Report Details

Report Submission Date
11/7/2026

Reported Company/Branch Information

City/State/Zip: Other/Do Not Wish to Disclose, Georgia

For which Brand Company do you work?
I do not work for a Brand Company

What is your relationship to Booking Holdings Inc.?
Other

Please identify the person(s) engaged in this incident:
Levan Otarishvili - Director
Saba Tsiskaradze - Manager
Gvantsa Lomadze - Lawyer

Reporter first name
Luís Fernando

Reporter last name
Schultz Xavier da Silveira

Email address
lfsxs@mailbox.org

Details
This report concerns the conduct of a Booking.com accommodation partner, Next Hospitality LLC (Batumi, Georgia; ID 445754942), operator of the property listed on Booking.com as "Next White Aparthotel OFFICIAL", toward the owners of the apartments in that building. It is submitted under the Booking Holdings Human Rights Statement, which names travel providers and affected communities among the stakeholders to whom its commitments extend, and under the stakeholder grievance provision of the Booking Holdings Supplier Code of Conduct, which directs community members to this Helpline. I am an affected owner.

I am the registered owner of apartments 16-11 and 16-12 at 27 David Mamuladze Street, Batumi, in the Next White building, which Next White LLC built and Next Hospitality LLC operates. My titles are registered without encumbrance and record my co-ownership of the building's

common property, including the elevators. I bought from a private individual and have no agreements in force with any Next company.

The conduct complained of:

1. Since July 1, 2026, Next Hospitality has excluded me from the elevators of my own home, on the sixteenth floor, through a chip-access system installed without the owners' consent. Until October 21, the chips were conditioned on my signing a one-page "receipt" stating that "the Parties confirm that it contains no ambiguous provisions and they have no claims against each other." Next confirmed in writing that the document waives nothing, and refused in writing to remove the sentence.

2. The chips are conditioned on paying a debt: "The chips will be activated once the outstanding debt has been paid" (manager, October 21, 2026). The debt was set by Next alone, without contract or account, and its basis has not been identified despite reiterated written requests. The system's purpose was announced to all owners nine months before it was switched on, in three languages: "To avoid the implementation of a chip-access system in the elevators and to maintain the comfort of our building, we kindly ask you to settle any outstanding debts in a timely manner."

3. The debt is written in one of two contract drafts I never signed, dated November 13, 2024 and August 1, 2025, both produced and sent to me on January 28, 2026. One cites a passport number issued after the date the document bears. They were presented as "a requirement under the current regulations" by the manager and the lawyer; no regulation has ever been named. The lawyer has confirmed in writing that nothing is registered against my titles.

4. In February 2025, before my renovation could begin, Next withheld my already-installed utility meters and my use of the freight elevator, which I co-own, until I paid GEL 8,105.98: "The meter is already installed, but you won't be able to use it until you settle the outstanding amount."

I sought resolution and negotiation. The director of Next Hospitality wrote to me once, on August 17, 2026: the system was “implemented for security purposes,” chips are provided “free of charge,” no coercion took place, and “any legal dispute shall be addressed in accordance with the procedure established by law before the relevant authorities,” while declaring the company “ready to continue discussing the matter in a professional and constructive manner.” I replied the next day, point by point, with the law, the company’s own announcement, the incident he had asked about and a request for chips without conditions. He did not answer; the deadline I had set passed on August 25. On October 21, the manager referred me to the director, who still has not replied.

The standards engaged. Under the Law of Georgia on Homeowners' Associations the elevators are the owners' common property (Art. 5), every owner may use them (Art. 7), modifying them requires the unanimous decision of all owners (Arts. 6, 10), and debts are pursued in court or registered against the apartment (Arts. 21, 14), not enforced by lockout. The conduct also engages Articles 360 (arrogation) and 150 (coercion) of the Criminal Code of Georgia, which I have referred to the Prosecutor's Office of Georgia; in four months no authority has engaged with the substance, and the lockout continues. Under the Universal Declaration of Human

Rights, which the Human Rights Statement adopts, it engages Article 12 (arbitrary interference with the home), Article 17 (arbitrary deprivation of property) and Article 25 (housing). My wife and I left Georgia on July 9, 2026 and cannot return to our home. Other owners report a mother sent up the stairs with her child after midnight and a manager shutting a door on an owner who asked why decisions were not discussed with residents.

Questions:

1. Do the Booking Holdings Human Rights Statement and the Booking.com partner standards (compliance with local law) apply to this partner's conduct toward the owners of the apartments in buildings listed on Booking.com? If not, what standard does Booking.com require of accommodation partners toward such owners?

2. Measured against those standards, does Booking Holdings consider the conduct described a breach?

Everything above is documented, with Next's own messages, the contract drafts, the registry extracts and the statutes, in English, Russian, Georgian and Portuguese, at the address below. Every statement cites its source. If anything in it is wrong, I will correct it if shown reasoning and evidence; that invitation has been extended to Next.

https://next-dossier.ar.io/

Summary of the case:
https://next-dossier.ar.io/en/page/summary.html

The announcement of the system as a collection measure:
https://next-dossier.ar.io/en/whatsapp/official-owners-chat.html#rfid-threat-en

The manager's message of October 21, 2026:
https://next-dossier.ar.io/en/whatsapp/saba-coercion.html#debt-enforcement

The "receipt" with the waiver:
https://next-dossier.ar.io/en/document/act-of-handover.html

The two unsigned contracts:
https://next-dossier.ar.io/en/page/falsified-documents.html

I am reachable at lfsxs@mailbox.org and on Telegram and Signal.

