



h·me exchange

www.homeexchange.com





**Welcome to HomeExchange.
Warmer welcomes,
anywhere in the world.**

About us

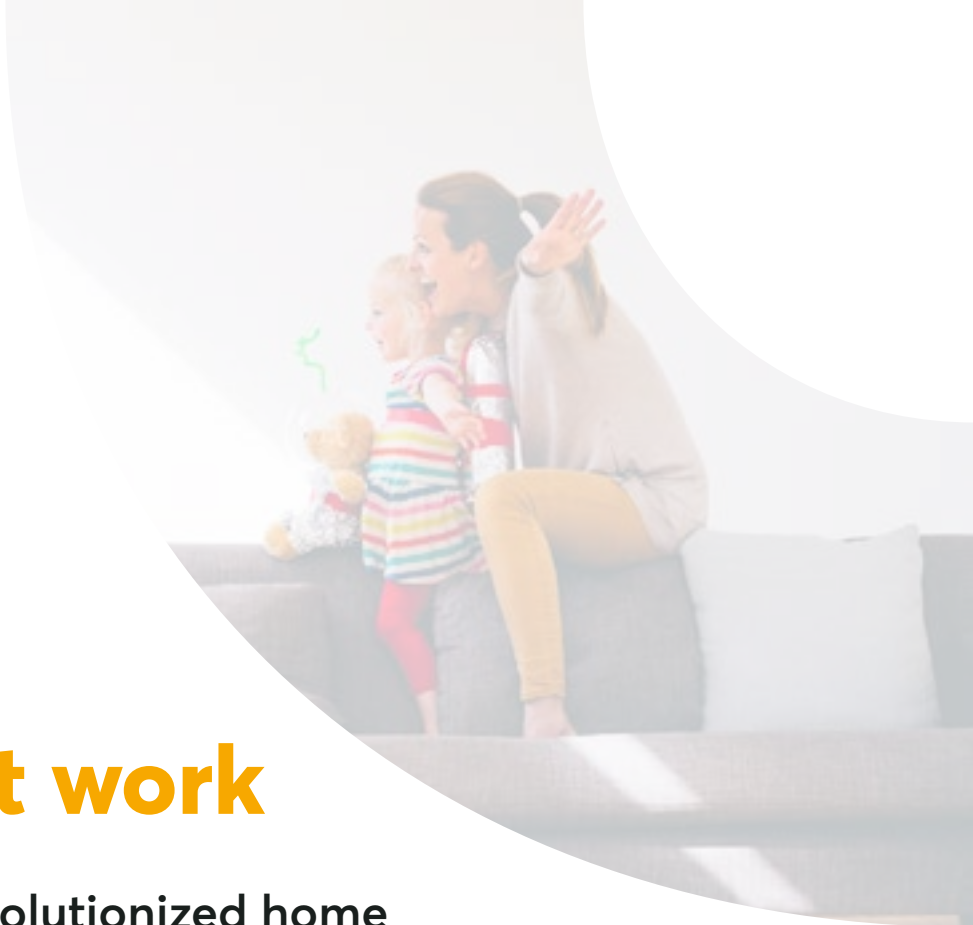
We are HomeExchange, the #1 home exchange community in the world

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 holiday opportunities for everyone to enjoy.

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

Staying in paid accommodation is increasingly perceived as cold and impersonal. **HomeExchange** offers a whole new experience: stay in real, authentic homes, and 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 during the same dates or non-simultaneously.



The exchange with GuestPoints

The guest will stay at a host's home, using a number of their GuestPoints. The host will be able to use these GuestPoints to go 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.

A subscription for unlimited exchanges



1

CREATE YOUR PROFILE FOR FREE

And your home profile, to present yourself to the community.



2

FIND YOUR NEXT VACATION

Searching among 450,000 homes and sending messages.



3

GET THE 1 YEAR MEMBERSHIP FOR \$150

Finalize your exchange and prepare your suitcase!

- Unlimited number of exchanges.
- Member Support at your fingertips.
- Assistance in the case of cancellation or non-compliance.
- Property damage coverage.

Trust and security

Profile Verification

HomeExchange verifies the identity, address and contact details of its Members: a guarantee of trust for users, who can thus receive requests for exchanges with complete assurance.

Member Support

Our team is available to all Members to give them advice on the practice of home-exchanging that may be new to them, guide them in their research and answer all their questions. In case of emergency, our multilingual support team is available 24/7.

Our Guarantees

Our team accompanies our Members and protects all exchanges in case of unforeseen events.

Our Commitments to Guests	Our Commitments to Hosts
Cancellation protection Compensation up to €700 per week and support in case of cancellation or non-compliance.	500 € deposit from the guest to cover any potential damages.
Compliance guarantee Proposal of an alternative solution if the accommodation does not correspond to the initial description of the house.	Property damage with a coverage of up to £1,000,000.
Damage coverage Property damage protection of up to £1,000,000.	Assistance in case of theft

*1,000,000€ = 1,315,365 \$ US (december, 2019)

Key figures

450,000
homes

3,3M
nights in 2019

187
countries

38M€
of fundraising

6
Acquisitions

over 70%
of marketshare

Most popular countries*



*Based on total number of exchange nights in 2019

Community

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."



Sarah **UK**

"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."



HomeExchange and responsible tourism

HomeExchange allows travelers to flee from mass tourism, and travel more responsibly.

HomeExchange has the ingredients to be the most responsible way to travel. We value local tourism and promote a more egalitarian and circular tourism. We defy standardized tourism and oppose destruction of ethical values. Unlike other modes of travel focused on competitive bidding, **HomeExchange** does not create ghost towns. It allows for a return to authenticity, and the chance to rediscover diverse landscapes and cultures off the beaten path.

