



HomeLink International – New Website User Guide



HomeLink
SINCE 1953



HomeLink International – How it works

Summary



1. List your home

Create your home exchange listing. Fill in information on your exchange home, targeted destinations, and family profile, that other members can see.

- A. Introduction – welcome page
- B. How to present your listing

- 1.1 Log in as a member
- 1.2 Create your profile
- 1.3 Create your exchange offer
- 1.4 Set your preferred dates & destinations
- 1.5 Your dashboard

2. Search for exchanges

Find homes that match your travel plans and exchange partners who share your interests, by using our advanced search criteria.



- 2.1 Search – advanced search
- 2.2 Search results



3. Connect with other members

Send and receive home exchange offers using the secure HomeLink messaging system - without revealing your personal email address.

- 3.1 Your messages
- 3.2 How to reply to a message

4. Agree on the exchange

Discuss dates and details with your exchange partner. When ready, use the on-line HomeLink Exchange Agreement Form to confirm your exchange.



- 4.1 The Homelink exchange agreement form
- 4.2 How to manage your swap



5. Get ready and go!

Prepare your home, as described in the 10 Principles for a Successful Home Exchange and leave reassured - knowing your home will be in the good hands of another HomeLink member like you!

- 5.1 Evaluate your exchange
- 5.2 Sign the guest book
- 5.3 10 Principles for a Successful Home Exchange



A - Introduction – Welcome Page

1 Log in

2 HomeLink

3 HELP

4 ENGLISH

5 Search area

HomeLink - SINCE 1953 -

ABOUT HOMELINK

JOIN NOW

HomeLink Quality Guarantee

EXCHANGE YOUR HOME

The original international network of active home exchangers
27 representatives around the world to assist you

WHERE: Enter your desired destination

WHO: Number of people: 1

WHEN: Between and Min. stay: < 1 week

OK

MOST RECENT HOME EXCHANGE OFFERS

CHALET DANS LES ALPES VAUDOISES
House - 2 or more floors - Villars sur ollon - Switzerland - Accomodates 6

BELLE MAISON AVEC PISCINE PRIVEE
House - single floor - Genève - Switzerland - Accomodates 7

MAGNIFIQUE VILLA MODERNE AU COEUR DE GENEVE
House - 2 or more floors - Genève - Switzerland - Accomodates 8

DISCOVER

DISCOVER

DISCOVER

See more homes >

6

7

1 Log in or register

Click "Log in" to access your personal space (see 1.5). If you are a member you will be asked to enter your log in details. If you are not yet a member you can register as a "Visitor" which will enable you to browse our

LOG IN

GET AN ACCOUNT

EMAIL*

PASSWORD*

ACCESS MY ACCOUNT

CREATE NEW UP

2 Return to the home page

Wherever you are on our website, you can return to the home page by clicking on the HomeLink logo.

3 FAQ – contact us

Visit our help section to view useful information and how to get in touch. You can send us a comment or question easily

4 Change the language

This site is translated into the major languages of our members. You can select your preference using the drop down menu. Descriptions made by members in their listing; description of the house, the neighbourhood ... are translated by Google Translation.

5 Find an exchange

Complete the search fields in the blue section and press the red OK button to quickly locate matching homes. You can also access an advanced search giving more detail on desired by clicking on "Find an exchange" (see 2.1) exchange.

6 Most recent offers

The home page shows you three of the most recent homes posted to the site. Click "Discover" to view in full.

7 See more homes

Click "See more homes" to access all offers, with the most recent first. On this next page, you can refine your search by selecting/entering multiple criteria (see 2.1). This list is the "Hot List" that we had in our old system. If you are looking for an exchange, please refer to this list as regularly as possible



B – What information does the listing show?

1 [Previous home](#) NEW HOUSE IN GREEN PARK TESTLISTING [Next home](#)

2 NETHERLANDS - FRIESLAND - DRACHTEN

3

4

6 4 2

TYPE
House - 2 or more floors / Second home

WE ARE
2 Adult(s), 2 Child(ren) , 2 cats

CONDITIONS
Smoking Not Allowed

CAR EXCHANGE
Car Exchange is not offered

SEND SHARE

6

7

5

8

9

OUR HOME | NEIGHBOURHOOD | ATTRACTIONS | OUR PREFERENCES

DESCRIPTION OF THE HOME WE ARE OFFERING FOR EXCHANGE

translated by Google
RETURN TO ORIGINAL LANGUAGE

1 Title

A brief summary of the benefits of the exchange on offer

2 Location

City – Region - Locality

3 Important information

The black space to the left of the photos summarizes key information :

- How many people can the home sleep?
- The number of bedrooms and bathrooms



Also shown is information on:

- the type of property offered: house, apartment, mobile home, boat
- Main or second home
- The size of your party
- Exchange conditions
- Car exchange?

4 Actions

- **Contact this member** : via the HomeLink message area
- **Add to Wishlist** : add this listing to your wishlist
- **Map** : view the home on Google maps

5 Share

- **Send**: send the link to a friend so they can view the listing
- **Share**: you can share this listing on Facebook to inspire your friends to also share their home.

6 View photos

Scroll through photos of the listing by pressing the left and right arrows. Click on the thumbnail to view the photo.

7 Looking for....

Scroll preferred exchange dates and destinations by clicking on the small arrows to the left and right or on the radio buttons beneath the heading "We are looking for" .. The radio buttons indicate the number of exchanges required (max. 5).

8 Description

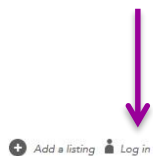
The listing description is in several sections:
Home: description
Neighbourhood: activities, leisure, public transport ..
Attractions: things to do nearby
Preferences: conditions: smoking, children, pets, plants, car exchange

9 Translation by Google

Each description is translated by Google. You can return to the original language.



1.1 – Log in as a member



LOG IN

If you already have an account, please enter your:

Email*

Password*

Remember me

[ACCESS MY ACCOUNT](#) [CLICK SIGN UP](#)

*Mandatory field Forgotten your password?



