



The I-PRAC Story

i-prac.com



ABOUT I-PRAC

International Property Rental Approval Certification

Owned by Chris Maughan, an experienced operator in holiday and commercial rentals for 17 years, I-PRAC was borne out of a need to find a solution to an ongoing problem that remains unsolved - and in some cases unreported - around the world, short-term rental fraud.

Owner & Agency Approval

The first of its kind, I-PRAC is a global verification platform that carries out detailed checks on property owners and rental agencies who offer short-term holiday and business rentals. All I-PRAC members have been approved as legitimate rental operators following a series of thorough checks of bank details, property ownership, and the team even liaise directly with local government officials. This helps to ensure all payments made to I-PRAC members are 100% guaranteed against rental fraud.



[I-PRAC Membership](#)

Register Your Booking

I-PRAC's Register Your Booking initiative enables holidaymakers and travellers to register their booking with an I-PRAC approved holiday rental owner or agency - safe in the knowledge they are protected through I-PRAC.



[Register Your Booking](#)

Report Fraud

I-PRAC also offer advice and information to those who have been a victim - or suspect they have been a victim - of holiday rental or villa fraud. Holidaymakers and travellers are able to contact the experienced I-PRAC team directly, and report the scam or issue in question.



[Report Fraud](#)

The Founders



Chris Maughan
CEO & Founder

A seasoned operator in holiday and commercial rentals, Chris launched I-PRAC after witnessing a family in Cannes lose £15,000 to rental fraud. He is passionate about cleaning up the industry and making it a safe place for travellers everywhere. Chris is also CEO and co-founder of AES Accommodation Ltd and AES Events Group, a nominated accommodation provider for companies including Google, Twitter and Spotify.



Mary Tangale
CEO & Founder

Mary has been involved in the rentals industry for almost 20 years, co-founding AES Accommodation Ltd with Chris Maughan – and heading up its customer relations and client service function – before working closely with him to launch I-PRAC. With her extensive knowledge of property owner and rental agency administration, Mary knows exactly what is required to be a legitimate rental operator.



Emma Mills
Managing Director

Over the past decade, Emma has owned and run several businesses, with a special focus on outsourced PA and call handling services. This experience is now helping her manage I-PRAC's growth and operational strategy. Having seen the damage that can be caused by rental fraud, Emma is committed to making I-PRAC a trusted name for anyone looking to book a holiday or business rental.

WHERE IT BEGAN

Chris Maughan's Story



Chris Maughan

CEO & Founder

Back in 2015, my office in Cannes received a distressing phone call from a British family who had arrived at an address in the luxury area of Cannes. They had actually booked a luxury villa from a website owner directly, and had paid out £15,000 for a one week rental in what they thought was a five bedroom luxury villa, overlooking the bay of Cannes. However, after a 40 minute airport transfer by a luxury transfer company, they arrived at the address marked on their booking contract, but found that the villa did not exist.

After 20 minutes on the roadside with three young children - trying to call the numbers on the contract - they found that the telephone numbers and the original website were no longer in service. After ten minutes of panic, the family went onto Google to search for accommodation in Cannes and found my company. They made the call, and after hearing about their situation - including the fact they had three small children, did not speak French, and were abandoned £15,000 out of pocket - we sent our driver to collect them immediately and brought them to our office. It was at this time I was witnessing first hand the devastation caused by this kind of fraud.

Trying to understand the situation and how this happened was very difficult - the couple were in a very emotional state; tears, anger, frustration, fear, panic, worry, and with three very confused young children who weren't on the lovely villa holiday that was promised.

I personally offered the family one of our villas in Cannes free of charge, and we got them settled in with a run to the supermarket to buy some essentials and checked them in to the villa. The next day they returned to our office when they were more calm and were able to explain the full situation, and this is what had actually happened...

The couple had found their dream property on Owners Direct. When they sent an enquiry they received a reply, saying: “Unfortunately our villa is booked but our neighbour, who has pretty much the same villa, has availability. He is not listed on Owners Direct - his website is ‘www dot cannes luxury villa dot com’. You can work out his website from that as if I give it as a link the Owners Direct platform will block my message to you.”

So they went onto the website and found an amazing property with beautiful photos and a description - even a photo of the owners presenting their villa.

The couple were roped in instantly: “The website looked amazing, had great reviews, logos of local tourist offices, plus email addresses and phone numbers for easy contact. It just looked great! When we emailed asking for the dates we got a reply saying yes, we are available, but you can’t check in before 2pm as we have a client leaving at 10am, and we need to prepare the villa for you, and make sure the pool is nice for your arrival. They even asked for our number so they could call us, and we had a really friendly conversation about the villa and how their children were all grown up now, and used to love playing in the garden and pool.”

They had been hooked. The price was £30,000 total and the fraudsters had asked for them to pay 50% and then transfer the rest of the balance once they had arrived safely and are inside and happy. So they agreed, and the rental contract was sent along with the invoice £15,000 deposit.

“It felt so right; we felt comfortable speaking to what we thought was the property owner, and we were really looking forward to staying in such a beautiful home. It was sickening to arrive and to find it didn’t exist as a villa, and that they had taken our money and disappeared.”

These fraudsters were incredibly convincing and clearly experts in crime, knowing just what to say to convince their victims that they were legitimate - including taking the time to build a phony website that would fool anyone. I found this just unbelievable, it was heartbreaking and I decided I had to do something about it, I never wanted to see this happen to anyone again. After 12 months of research and working out how this could be achieved, I-PRAC was created.

Fighting Rental Fraud

With the I-PRAC logo becoming a recognised stamp of approval for legitimate rental agencies and property owners worldwide, Chris is keen to keep spreading the message about rental fraud. If you’d like to organise an interview with Chris, or are looking for a comment or guest article on rental fraud, please get in touch using the details below.

Contact our Media Centre

+44 (0)1613 936 081 | info@i-prac.com

Contact our Media Partner

+44 (0) 333 358 3343 | levi@i-prac.com

Using Our Logo



Let's take a moment to appreciate the hard work and effort that went into the design and concept of our logo. Carefully considered type, precise letter spacing and the identifiable 'brand marque' are all elements that make our logo one of our most valuable assets. So, don't play about with it. Make sure you give our logo some breathing space!