At **HomeExchange**, we believe that traveling means experiencing and fully immersing yourself in the local culture, not just observing it from a hotel window.

At **HomeExchange**, we believe that all travelers should act as both guests and contributors, not as spectating tourists.

At **HomeExchange**, we believe we should all think about the environmental impact of our travels to help us make the right choices.

To share the simple solutions and information that can inspire everyone's holiday choices, **HomeExchange** launched its dedicated Instagram account:

@WeTravelResponsible

Our st•ry (1)

Early days

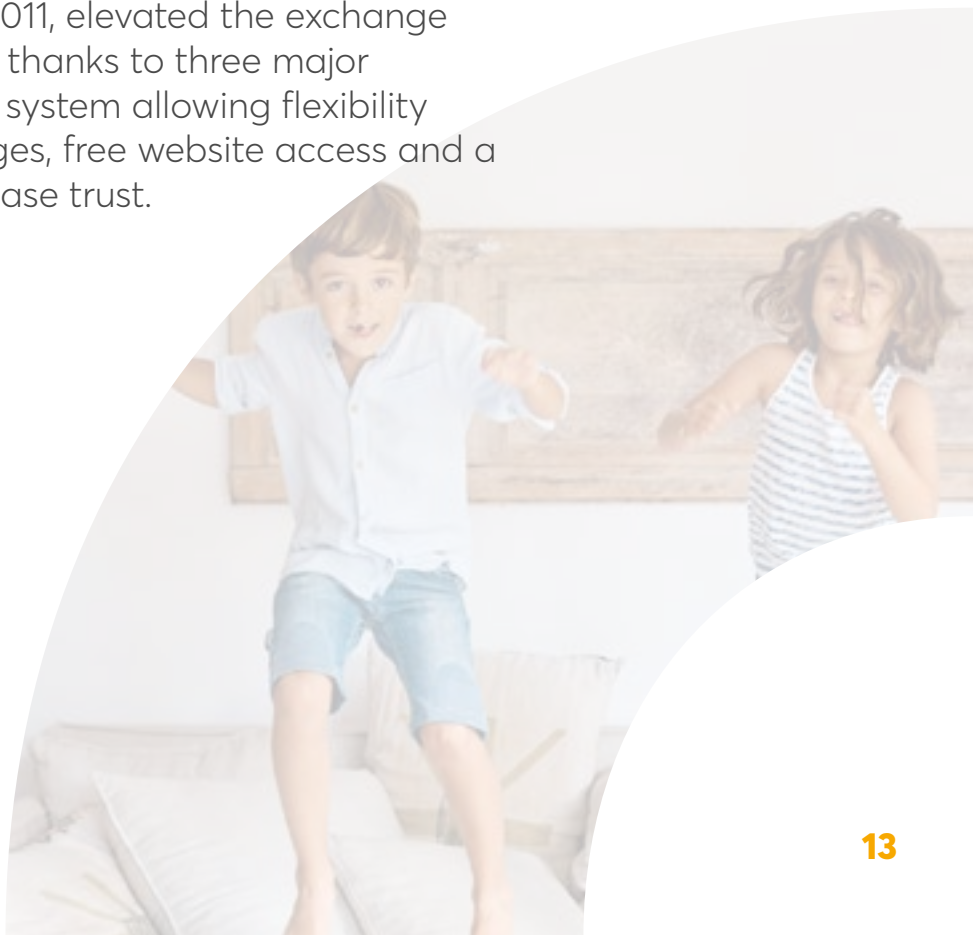
While the concept of home exchange has been around for ages, and was particularly popular within the academic community, it grew immensely in the early '90s with the rise of the internet and personal computers.

HomeExchange revolutionized the experience by becoming the first organized home swap service online. It took a trending vacation service from 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 film. 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: the GuestPoint system allowing flexibility and non-reciprocal exchanges, free website access and a guarantee program to increase trust.





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 GuesttoGuest grew at a rapid pace, both organically and by notably acquiring European competitors like Itamos, Trampolinn, and HomeforHome.

When GuesttoGuest acquired **HomeExchange** in 2017, Arnaud and Girard 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 holiday opportunities for everyone to enjoy. And with over 450,000 homes in 187 countries, **HomeExchange** reaches a large audience of travelers from around the world who are looking for authentic, priceless travel experiences. While rental platforms are struggling with an increasingly regulated environment, and cities around the world are fighting back on the expansion of rental businesses posing as the "sharing economy", **HomeExchange** is an attractive alternative and decidedly the next wave of peer-to-peer hospitality.

HomeExchange selected to be part of Next40

In 2019, the French government selected **HomeExchange** as one of the 40 most promising start-ups, with the potential to become a world leader.

FrenchTech Next40 chose **HomeExchange** based on economic performance, and the potential and goal of international growth.

[Learn more about the Next40](#)





Our f·unders

Emmanuel Arnaud is the CEO of HomeExchange and President of FrenchTech Boston. A graduate of HEC Paris and the Harvard Kennedy School, he has combined his passion for sustainable development with his passion for traveling to revolutionize the home exchange market. Arnaud founded GuesttoGuest in 2011. In 2017, GuesttoGuest acquired U.S.-based HomeExchange, creating a world leader in the home swapping market. Arnaud is a sharing economy insider with management, entrepreneurship, start-up and leadership expertise. He is a frequent keynote speaker and panellist at travel, technology and other events. He is the recipient of Echo Touristique's "Person of the Year 2017" trophy for innovation. Based in Boston, Arnaud is also a father of four children and very passionate about travel.



Charles-Edouard Girard is a graduate of Centrale Paris where he earned a degree in engineering. He began his career in a 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.



Contact us

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Our Social Media

[Facebook](#) - [Instagram](#) - [Twitter](#) - [LinkedIn](#) - [Blog](#)

Our offices

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