Luis Fernando Schultz Xavier da Silveira
Owner, apartments 16-11 and 16-12, Next White, Batumi
https://next-dossier.ar.io/en/person/me.html

Follow-Up Notes
There are no additional notes for this report.

Follow-Up Questions/Comments

11/9/2026 1:00 PM posted by Organization

Hello,

We have received your report to the Booking Holdings Compliance Helpline. Please be assured that we take these reports seriously and consider them confidentially. We will review the report to determine its appropriate resolution. If we have any questions, a member of our team may reach out to you using the contact information you provided.

While we review this matter, please share any questions or additional information using this portal.

Thank you for supporting our speak-up culture,

Global Investigation Services

11/9/2026 1:11 PM posted by Reporter

Hi,

Thank you for your confirmation and information.

I do not have supplementary information other than what is available in the dossier link I provided.
I keep the dossier up to date taking new events into account.

https://next-dossier.ar.io/

Regards,
Luís

11/10/2026 5:12 PM posted by Organization

Hello,

We have received your report to the Booking Holdings Compliance Helpline. We treat every report confidentially and seriously. We appreciate your effort to protect the speak-up culture at our company. The Compliance & Ethics Program addresses possible employee violations of the Code of Conduct.

We will ensure that all the information you have shared gets sent to the appropriate management team at Booking.com. It is possible this team may reach out to you directly with questions or requests for more information to address your feedback.

If we have misunderstood the nature of your report, we ask you to kindly give us additional information regarding the situation.

In addition, would you please disclose how you learned of the Compliance Helpline and contacted us?

Thank you in advance for your assistance.

Global Investigation Services

11/10/2026 6:33 PM posted by Reporter

Hello, and thank you for your reply.

To answer your questions:

1. How I learned of the helpline: after the authorities proved ineffective, I looked into the brands Next advertises as partners, among them Booking.com, Radisson Hotels and Tripadvisor. These brands publish codes of conduct and whistleblowing channels, and that is how I found yours.

2. The nature of my report: I am not an employee of Booking Holdings. I own an apartment in a building managed by Next, which advertises a partnership with Booking.com. My report concerns that business's conduct towards owners and guests. These two pages show how it affects each:

- Owners and investors: https://next-dossier.ar.io/en/page/psa-next.html

- Guests: https://next-dossier.ar.io/en/page/psa-next-white-renters.html

I understand if this falls outside the Compliance & Ethics Program. If so, I would be grateful if you could forward it to the team responsible for partner conduct, or tell me the right channel.

I can provide unredacted originals of any document in the dossier on request.

Thank you for your attention,
Luís

11/12/2026 5:41 PM posted by Organization
Hello,

Thank you very much for your patience while we reviewed this matter. Unfortunately it is not within our jurisdiction to get involved in matters involving non-accommodation partners or non-travelers. Based on this, we recommend resolving this with the property owner directly, and involving local law enforcement as needed.

We appreciate you supporting the speak up culture at the company.

Regards,

Global Investigation Services

11/12/2026 6:41 PM posted by Reporter
Dear Global Investigation Services,

Thank you for your reply. I ask that this report be escalated to the Booking.com Compliance Officer, or to whoever supervises your team, because your reply rests on premises that your own published documents contradict.

1. The subject of my report is an accommodation partner. Next Hospitality LLC lists units at Next White, 27 David Mamuladze Street, Batumi, on Booking.com ("Next White Aparthotel OFFICIAL"). My report concerns that partner's conduct at that property.

2. Your remit is not limited to partners and travelers. The Booking Holdings Human Rights Statement invites external stakeholders to report ethics and compliance breaches through

this Helpline, and states that all reports are thoroughly investigated. It expects business partners, including travel providers, to share its human rights commitment, and names the Universal Declaration of Human Rights and the UN Guiding Principles as its standards.

3. Your contract with the partner provides for exactly this situation. Under the General Delivery Terms, Booking.com may suspend or terminate a partner following a serious complaint from a Guest or a third party (clause 7.4(vii)), where it reasonably believes this necessary to stop unlawful behaviour or protect safety or property (clause 7.4(xv)), and for safety, security or privacy issues at the property (clause 7.4(x)). Your published values state that illegal activity may lead to a property being blocked.

4. The conduct affects your travelers. Elevator access to the residential floors depends on chips that the partner deactivates over debts it attributes to unit owners, and a few days ago the partner's manager has stated in writing that it holds a key to every apartment in the building. Furthermore, the common area services provided are routinely complained of by owners, as the dossier I linked to shows.

I am not asking Booking.com to adjudicate a property dispute. I ask:

a. Was my report assessed against the Human Rights Statement and clause 7.4 of the General Delivery Terms? If not, why not?

b. Has the partner been asked to comment? I have been requesting comment from them on their practices since August 18 and have been repeatedly ignored in bad faith.

c. Who is the person responsible for this decision, and to whom may I address a complaint about the handling of this report?

Luís Fernando Schultz Xavier da Silveira

Chat Transcripts
There are no chat transcripts for this incident.