1 Access to the Member area

After entering your email and password, you can see that you are connected if your name appears at the top right of the screen. By clicking on the small arrow to the right of your name, you go to the drop down menu of member options or you can log out.

2 Documents awaiting your attention

The number on the icon indicates the number of documents awaiting your attention eg to validate a contract or complete feedback after an exchange.

3 Unread messages

The number on the icon shows the number of unread messages.

4 Dashboard

From your Dashboard you can access your mail, agreement forms, listings. You can also renew your membership or hide your listing. (See 1.5)

5 Messages

All messages exchanged between members are listed under the "Messages" tab.

6 Dates & destinations (1.4)

Here you state what you are looking for. You can have up to 5 different dates, with three destinations for each date period.

Or you can specify that you are open to all dates and / or to all destinations.

It is important to keep this section updated so that other members know what you're looking for.

7 Your listing (see 1.3)

Here you can access your listing for editing or improvement.

8 Our exchanges (see 4.1)

This lists all of your past and planned exchanges.

Here you can view your exchanges, evaluate past exchanges, leave a guest book comment or delete one left for you if inappropriate.

9 Your profile (see 1.2)

Your profile enables you to present the members of your travelling group. You can also change your email address, or your password and your preferred language. If you are interested in a Youth Exchange for your child, state it here.

10 Your wish list

View listings that you have previously added to your wish list.



1.3 – Create your profile



HELP ENGLISH + Add a listing Marie-Paule Loye

FAMILY PROFILE



First Name: Marie-Paule Last Name: Loye

Email Address: marie.loye@bluewin.ch Phone: +41 27 288 20 17

[Change my password](#) [Change my email address](#)



Change my picture >

N°: CH1242

DELETE MY ACCOUNT SAVE



ME AND MY FAMILY

Describe yourself

My native language: French I also speak: German, English, Spanish

My spouse/partner's name: Eric Our pets: -

Child(ren)

Number of children: 2

Name: Lena Date of birth: 1998

Name: Lévy Date of birth: 2000

Profession

I am a: Rep. HomeLink Switzerland My spouse/partner is a: Professor Retired

Interests

Affinities: Choose one or more of the following affinities and allow members of similar interests to find you! This great way to break the ice can

SEEKING YOUTH EXCHANGE

The exchange is for

Number of children: 2

Boy Girl

Name: Lena Year of birth: 1998

Preferred destinations: Allemagne - Autriche - Angleterre - I Languages spoken: Français - allemand - anglais - italien

Boy Girl

Name: Lévy Year of birth: 2000

Preferred destinations: Allemagne - Autriche Languages spoken: Français - allemand

More details

1 Your Profile

You can access your profile when you are logged in as a member by clicking the little arrow to the right of your name.

Under this menu you give details of the contact person in your family.

2 My profile image

Home exchange is primarily a relationship between two people. Adding a photo of you or your family can provide reassurance. If you do not wish to include a picture of you, you can add a picture of one of your favourite places or your favourite hobby.

3 My member number

This is your unique HomeLink identifier.

4 My password

You can modify your password at any time.



Your new password must have at least 8 characters.

5 My email address

You can change your email address at any time. Be sure to insert the correct address to receive notification messages from the system.

6 Delete account

The "Delete Account" option will remove your profile and listing(s) from view.

7 Don't forget to save your data

8 My family

State the number of adults and children in your travelling group.



The selected language is the language in which you receive notifications.

9 Youth Exchange

Take advantage of our community to enable your children to improve their foreign languages by staying with another HomeLink family as their guest. Then you will welcome their child into your home at a later date..



1.3 – Create your listing

HELP ▾ ENGLISH ▾

1

+ Add a listing Marie-Paule Loye ▾

FIND AN EXCHANGE

HOW IT WORKS



ABOUT HOMELINK

JOIN NOW

OUR LISTING

Listing completion rate

99%

OUR LOCATION

OUR HOME

NEIGHBOURHOOD

ATTRactions

OUR PREFERENCES

OUR PHOTOS

2

3

4

5

6

7

translated by Google



When describing your home, neighbourhood and attractions, use simple words and short sentences. These texts will be translated by Google.



PREVIEW

You can view your listing as other members will see it by clicking on the "Preview" button at the top right of the progress bar.



To go from one stage to the next click:

SAVE AND CONTINUE

After the last step - Our pictures – click: so your listing appears on the site.

SAVE AND PUBLISH

Listing completion rate

99%



A progress bar at the top right of the page indicates the progress of your listing. For a listing to be published, the rate must be 90% or more.

If you complete the requested information, add a location and add photographs you will reach the required 90% without trouble.

1 Add a listing

To create your exchange offer, click on "Add a listing." You can add multiple homes without paying more.

Feel free to share your second home, your boat, mobile home, ... **For each listing you complete the following 6 items:**

5 Attractions

Provide information about attractions within easy reach as well as tips on favourite restaurants, local walks etc Help potential exchange partners by offering local information - you can add a web link (URL) for each proposal.

2 Location

This page allows you to locate your house on Google Maps. Enter your street address, city, postcode, state / province / region and click:

SHOW MY LOCATION ON THE MAP

If an incorrect location is shown, you can move the pointer and click:

SAVE AND CONTINUE

7 Your photos

Upload your photos in the order in which they should appear. Click "Upload an image". Select the desired image from your computer and click "Save". When the image is uploaded, the thumbnail will be displayed below. You can change the photo that is displayed on your listing in search results by selecting the photo of your choice and clicking "Display this image as the thumbnail image of my listing." Finally, add a caption to your photos in the description field at the bottom of the screen.

