



BOOKING & CANCELLATION POLICY

Free cancellation until 5 days before check-in (time shown in the confirmation email).

After this, cancel before check-in and get a 50% refund, minus the first night.

5 days prior

For a full refund, the guest must cancel at least 5 full days before the listing's local check-in time (shown in the confirmation email).

Check in

If the guest cancels less than 5 days before check-in, the first night plus 50% of all nights after that, are non-refundable.

Check out

If the guest arrives and decides to leave early, 50% of the nightly rate for the nights not spent 24 hours after the cancellation occurs are refunded.

Frequently asked questions

Do guests get a refund of the cleaning fee? The cleaning fee is included in the nightly pricing so standard booking and cancellation policy applies.

Can guests get a refund if the listing isn't what was expected? We'll issue a refund if the listing is inaccessible, unclean, unsafe, or if there's an animal present that the host didn't mention in the listing description.

What if a guest needs to cancel because of an emergency? We may be able to issue a refund if a guest has to cancel because of an emergency. Contact us.

How long does it take to get a refund? We send refunds immediately upon cancellation and they usually show up within 3-5 days, but sometimes it takes as long as 15 days before they reflect on the original payment method.