
	Weemzy service fee	Weemzy's share of what it collected.
	Operator share	Your operator's share.
	Net owner earnings	Your share.

The column always adds up. **Quarterly statements** present the same breakdown for a calendar quarter, ready to keep for your records.

6.4 What can change the amount

- **Refunds.** If a guest is refunded, your share is worked out on what Weemzy kept.
- **Changes to a stay.** If a guest adds nights and pays for them, your share grows to match.
- **Wallet credit.** Guests can earn credit on Weemzy and spend it on a stay. **Weemzy funds it**, so your share is worked out on the full value of the stay.

6.5 Your bank account

Add your bank account in **Settings, Bank details**. Weemzy checks the account number with your bank and shows you the account holder's name before you confirm.

To protect your earnings:

- **Changes need a code.** Your bank account, name, email and phone change only with a code sent to the email address already on your account, and you are emailed afterwards whenever one changes.
- **A replaced account waits 48 hours.** Payouts to a new account that replaces a verified one are held for 48 hours, giving you time to act on the change email if it was not you.
- **The name must match yours.** If the account holder's name does not match your name, the account is reviewed by a Weemzy team member and payouts wait until it is approved. A joint account is usually approved quickly.

A held payout is not lost. It stays pending and goes out in the first payout run after the hold ends.

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CHAPTER 7

Your dashboard

Every page of the Owner Dashboard, what it answers, and which of them open once your first property is live.

DASHBOARD

IN THIS CHAPTER Always available · Once your first property is live · More than one role

7.1 Always available

- **Home.** Your properties at a glance: buildings, apartments, occupancy and earnings, and where each property is in onboarding.
- **My Properties.** Every property you have submitted, with its stage, your RM, notes and the assessment outcome. Submit another from here.
- **Settings.** Personal info, security, bank details and identity verification (optional).

7.2 Once your first property is live

These pages open when your first property goes live. Before that, they show a short note rather than a page of zeros, because an empty dashboard reads as a property doing badly rather than one that has not opened.

- **Portfolio.** Every property in one list, live and in progress.
- **Performance.** Occupancy, bookings, average nightly rate, gross revenue and your earnings per building, compared with the previous period.
- **Earnings.** Your earnings breakdown for this month, last month, this quarter, this year or any dates you choose, with quarterly statements.
- **Documents.** Your operator agreement, assessment reports, statements and anything else Weemzy shares with you. You are emailed when a new one arrives.
- **Payouts.** Every payout, its status and amount, with an export.

7.3 More than one role

One account can be an owner and an operator, or book stays as a guest too. Switch between the Owner, Operator and Guest Dashboards from the account menu.

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CHAPTER 8

Questions owners ask

The questions owners ask most often, answered briefly.

IN THIS CHAPTER Common questions

8.1 Common questions

Do I need to furnish the property first? Weemzy lists furnished apartments. If yours is not furnished yet, submit it anyway and say so; your RM will talk you through what is needed.

Can I keep my current operator? Yes. Name them in your submission. If they are not on Weemzy yet, they are invited.

Who sets the prices? Your operator, who runs the property day to day. Speak to them or your RM if you want to discuss them.

Can I stay in my own property? Yes. Ask your operator to block the dates, and they are taken off sale everywhere.

When am I paid? Your share is recorded when each guest checks in and paid in the next payout run.

Why is some revenue not in my payouts? Stays sold through Airbnb or Booking.com are paid to your operator by the channel, not through Weemzy. See section 6.2.

Is my address public? No. Guests see the area until the day before their stay.

Can I withdraw my property? Yourself, until an assessment has been booked; after that, through your RM.

Is my bank account safe? Changes need a code sent to your email, you are told whenever it changes, and a replaced account waits 48 hours before payouts to it are made.



Glossary

Terms this guide uses in a specific sense.

Assessment. The visit to your property before it is listed, and the outcome it reaches.

Channel. An outside booking site your property is sold on, such as Airbnb or Booking.com.

Deposit booking. A booking reserved with a deposit, with the balance paid on the day of arrival.

Live. Your building is published and guests can book it.

Operator. The company or individual who runs your property day to day.

Opportunity. Your submitted property, as it moves through onboarding.

Payout run. The regular batch in which pending payouts are paid into bank accounts.

Relationship manager (RM). The Weemzy team member responsible for your property during onboarding.

Settled by sales channel. Revenue paid by Airbnb or Booking.com directly to your operator, not through Weemzy.

Unit type. A kind of apartment in your building, such as a 2 bedroom. What guests book.



Colophon



Set in **Ubuntu** and **DM Serif Display**, the Weemzy brand typefaces, on the palette from the Weemzy Brand Identity Guideline version 1.0.

This guide describes the Weemzy platform as it stands on the date on its cover. The platform changes, and where this guide and the platform disagree, the platform is right; the latest edition is always available from weemzy.com. It is not a contract: the terms of your participation are those in your agreement with Weemzy and the terms published at weemzy.com/terms.

Photography

All from Unsplash: **Huy Nguyen** (living room with armchair, Owner Guide cover); **dada_design** (living room with chandelier, Operator Guide cover); **Med Badr Chemmaoui** (home office workspace); **eliza cemme** (breakfast on a balcony); **Toa Heftiba** (dining table).

Questions

Your relationship manager, or Weemzy support through the chat on weemzy.com, can help with anything this guide does not answer.