3 Your house

Describe your home honestly. The title of your listing should be short, but appealing. To continue, you must complete all required fields and click

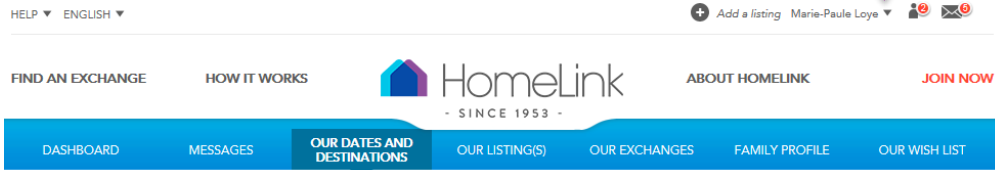
SAVE AND CONTINUE

4 Neighbourhood

Highlight your environment, say why you like living in your area and what amenities you can find there.



1.4 – State your dates and destinations



OUR DATES AND DESTINATIONS

Home exchange attracts people of open mind and spirit, like you! Drawn away from classic tourism by the personalized joys and unexpected pleasures of home exchange, experienced members know that flexibility in their choice of dates and destinations is the best way to find great exchanges. The wider your choice, the richer the opportunities that will come your way!

Open to all dates and destinations
 We'd like to receive Listing Alerts for all new pertinent exchange offers

Requesting specific dates and destinations

1. **Where** Open to all destinations (or specify your choice)

Barcelona, Spain Indiquez un lieu Indiquez un lieu

When Open to all dates (or specify your choice)

Between 11/28/14 and 12/06/14

Receive Listing Alerts specific to these dates and destinations

ENREGISTRER



To delete an entry, simply click to select each input field (dates and destinations) and erase content.

When you have created your profile and completed your listing, it's time to define your travel plans. With clear dates and destinations, you will receive more relevant offers from other members and be spared from having to respond to unsuitable offers. You'll also be able to set up Listing Alerts on your dates and your favourite destinations and then receive weekly updates of new listings that match your travel plans

1 Dates and destinations

You can access your dates and destinations when you are logged in as a member using the little arrow to the right of your name.

2 Two options:

If you do not have specific requests and you are totally open to all dates and destinations then choose the first option:

We are open for all dates and destinations

If you are limited to specific periods (eg school holidays) or to specific destinations then choose the second option:

We look for the following dates and locations :

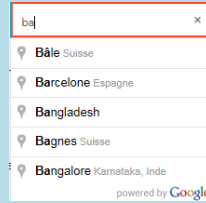
3 5 date and destination sets

You can plan 5 different exchanges at the same time.

4 Where

For each set, you can select up to three definitions or show open to all destinations.

When you start entering a name in the "enter location" field, Google map offers you a choice of locations. **It is important to select the desired location.**



It can be a city, a country or a region.

5 When

Either you are open to all periods or you set the dates during which you can exchange.

6 Listing alerts

If you want an email notification when a listing matches your requirements, click the option "Receive Alerts Listing"

Listing Alerts are sent weekly informing you of new offers corresponding to your selected dates and destinations.

7 Don't forget to save your details



1.5 – Dashboard

DASHBOARD

1 → NEW MESSAGES

2 → NEW GUEST BOOK ENTRY

3 → DOCUMENTS THAT NEED YOUR ATTENTION

4 → NEW EXCHANGE VALIDATED

5 → EXCHANGE EVALUATION TO COMPLETE

6 →

7 →

8 →

9 →

10 →

11 →

12 →

13 →

14 →

15 → MESSAGES (0)

16 → Response rate N/A

17 → Marie-Paule Loye

18 → Belle maison avec vue sur les alpes suisses - Switzerland

19 → Bonjour, Votre maison est magnifique et nous serions...

20 → Aug 24, 2014

21 → See the other messages >

22 → TIME ZONE

23 → Select a city in your time zone

24 → Zurich

25 → OUR DATES AND DESTINATIONS

26 → Edit >

27 → OUR EXCHANGES

28 → Current and future exchanges

29 → Consult your upcoming exchanges and access or edit your Exchange Agreement Forms.

30 → Past Exchanges

31 → Review your past exchanges and access your old Exchange Agreement Forms in pdf format.

32 → SEE CURRENT AND FUTURE EXCHANGES

33 → SEE PAST EXCHANGES

34 → How to Improve Your Listing

35 → 1 Beautiful photos of your home are a must. Highlight key rooms and features, façade, and garden. Views from your home are also quite appealing.

36 → 2 Fill in your Family Profile and add a profile photo, if you like. Keep your listing updated with interesting information on your family, neighbourhood, city, and region, your interests, and travel plans.

37 → 3 Show that you are active and respected in the network by keeping your response rate high and making sure all your exchange partners sign your Guest Book.

Your Dashboard is your control panel and overview of your activities within HomeLink.

Here you can access your profile, messages, listings, contracts, preferences and dates & destinations

You can access your Dashboard when you are logged in as a member by clicking the little arrow to the right of your name.



7 Response Rate. This figure shows what proportion of initial exchange offers you have replied to. The response rate is calculated from the first email received from each party. A high response rate attracts more offers, so besides being polite, it can encourage members to contact you.

8 Set your time zone. This is used in your messages. For UK, select "London".

9 Enter your dates and destinations to define your preferences for your next exchange

10 Go to your profile to change your email address or password.

11 90 days before your membership expires a message will appear in red inviting you to renew your membership. If you renew before your expiry date, a discount off the membership fee is available.

12 You can hide your listing if you do not wish to receive offers for a while.

13 Add another listing

14 View and edit your wish list (see 2.3.)

1 Your Dashboard allows you to:

Access your messages (see 3.1.)

2 Click the grey arrow to open up a message so that you can read or reply. New messages are highlighted with a blue background.

