



Vicinity .World

Connect Locally, Impact Globally

Fee Terms

Vicinity World, Inc. Effective Date: October 6, 2026 Last Reviewed: October 6, 2026

1. The short version

- **Neighbors pay nothing.** Browsing, booking, messaging and neighborhoods are free — no membership, no booking fee, no markup on the price a provider sets.
- **Providers list for free** and pay **5% of each booking they complete** — never more than **\$20 in a calendar month**, and **nothing in a month without a completed booking**.
- **The first 90 days are fee-free** for every new provider.
- There is no upfront payment, no recurring charge, and no fee on a booking that did not happen.

2. Who pays what

You are...	You pay
A neighbor booking a service	\$0 — the price the provider set, nothing more
A provider, during your first 90 days	\$0 on every completed booking
A provider, after the first 90 days	5% of each completed booking, capped at \$20 per calendar month ; \$0 in a month with no completed bookings

3. How the fee is calculated

The fee is 5% of the service price the neighbor paid for a booking **you marked complete**. A few examples:

- A **\$40** booking → **\$2** fee → **\$38** to you.
- A **\$100** booking → **\$5** fee → **\$95** to you.
- Four \$100 bookings in one month → **\$20** in total, which is the cap. Every further booking you complete that month carries **no fee** and pays out at 100%.
- A month with no completed bookings → **\$0**.

The cap resets on the first day of every calendar month. For bookings paid in the app, the payment network's processing cost is shown separately on your payout and is not part of the platform fee.

4. The fee-free period

Your 90 fee-free days start the day you accept these terms — the first of the three provider-onboarding steps (fee terms, identity check, payout account). No fee accrues on any booking completed during that period, and your Wallet shows the date it ends.

5. How the fee is collected

- **Booking paid in the app** (card or bank): the fee is **deducted from your payout** when the booking is marked complete. There is nothing to do.
- **Booking paid outside the app** (cash, Zelle, Venmo): the fee still applies and is **added to your balance** in Wallet. Settle it whenever you like from Wallet — in the app with a saved card or bank account, or by sending it with Zelle and uploading the receipt. You can also prepay; a prepaid balance is used first, so no deduction or charge is taken while it lasts.

Your Wallet shows the running total for the month, how far you are from the cap, and anything owed from earlier months.

6. Refunds

If a completed booking is refunded, the fee collected on it is **reversed in full**. If no fee was collected on that booking — the cap had been reached, or it fell in your fee-free period — there is nothing to reverse.

7. If a balance goes unpaid

A balance from an earlier month is handled in steps, never all at once:

Days after month-end	What happens
1–7	A reminder email. Nothing changes in the app.
8–14	A banner in the app asks you to settle.
15–29	You cannot mark new bookings complete until the balance is settled.
30 or more	Your listings are paused and no new fees accrue while they are.

Bookings already underway are always honored. We never cancel a booking to collect a fee, and a trivial balance never pauses your listings.

8. What these terms never include

- No upfront, monthly or yearly charge of any kind.
- No fee charged to neighbors, and no fee on bookings you make as a neighbor yourself.
- No cancellation or no-show fees today — if we ever introduce them, they will be disclosed at booking time and in the Terms of Service.
- No fee on a booking that was not completed.

9. Changes to these terms

The percentage, the cap and the length of the fee-free period are shown on this page and on the fee-terms step in the app, together with the effective date. If they change, we will notify providers in the app and by email, and the change applies only to bookings completed after that notice.

10. Questions

Write to us through the [Help & Support](#) page. The full [Terms of Service](#) cover payments, refunds and cancellations in sections 6–8.