

PropatyHub Seeker and Guest Terms Nigeria

Version 4

Effective October 8, 2026

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Updated 8 October 2026. These terms apply when you search, enquire, make a property request, arrange a viewing, request or book a stay, or enquire about venue hire. They supplement the Platform Terms, Acceptable Use Policy, Privacy Policy and any terms displayed for a particular booking or request. "Seeker" includes a tenant, buyer, guest, event organiser and person seeking premises.

PropatyHub is operated by PropatyHub Limited (RC 9293417), registered at 237A Purple Street, Jakande Estate, Isolo, Lagos State, Nigeria.

Search and property requests

You may search rentals and leases, sale and off-plan opportunities, shortlets, hotels and other stays, and event venues where available. A listing or search result is information for consideration, not a promise of availability or a completed agreement. A property request can tell eligible agents and hosts what you seek, subject to the privacy controls shown when you submit it; it does not guarantee a response, match or offer. Give accurate requirements and do not include unnecessary personal or sensitive information in a public-facing request.

Verify before committing

Check the identity and authority of the advertiser, ownership or permitted use, condition, location, total price and fees, access, cancellation and refund terms, and the written agreement before paying or committing. For off-plan opportunities, check title, approvals, milestones and payment protection with qualified advisers. For stays, confirm dates, occupancy, house rules and check-in. For event venues, confirm capacity, permitted event use, accessibility, equipment, safety, timing and any licences. Review badges and moderation are limited signals, not guarantees.

Bookings and payments

Some shortlets may offer a platform checkout. The relevant listing and checkout state when a booking is requested or confirmed, what is charged, and the cancellation policy that applies. Other stays or venue listings may be enquiry-led and require a separate agreement with the provider. PropatyHub may collect its own platform fees or facilitate a displayed booking payment, but does not automatically hold money in escrow or guarantee an underlying transaction. Do not treat an enquiry or provisional booking request as a confirmed reservation. Your statutory consumer rights remain unaffected by any displayed policy.

Communication and conduct

Use platform communications respectfully and lawfully. Do not impersonate another person, submit fraudulent enquiries, abuse property-request alerts, harass providers, or bypass security and payment safeguards. Protect your account and notify support of suspected misuse. We may moderate or restrict unsafe activity in line with law and the Privacy Policy.

Disputes and support

The provider remains responsible for the property, accommodation, venue or trade work it offers, and you are responsible for the commitments you make. We can review reports, preserve appropriate records and apply platform controls, but cannot guarantee a private party will perform. If a platform payment or booking fails, contact support with the relevant reference; do not send card data in a message. These terms do not exclude rights or remedies that cannot lawfully be excluded. Contact support@propatyhub.com.