3 View your past exchanges and see new entries in your guestbook. (See 5.2.)

4 Access documents that are awaiting your attention. (See 4.1.)

5 View forthcoming exchanges and view contracts that have been approved by your exchange partners.

6 View past exchanges and see exchange evaluations that are awaiting your attention (see 5.1.)



2.1 – Search – Advanced search



SEARCH RESULTS 1026 results for

HOME DETAILS

Bedrooms: [dropdown]
 Bathrooms: [dropdown]
 Type: [dropdown]
 Setting: [dropdown]
 Main residence:
 Exclude anywhere:

ADVANCED CRITERIA

Amenities: +
 Leisure: +
 Affinities and affiliations: +

PEOPLE SEARCH

Last name of member: [input]
 [SEARCH]

DISPLAY FIRST: EDITOR'S PICK MOST RECENT EXPERIENCED EXCHANGERS SHORT NOTICE

Australia - Adelaide, 5k, S - House (1 floor)

4 [icon] 2 [icon] 2 [icon]

Adelaide, 5k, S, 1, Australia, House - single floor
 Our house was completely renovated and extended in 2008 under supervision of an architect who specialises in restoration of heritage

We are
 1 Adult(s), 0 Child(ren)

[MAP] | [ADD TO WISH LIST] | [CONTACT MEMBER] | [VIEW LISTING]

Belle maison avec piscine privée

7 [icon] 5 [icon] 5 [icon]

Genève, Genève, Switzerland, House - single floor

We are
 2 Adult(s), 0 Child(ren)

[MAP] | [ADD TO WISH LIST] | [CONTACT MEMBER] | [VIEW LISTING]

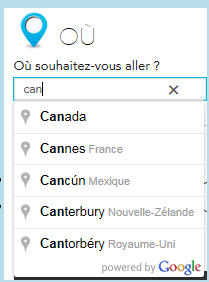
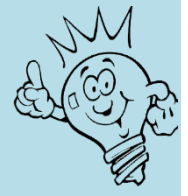
4

1 Find an exchange

Click "Find an exchange" wherever you are on the site to access the search area.

2 Simple search

You can do a simple search by entering: Where you want to go: city, region, country ... This field is required. When you start entering a name, Google offers you a choice of locations. It is important to select the desired location from the drop down list.



3

The results will show all the homes located: within 30 km from the city centre or within 300 km from the centre of the region, but within the limits of the country. Homes closest to the centre are listed first.

Indicate the country in which your house is located in the field provided for this purpose. This allows you to view only members who are looking to come to your country.

4 Advanced search

The section on the left allows you to narrow your search. When you select an option, results are updated.

Home Details: You may wish to select a minimum number of bedrooms or bathrooms; a particular type of house; environments such as mountains or city; only homes which are a primary residence.

When you click the 'exclude anywhere' button, the search results will show only those listings which specifically request your country (i.e the country given in the second search box)

Click the + next to the advanced criteria and you can refine your search further:

Equipment: such as a pool or wheelchair accessible.

Exchange preferences:

Homes which welcome children or where you may smoke or where you can take your dog You may want to look for a long-term exchange. ...

Hobbies:

Perhaps you want to go skiing or to a home near a golf course.

Affinities and affiliations:

Find other members with your interests.



2.2 - Search Results

HELP ▾ ENGLISH ▾ + Add a listing Isabelle Soja ▾

FIND AN EXCHANGE HOW IT WORKS ABOUT HOMELINK [JOIN NOW](#)

WHERE
 Enter your desired destination
 Enter the location of your home
 WHO
 Number of people
 WHEN
 Between and Min. stay

Find members looking for exchanges in your area

SEARCH RESULTS

DISPLAY FIRST: EDITOR'S PICK MOST RECENT EXPERIENCED EXCHANGERS SHORT NOTICE

Chalet dans les Alpes Vaudoises

6 3 3

Villars sur Ollon, Vaud, Switzerland, House - 2 or more floors

We are
2 Adult(s), 0 Child(ren)

MAP | [ADD TO WISH LIST](#) | [CONTACT MEMBER](#) | [VIEW LISTING](#)

Belle maison avec piscine privée

7 5 5

Genève, Genève, Switzerland, House - single floor

HOME DETAILS

Bedrooms

Bathrooms

Type

Setting

Main residence

ADVANCED CRITERIA

Amenities

Exchange Preferences

Leisure

Affinities and affiliations

PEOPLE SEARCH

Last name of member

1 Sorting the search results

You can choose to present your results either as list or as a map.

2 Sort the list

You can sort your results list by selecting one of the following sort options:

Editor's Pick: Listings selected by HomeLink will appear first, either because it is an offer that is unusual, or because it is of an offer that can be put forward to help members find a trade.

Most Recent: The Listings most recently added to the HomeLink network. Of course, the most recent offers are most likely to be still looking for a trade.

Experienced Exchangers: By selecting this option, members who have made the most exchanges appear first, in descending order.

Short Notice: Exchange proposals with the most recent dates appear first and in descending order---The most distant dates are listed last.

3 View Listing

From this list of results, you can either:

View Listing: see the Listing in full

Contact Member: If you are logged in as a member, you have direct access to the space that will allow you to start a conversation with this HomeLink member.



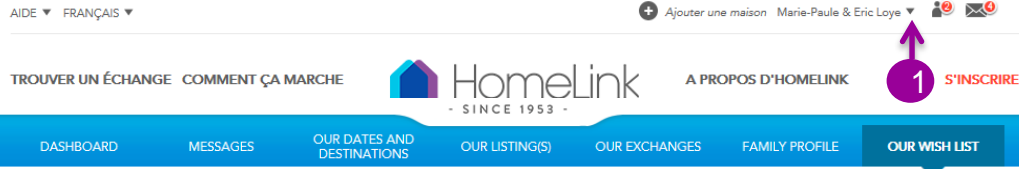
If you have already contacted the member, the link is transformed into:

[GET BACK IN TOUCH](#)

Add to Wish List: You can one-click to add this listing to your list of exchange (wishlist), for your convenient future reference.

