

Terms of Service

Filhome.ph • Generated 2 October 2026

1. About these terms

Platform operator: [To be completed in Admin -> Settings] trading as Filhome.ph

Registration: [To be completed in Admin -> Settings] • [To be completed in Admin -> Settings]

TIN: [To be completed in Admin -> Settings]

Registered address: [To be completed in Admin -> Settings]

Website: <https://filhome.ph> • Support: hello@filhome.ph

These Terms govern use of Filhome.ph, a student-focused rental platform that connects students with property owners and local advertisers. By creating an account, using the platform, sending an enquiry, requesting a booking, listing accommodation or submitting a student offer, you agree to these Terms and the policies linked from them.

2. Filhome's role

Filhome provides discovery, identity verification, property inspection, messaging, booking workflow, electronic lease support, payment facilitation and related platform tools. Unless a particular listing states otherwise, Filhome is not the owner, landlord, tenant or property manager of a listed home. The accommodation agreement is between the student/tenant and the property owner identified in the booking and lease.

3. Accounts and eligibility

You must provide accurate information and keep your account secure. Students must complete staff identity verification before messaging hosts or requesting bookings. Property owners must have the legal right to offer each listed property. Users who cannot legally enter a lease on their own must involve a parent, guardian or authorised guarantor where required.

4. Bookings and leases

A booking request is not confirmed merely because it is submitted or accepted by a host. Filhome's normal workflow is: booking requested; host accepted; lease prepared and signed; initial payment completed; booking confirmed. The specific lease controls the tenancy, dates, rent, deposit, house rules and obligations for that stay.

5. Payments

Online payments are processed using third-party payment services, including PayMongo. The initial payment may combine the security deposit and first month rent in one checkout while Filhome records those components separately in its internal ledger. Security-deposit amounts are not part of a host's ordinary withdrawable rent balance. See the Booking, Payments & Security Deposits Policy.

6. Accurate listings and conduct

Hosts must keep prices, photos, amenities, availability and material property information accurate. Users must communicate honestly, avoid harassment or discrimination, and must not use the platform for fraud, unlawful activity or misleading representations. Filhome may suspend content or accounts while investigating safety, verification or legal concerns.

7. Verification

A Verified Student badge means Filhome staff reviewed the submitted identity document and recorded a successful verification. A Filhome Verified property means a Filhome representative physically inspected the property and confirmed that the listing substantially matched the property and the checked amenities were present/working at the time of inspection. Verification is not a guarantee of future condition, suitability or safety.

8. Cancellations, refunds and disputes

Cancellation and refund outcomes depend on the stage of the booking, the signed lease, the applicable published policy and mandatory Philippine law. Users should contact Filhome promptly if a payment, property or safety issue arises. Nothing in these Terms excludes rights that cannot lawfully be excluded.

9. Electronic records

You agree that electronic records, notices, signatures and transaction records may be used for platform activities to the extent permitted by Philippine law, including the Electronic Commerce Act of 2000.

10. Privacy

Personal information is handled under the Filhome Privacy Policy. Identity documents are stored only for staff review and are deleted after a verification decision in accordance with the Verification Policy.

11. Changes and contact

We may update these Terms for operational, legal or product changes. The current published copy shows the terms in effect. Questions can be sent to hello@filhome.ph.