

SITU

Connected by people.

HICKORY
GLOBAL PARTNERS

One managed route for complex extended stays

Situ provides a safe, scalable way to source, book and support extended stays for complex travel, relocation and project-led demand.

We are temporary housing experts, backed by smart technology and a global partner network. From individual travelers to large group projects, we make it easier to find and book high-quality accommodation, with support from enquiry through to in-stay care.

What sets us apart

Competitive pricing

Compliance & security

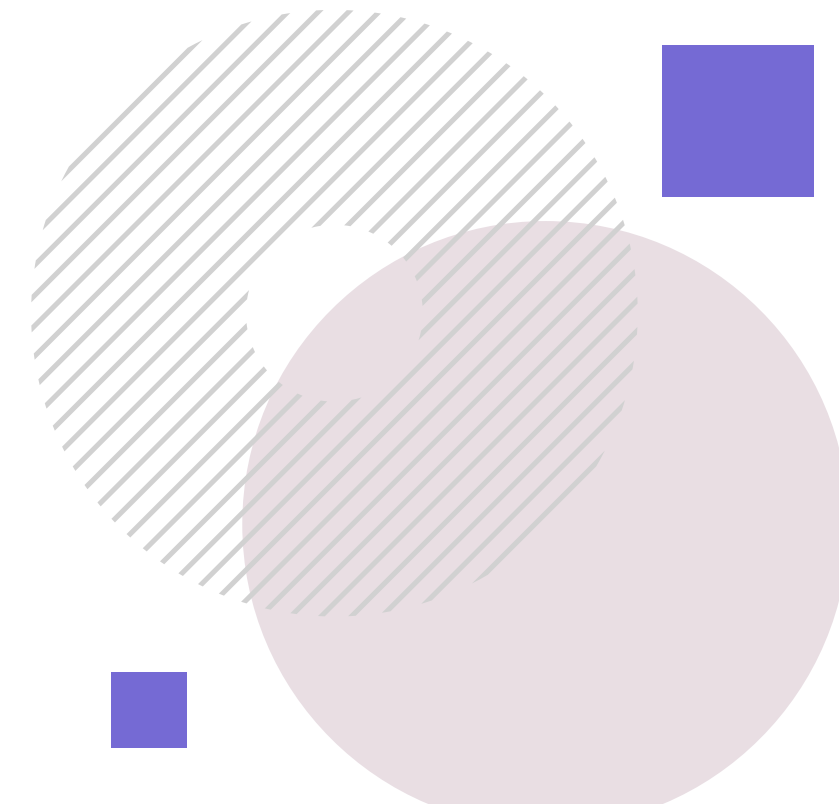
Guest support

Market
Knowledge

Global reach

Supply chain quality

Technology



SITU



Counties we have properties in

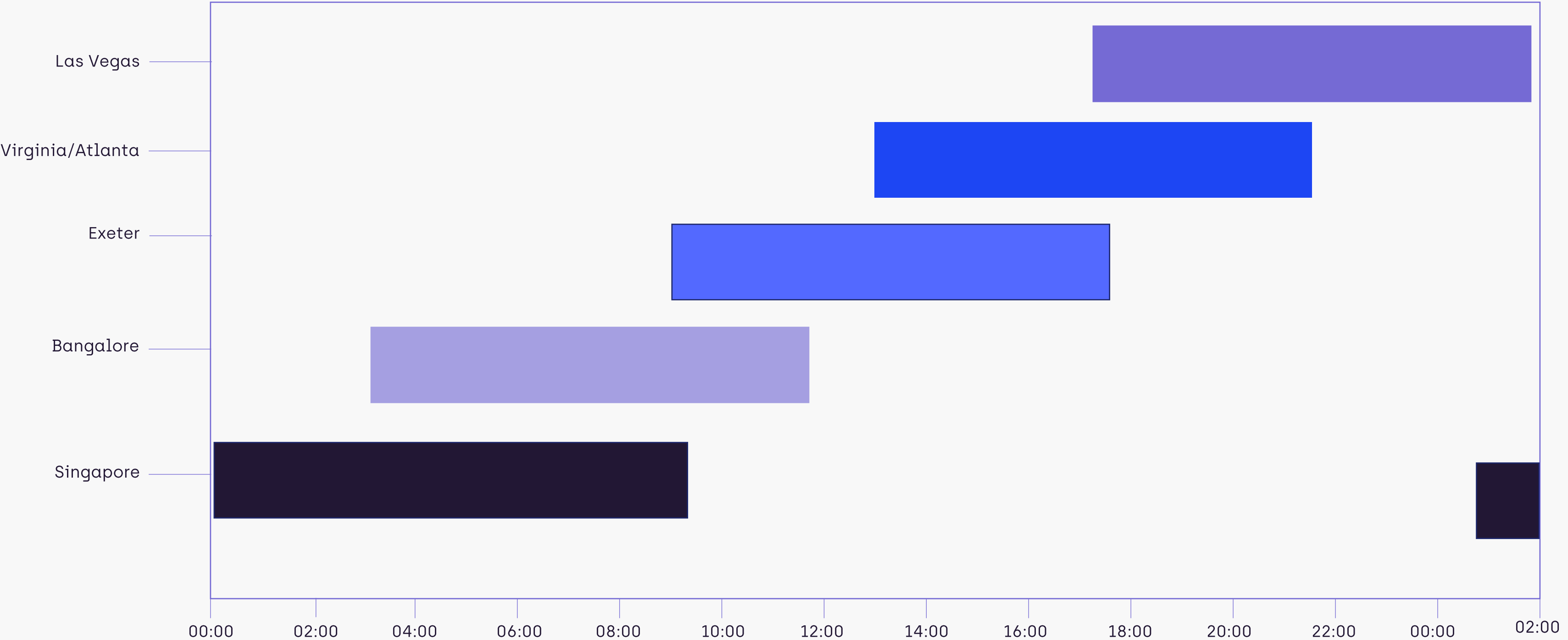


Situ Hub

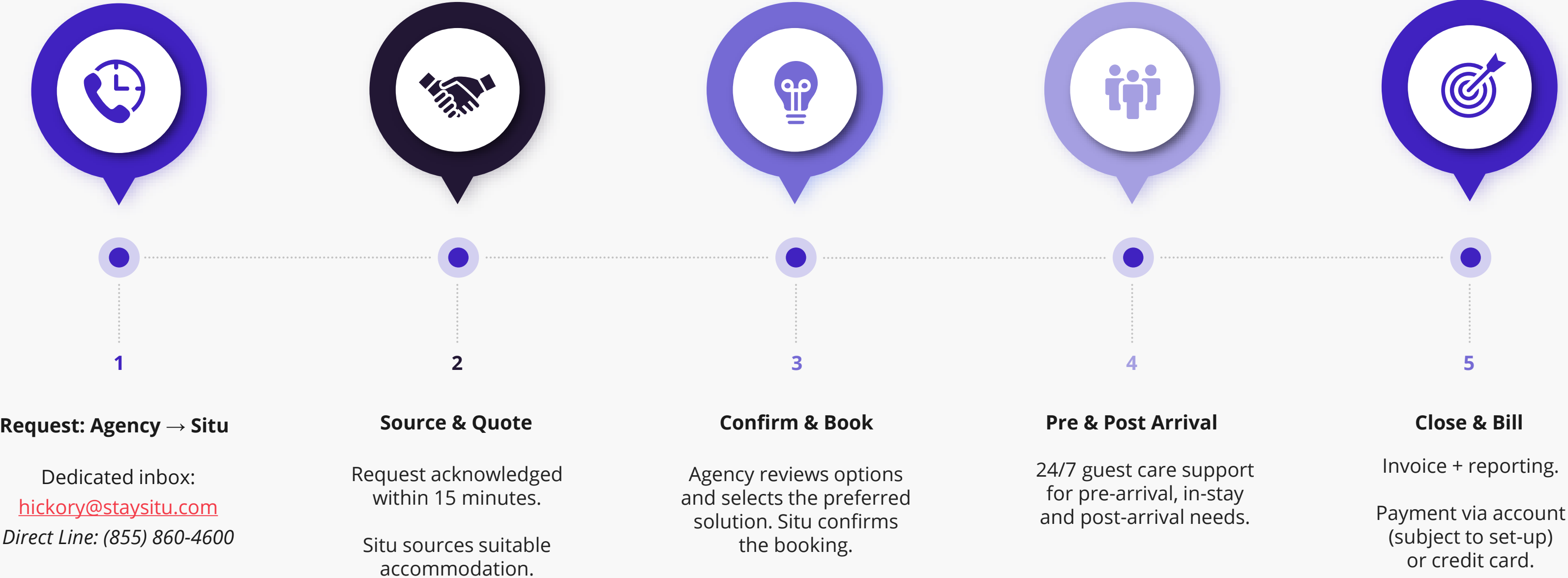


Upcoming Situ Hub

Follow-the-Sun coverage timeline (UTC)



How to Book + Aftercare



Minimum information required

Traveller name • Location • Dates / duration • Special requirements

Escalation support

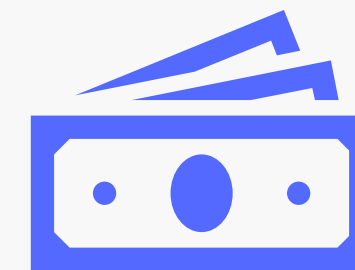
Situ can engage ISOS for safety, security or medical escalations where required.