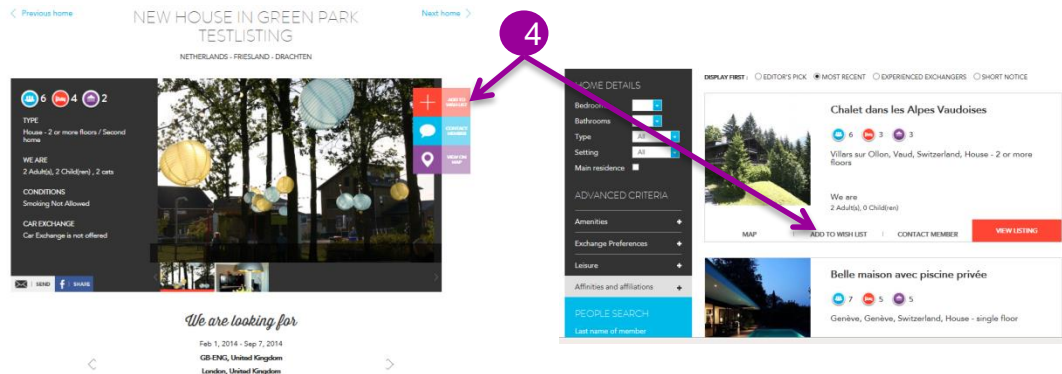
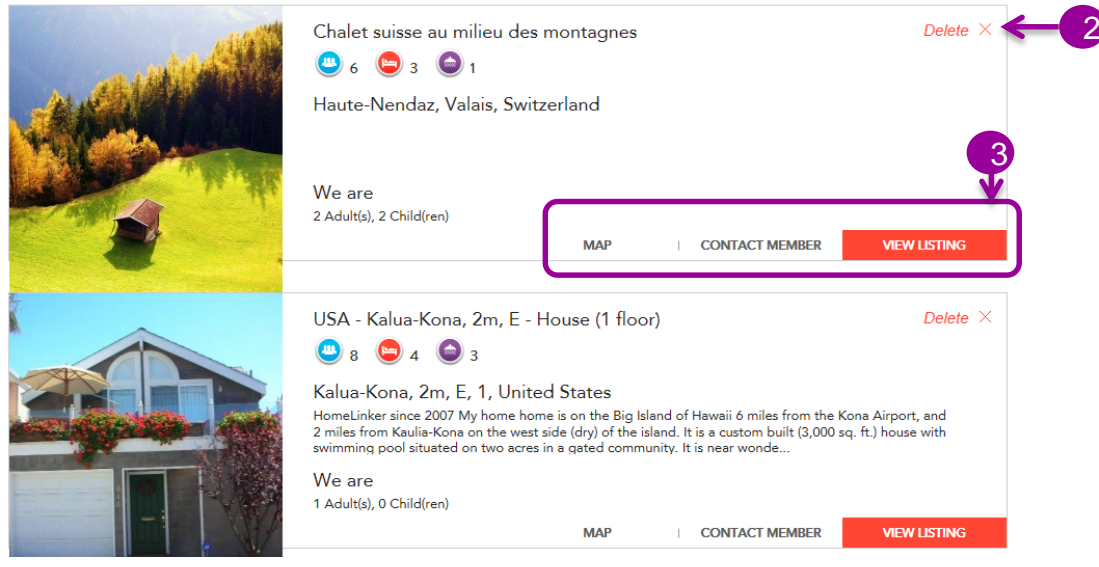


2.3 – Our wishlist: the list of our preferences



OUR WISH LIST

Use this space to store and consult the listings you would most like to explore. Share, compare and discuss them with family and friends, and let yourselves be tempted by the unique combinations that each home, neighbourhood, and region have to offer. Refine your choice and contact your favorites. Your desire for one exchange may well turn into two or more.



When you are looking for an exchange or checking your offers, you can save the listings that interest you in your wishlist, so you can see and compare them later, discuss it with your family and send your exchange offers later.

1 How to see my wishlist?

You can access your wishlist when you are logged in as a member or as a visitor by the little arrow to the right of your name.

4 How to add a listing to your wishlist

Whether viewing a listing or at the search result list, there's always the option that allows you to add a listing to your wishlist:

2 How to remove a listing from my wishlist?

To remove a listing from your wishlist, simply click "Remove" at the top right of the square which contains the list you want to delete.

"Add to Wishlist"

To do so, you must be logged in as a member or visitor.

3 My Wishlist allows me to...

From your wishlist, you can View the offer on a map, Contact this member, start a conversation with them, View the complete listing



3.1 - Our messaging

HELP ▾ ENGLISH ▾

ADD A LISTING Marie-Paule Loye

FIND AN EXCHANGE HOW IT WORKS HomeLink - SINCE 1953 - ABOUT HOMELINK JOIN NOW

DASHBOARD **MESSAGES** OUR DATES AND DESTINATIONS OUR LISTING(S) OUR EXCHANGES FAMILY PROFILE OUR WISH LIST

CONVERSATION WITH (5) [Archived Conversations](#)

1 **4** **8**

Isabelle Soja
Testlisting-belle maison avec vue sur le lac - Switzerland
Aug 31, 2014
Archive this conversation >

Bonjour, Merci pour votre demande. Malheureusement, je ne peux y répondre favorablement

5

Sylvie Vartan
Magnifique villa moderne au cœur de genève - Switzerland
Aug 26, 2014
Archive this conversation >

Un grand merci pour votre proposition d'échange. Malheureusement, nous ne sommes pas en mesure de pouvoir l'accepter. Nous vous souhaitons une bonne continuation dans votre recherche d'échanges!

6

ARCHIVED CONVERSATIONS [Return to conversations >](#)

3 **9**

7

From: Karl & Katie Costabel
Title: Test listing - usa - fort lauderdale - - United states
Date: Aug 5, 2014
answering unanswered message
Unarchive >

From: Caroline & Jon Connolly
Title: Test listing family home in winchester - United kingdom
Date: May 6, 2014
Hi The date is showing correctly and the message is...
Unarchive >

You can communicate with other HomeLink members using our secure internal messaging system.

We deliberately wanted a very simple messaging system for easy use and access for everyone.

1 How do I access my email?

To access your mailbox, you must login as a member. You can access it directly by clicking on the envelope icon or the small arrow to the right of your name.

Each time you click "Contact Member" or "Contact this member again," you go directly to your inbox.

2 How is our mail organized?

Our email is organized into conversations. A conversation consists of one or more messages with the same person (see 3.2), no matter if it is a message received or sent message.

You have a page with all your **Conversations** and a page with all your **Archived Conversations**.



When the conversation is over (eg: a negative response or exchange completed), we advise you to keep the conversation for your future reference.

4 How are conversations organized?

Conversations are organized by chronological order of the last message in the conversation. So, you see the most recent conversations first. Conversations that appear with a blue background are those with messages you have yet to read.

5 See all messages in a conversation?

By clicking on the gray arrow to the right of the conversation, you open it and see all messages sent to this member. (See 3.2.)

6 Archive a conversation

When the conversation has ended, we advise you to archive it so as to keep in your messaging area for future reference.

7 Unarchive a conversation

When a conversation has been archived and you want to return it to the conversations, simply click on "Unarchive".

8 My archived conversations

In your email, you can access your archived conversations by clicking on "Archive Conversations".

9 My ongoing conversations

You can cancel your ongoing conversations by clicking "Return to your conversations".



3.2 - How to read or reply to a message?



Sylvie Vartan
Magnifique villa moderne au coeur de genève - Switzerland
Aug 26, 2014

[Archive this conversation >](#)

Un grand merci pour votre proposition d'échange. Malheureusement, nous ne sommes pas en mesure de pouvoir l'accepter. Nous vous souhaitons une bonne continuation dans votre recherche d'échanges!



CONVERSATION WITH: **Manfred Lypold**

Sion, Valais, Switzerland

Belle maison avec voiture à disposition



READY TO EXCHANGE?

CREATE AGREEMENT FORM

Oberhaid, Bayern, Germany

Germany - Bamberg, 15k, S - House (1 floor)



3 Write your message here

6

4

5

[Use the "No thank you" message](#)

[Attach a document](#)

SEND

Ich probiere gerade in welcher Sprache meine empfangene Nachricht ankommt

Mar 16, 2014 5:39:15 PM



Hallo Manfred,
Hast du deine Muttersprache in deinem Familienprofil geändert ? Bekommst du jetzt die automatischen Emails auf Deutsch ?
Freundliche Grüsse
Marie-Paule

Mar 16, 2014 5:32:34 PM

7

Message test
Kind regards Manfred

[download_file](#)

Mar 16, 2014 5:24:23 PM



Hello Manfred,
I wonder if you would like to exchange with me ? If you agree, you can go on with our exchange agreement form, so you see how it works ?
Best wishes
Marie-Paule

Feb 19, 2014 2:34:16 PM

8

1 Accessing a conversation?

By clicking on the gray arrow to the right of the conversation, you open it and see all messages sent to this member.



If you have received an offer of exchange, you will receive a notification at your personal email. You simply click on the blue "Reply" to go directly to the conversation to reply.

4 Attach File to Message

You can attach a file to your message. It can be a photo, description or any other file on your computer. Click "Attach a file". A window opens and allows you to browse for the image that is in your computer.

5 Then press "Send"

6 Respond to all offers

As politeness and respect are an integral part of the Spirit of HomeLink, it is customary within our organization to respond to all trade offers.

To send an automated no thank you reply, after opening a conversation for the first time, you can click on the option "Send message" No thank you. "

The response rate is calculated on the exchange request received from each party. A high response rate attracts more trade offers. So besides being polite, it's in your best interest to answer each proposal you receive.

7 Chronology of messages

You can see, for each message, the date and time it was sent in the time zone defined in the member's profile.

8 Attachment

A file attached to a message is reported. Just click it to open it.

2 Who sent the message?

You can see the person's name, photos of houses involved in the exchange (handy if you have several conversations) and the profile photo of your contact.



By clicking on the picture of the house, you can go directly to the ad page.

3 Send a message

Click in the box and type or paste your message.



4.1 – The HomeLink exchange contract

CONVERSATION WITH: *Manfred Lypold*

Sion, Valais, Switzerland

Belle maison avec voiture à disposition



Oberhaid, Bayern, Germany

Germany - Bamberg, 15k, S - House (1 floor)



1

Exchange dates

From To*

How you will get our keys* ← 2

Exchange dates

From To*

How you will get our keys

Car exchange

Yes No ← 3

4 → I hereby agree to uphold the Standard HomeLink Conditions as outlined below and understand that both parties of this agreement must hold valid, current HomeLink memberships in order to benefit from the HomeLink system of support and follow-up.

(*) * Standard HomeLink Conditions

1. We have read the 10 Principles for a Successful HomeLink Exchange and will abide by them when practical.
2. We will leave our home neat and tidy for your arrival. We understand that you agree to maintain and leave our home in the same state.
3. We agree to take good care of your belongings. In the event of any loss or damage, we agree to repair or replace the items in question. In the case of an insurance claim, we agree to cover the expense of any non-claimable component of the insurance settlement.
4. We will only allow the persons specified on this exchange agreement to stay in your home, unless we receive special permission from you.
5. We understand that home exchange is a non-commercial transaction. It is not a loan or rental of property. It implies no monetary exchange or profit. We understand that we have been invited to stay in your home as your guests, free of charge, for the specific period stated.
6. Whether this be a simultaneous or non-simultaneous exchange, we agree to provide you with accommodation in our home for a similar duration at a time convenient for both parties.
7. We understand that cancelling this exchange, after formalizing our agreement, is a very serious matter which could lead to our exclusion from the HomeLink network. If, for reasons beyond our control, we are obliged to cancel this exchange, we will provide you with written proof of the events that prevented us from fulfilling our commitment. We understand that this proof may be needed for your travel insurance declaration.



VALIDATE ← 6

The exchange agreement between you and your Exchange Partner will help you work out the details and conditions of your exchange (exact dates, number of people participating in the exchange, where to find the keys ...). In addition, it will allow you to fully benefit from personalized HomeLink assistance (guidance, cancellation assistance, ...).

Each exchange will be saved in your history of exchanges, and allow you and your exchange partner to sign your respective Guest Books (See 5.2).

2 Fill in the contract:

Fill in all fields of the contract. Fields indicated with an asterisk * are required fields. If they are empty, you can not go further.