Payment Process



Credit Card

We accept all major credit and debit cards. A secure payment link will be provided to complete payment. Any applicable card processing fees will be confirmed at the time of booking.



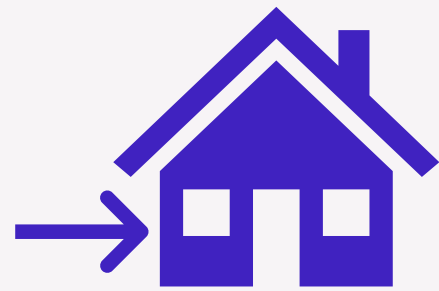
Account

You may apply for a credit agreement with us. Once approved and confirmed, the credit account can be used for future bookings in line with the agreed terms.

To request a credit account, please complete the Situ client onboarding document and return it to hickory@staysitu.com



Our guest care team specialize in **Pre-arrival** and **Post-arrival/In-House**.



Pre-arrival

The pre-arrival team work with our Partners and our Partner Relationship Management System to ensure a smooth arrival, they request pre-arrival inspection reports, arrange meet and greets or added extras.

They will arrange the completion of pre-check-in documents to relieve additional stress on guests and, where needed, share guest personal data securely via Zoho forms.



In-house

Situ's in-house team manage all guest communications using Zoho Desk, our customer service management tool, to ensure guests receive timely, consistent, and high-quality support throughout their stay.

This system enables us to monitor response times, identify trends, and proactively address any issues, ensuring a seamless guest experience from booking through to check-out.



Duty of care

Managed Partner Network with partners signed to a Partner Agency Agreement

Sustainability, Safety & Security questionnaire used to identify and manage preferred supply

Thorough due diligence completed before any partner goes live, with ongoing reviews

International SOS support: ability to register travelers with ISOS and report on traveler locations

Partners are professional hospitality operators meeting standards for quality, service and compliance

ISO-certified management systems: ISO 27001 / 9001 / 14001 supporting security, quality and environmental governance

Duty of care built in focus on traveler safety and wellbeing, plus expert property recommendations

Enhanced 24/7 out-of-hours support coverage: a core on-call team backed by Situ Support, with a wider bench of senior and executive leadership contactable at any time in a "never event" scenario

Traveler tracking / visibility to support client duty-of-care obligations



Apartments

Apartment buildings are the best choice for urban areas and long-term stays.



Houses

Houses provide space and privacy. Perfect for all locations including remote places.

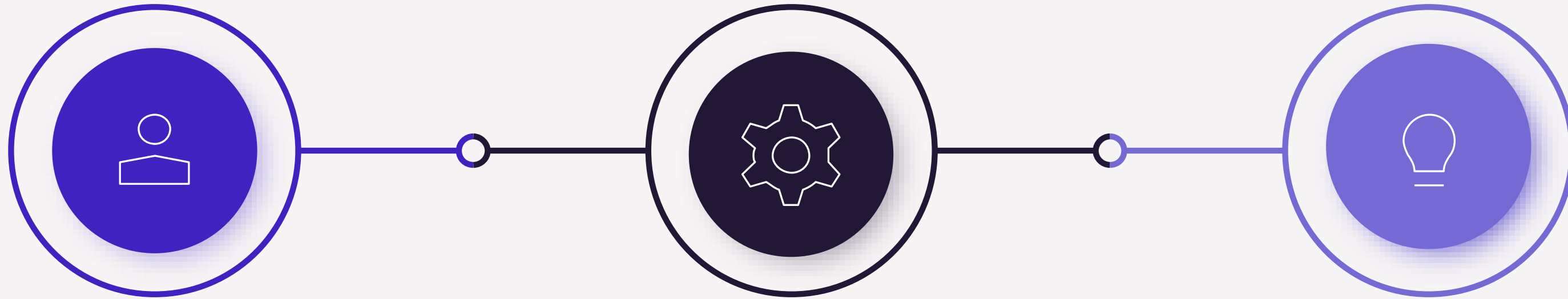


Aparthotels

Aparthotels – the best of both worlds! Hotel comforts with all the benefits of serviced accommodation.



Our Partner Network



Managed partner network

- Partner Agency Agreements.
- Account Management of our key property partners.
- Pre arrival checks completed.
- Situ Legal and Compliance team.

Managed programs

- Utilizing our managed property network to create managed programs for frequently booked locations.
- Curated list of properties, pre-agreed with Hickory/TMC, enhancing the service delivered to you.
- This program provides better than market pricing through a shortlist of qualified properties.
- Programs are subject to market availability

Reactive sourcing

- Working fast to assess request.
- Agility to perform background and commercial checks.
- Online assessment/review of partner.
- Dedicated team to onboard new partners.



Thank You