3 Auto Exchange

If you select the car exchange, new fields appear, allowing you to enter the car exchange details on the same form.

4 Terms

Remember to accept the terms HomeLink order to go further.

1 To start a swap:

The swap is confirmed through initial messages exchanged between Exchange Partners.

5 Submit and make a comment

To submit your part of the contract for approval, before the final validation, click on submit and make a comment. A new window will allow you to enter your comment. Your Exchange Partner will receive a notification with your comment. This option will allow you to make changes back and forth up to the final validation of the document.

Once the dates and conditions are suitable for both partners, it is time to initiate a contract. To do this, open your conversation (see 3.2) with your Exchange Partner and click "Exchange Agreement".

You must then select the desired type of exchange:

- Home exchange:
 - Holiday Weekend
 - Long-term ...
- Click

6 Validate

Do you agree on all elements of the contract and you can definitely validate the document.





4.2- How to manage my Exchange Agreement Forms (EAF)?

The screenshot shows the HomeLink website interface. At the top, there is a navigation bar with 'AIDE', 'FRANÇAIS', and user information. Below this is a main navigation bar with 'TROUVER UN ÉCHANGE', 'COMMENT ÇA MARCHÉ', 'Homelink - SINCE 1953', 'A PROPOS D'HOMELINK', and 'S'INSCRIRE'. A secondary navigation bar includes 'ESPACE PERSONNEL', 'MESSAGES', 'NOS DATES ET DESTINATIONS', 'NOTRE LISTING(S)', 'NOS ÉCHANGES', 'NOTRE PROFIL', and 'NOTRE WISHLIST'. The main content area is titled 'NOS ÉCHANGES' and has two tabs: 'ECHANGES PASSÉS' and 'ECHANGES EN COURS ET À VENIR'. Two listings are shown:

- Listing 1:** Haute-Nendaz, Valais, Suisse, Maison - un étage ou plus. Description: Belle maison avec vue sur les Alpes Suisses. Status: 'Nous partons!' (28 août 2014 - 30 août 2014). Below the image, it says 'Contrat d'échange en attente de validation par votre partenaire' with buttons for 'Voir le Contrat d'échange >' and 'Annuler ce Contrat d'échange X'.
- Listing 2:** Galena, IL, États-Unis, Maison - de plain pied. Description: TEST LISTING - Galena - House (1 floor). Status: 'We were there!' (Feb 8, 2014 - Feb 15, 2014) and 'They were here!' (Jan 25, 2014 - Jan 25, 2014). Below the image, it says 'Evaluation submitted' and 'Guest Book signed'.

At the bottom, there is another section 'OUR EXCHANGES' with tabs for 'PAST EXCHANGES' and 'CURRENT AND FUTURE EXCHANGES'. It shows another listing for 'Haute-Nendaz, Valais, Switzerland, House - 2 or more floors' with a status 'We were there!' (Feb 8, 2014 - Feb 15, 2014) and 'They were here!' (Jan 25, 2014 - Jan 25, 2014). Below the image, it says 'See the agreement form >'.

1 How do I access my EAFs

To access your Exchange Agreement Form (EAF), you must login as a member. You can access it directly by clicking on the icon of the man or the small arrow to the right of your name. You have two possible tabs:

- Past Exchanges
- Exchanges current or future

2 Exchanges current and future

You will find on this tab all EAFs for any current and forthcoming exchanges.

You can:
3 view dates for the exchange;

4 see status of the EAF: awaiting approval by your partner, waiting for your validation validated ...

5 view the current EAF;

6 If the EAF has not yet been validated, you can ask your partner to delete the Exchange Agreement Form.

7 Past Exchanges

You will find on this tab all EAFs with past exchange dates.

If an EAF has not been approved by you or your trading partner and the dates have expired, it is automatically deleted.

You can:
8 evaluate the exchange (see 5.1)

9 Sign your Exchange Partner's Guest Book (see 5.2)

10 Show Exchange Agreement Form

- 1 AIDE FRANÇAIS
- 2 NOS ÉCHANGES
- 3 Nous partons! 28 août 2014 - 30 août 2014
- 4 Contrat d'échange en attente de validation par votre partenaire
- 5 Voir le Contrat d'échange >
- 6 Annuler ce Contrat d'échange X
- 7 PAST EXCHANGES CURRENT AND FUTURE EXCHANGES
- 8 Evaluation submitted Guest Book signed
- 9 See the agreement form >



5.1 - Evaluate exchange



OUR EXCHANGES

1

PAST EXCHANGES

CURRENT AND FUTURE EXCHANGES

Haute-Nendaz, Valais, Switzerland, House - 2 or more floors
Belle maison avec vue sur les Alpes Suisses



We were there!
Mar 27, 2014 - Mar 28, 2014
They were here!
Mar 27, 2014 - Mar 28, 2014

Drachten, Friesland, Netherlands, House - 2 or more floors
New house in green park TESTLISTING



[Evaluate this exchange >](#) [Sign their Guest Book >](#)

[See the agreement form >](#)

2

3

10. Upon your return

Did you find your home neat and tidy, in keeping with the HomeLink standards of cleanliness (as described above in Question 1)?



Please note that your comments will not be shared with your exchange partner unless you check the box below.

Comments

4

You may share my comments with my exchange partner.

5

I agree to let HomeLink use my comments to promote home exchange.

6

7

SUBMIT

Home Exchanging is much more than saving money on accommodation. It is a shared way of life, circle of friends, personal comfort and property. This is why the quality of a home exchange network can not be judged solely on the number of homes available. The commitment of members, their frame of mind and practicing proper respect and etiquette make all the difference.

To ensure the quality of our network, HomeLink encourages all members to complete an evaluation after each exchange. Based on the 10 Principles of the exchange (see 5.3), the evaluation form will allow us to maintain the quality of HomeLink standards and promote the true spirit of home exchange: respect, mutual trust, honesty and sharing.

1 How to access the evaluation form?

To access the evaluation forms, you must login as a member and access you're the corresponding EAF (see 4.2).

2 Click on the link "Evaluate this exchange," to access the form.

Once a trade has been evaluated, the link becomes

Evaluation submitted

3 What is this questionnaire?

The evaluation questionnaire consists of 10 questions based on the 10 principles of trade. You will need to grade from 1 to 5 by clicking on the stars - one star being the lowest score, five stars most high.

4 You also have the option to leave a general comment about the exchange.

5 Share your comments with your exchange partner

You can share your comments with your Exchange Partner if you select this option, or post a comment only for your HomeLink Representatives and your Exchange Partner.

6 Share your comments as testimony

By clicking on this option, you authorize HomeLink to publish some or all of your comment in the site's "Testimonials" and/or to promote the spirit of the home exchange.

7 And then ... Submit.

By clicking "Submit", you submit your review to HomeLink. Your data is stored in our database. If the evaluation is negative, the representative will contact the member in question to see how to improve the situation. If the problem persists, the member is excluded from HomeLink International.



5.2 - Sign the Guest Book

OUR EXCHANGES

PAST EXCHANGES CURRENT AND FUTURE EXCHANGES

Haute-Nendaz, Valais, Switzerland, House - 2 or more floors
Belle maison avec vue sur les Alpes Suisses



We were there!
Mar 27, 2014 - Mar 28, 2014

They were here!
Mar 27, 2014 - Mar 28, 2014

Drachten, Friesland, Netherlands, House - 2 or more floors
New house in green park TESTLISTING



[Evaluate this exchange >](#) [Sign their Guest Book >](#)

[See the agreement form >](#)

3 Sign your partners' Guest Book

Title (100 characters max)

Comments (1000 characters max)

[PUBLISH](#)



They were here!
Mar 27, 2014 - Mar 28, 2014



[Evaluate this exchange >](#) [Sign their Guest Book >](#)

[See the agreement form >](#)

4 Your exchange partner signed your Guest Book :

Inga en Rich, Marijn en Steven de Ruiter



" It was great "

Thank you for everything!!

[Delete entry](#) ✕

If your Exchange Partners have surpassed your expectations in making your stay in their home an exceptional stay... If they took great care of your home while you are away ... If you enjoyed the comfort of their home and loved the area ... Don't wait to tell them! Sign their Guest Book and recommend them to other members. It's a great way to thank your Exchange Partner for a wonderful exchange. In addition, you will be helping to get more exchange offers!

1 How to access the Guest Book?

To access Guest Book of your exchange partner, you must login as a member and access the corresponding EAF. (see 4.2).

2 Click on the link "Sign their Guest Book" to access the form.

Once a book has been signed, the link becomes

Guest Book signed

3 What is an entry in the Guest Book?

You can leave a comment in the Guest Book of your Exchange Partner. This comment will be posted on your Exchange Partner's Listing. Other HomeLink members will be able to read it.

Feel free to mention all the highlights of your stay with your Exchange Partner. It could be their home, the comforts of home, location... You can also talk about activities and excursions made. You have 1000 characters to highlight everything you liked.

4 How to view the comments my Exchange Partner wrote in my Guest Book?

You must login as a member and access your EAFS (see 4.2).

If your Exchange Partner has signed your guestbook, you will see on this page. If it has not already been done, you will have this indication:

Your partner has not yet signed your Guest Book

Feel free to invite them to sign your guest book, so as to give confidence to your prospective exchangers ..

5 I do not want the comment to my exchange partner is published

It may be that, for one reason or another, you do not want to publish a comment from your Exchange Partner.

By clicking "Remove Comment", it will not appear in your listing.



5.3 – The 10 Principles for a Successful Home Exchange

10 PRINCIPLES FOR A SUCCESSFUL EXCHANGE

People around the world do things differently, due to varying cultural norms, or simply out of individual habit. We have established the following guidelines to make sure that our home swap network offers the basic considerations that our members can look forward to on each HomeLink home exchange.

1

Describe your home honestly in your listing and in all correspondence.

You want your exchange partners to be pleasantly surprised when they arrive, not disappointed. Never hide the existence of pets.

2

Leave your home clean

Standards of cleanliness vary, so make sure that floors are cleaned, refrigerator emptied, oven and stove top grease-free, bath and shower free of mold and grime, windows see-through, and surfaces dust-free. No need to repaint the house! And be sure to do the same, when leaving your exchange partner's home at the end of your stay.

3

Make space for your guests

Clear away enough of your personal belongings to leave space on shelves and in wardrobes and drawers so that your exchanger partners can empty their suitcases, arrange their things in bedrooms and bathrooms and feel at home.

4

Leave at least two sets of clean sheets per bed and two sets of towels per person.

5

Create your personal "Guide to your Home and Surroundings"

This simple binder or notebook should include local tourist information, instructions for household and electrical appliances, pet and plant care, details of garbage collection, etc. Phone numbers of a recommended doctor, dentist, babysitter, good restaurants, and helpful friends are always welcome too. It is important to strike a balance between your Home Guide's quality and quantity of content so your exchange partners won't be overwhelmed with the information you provide.

6

Confirm the terms of your exchange agreement

Use the Exchange Agreement Form to avoid all misunderstandings and clarify who pays what in terms of telephone, electric bills, gas consumption, insurance excesses in case of accidents, and staple foods such as flour, sugar, oil, etc.

7

Ensure a warm welcome for your guests

If arrangements are such that you cannot personally greet your exchanger partners upon their arrival, arrange for a family member, neighbor or friend to come by and welcome them. They will certainly have questions, and such a welcome will be much appreciated.

8

Leave the makings of a first meal

Nothing fancy, but your guests could be tired and hungry and grateful not to have to go out for dinner.

9

Leave them a welcome gift!

It has become a HomeLink tradition to leave a small gift of welcome: a bottle of wine or champagne, a local specialty brought from home... Always a special surprise.

10

Close the door, turn the key, and go off on holiday!

You may rest assured, knowing that your home is in the good hands of another HomeLink member like you.