

# Cancellation Policy

## Overview

Airbnb Clone offers flexible cancellation options to protect both travelers and property owners.

## Policy Types

### Flexible Cancellation

- **Full refund:** If cancelled at least 24 hours before check-in
- **50% refund:** If cancelled within 24 hours of check-in
- **No refund:** If cancelled after check-in time
- **Service fees:** Refunded if cancelled within 48 hours of booking

### Moderate Cancellation

- **Full refund:** If cancelled at least 5 days before check-in
- **50% refund:** If cancelled 2-5 days before check-in
- **No refund:** If cancelled less than 2 days before check-in
- **First night fee:** Non-refundable if cancelled within 2 days

### Strict Cancellation

- **Full refund:** If cancelled at least 14 days before check-in
- **50% refund:** If cancelled 7-14 days before check-in
- **No refund:** If cancelled less than 7 days before check-in
- **Cleaning fees:** Always refunded if not checked in

### Non-Refundable

- **No refunds:** Under any circumstances
- **Lower prices:** Typically 10-20% cheaper than flexible
- **Immediate charge:** Full payment taken at booking confirmation

## Special Circumstances

### Extenuating Circumstances

Full refund available for:

- Natural disasters (earthquakes, floods, hurricanes)
- Government-mandated travel restrictions
- Serious illness or injury (medical certificate required)
- Death of traveler or immediate family member
- Major property issues (uninhabitable conditions)

## Owner Cancellation

If owner cancels:

- **Full refund:** Immediate automatic refund
- **Rebooking assistance:** Help finding alternative accommodation
- **Owner penalties:** Owner faces fees and listing restrictions

## How to Cancel

### Traveler Cancellation Process

1. Go to "Trips" section in dashboard
2. Select the booking to cancel
3. Click "Cancel Reservation"
4. Select cancellation reason
5. Confirm cancellation
6. Receive refund confirmation email

### Refund Timeline

- Credit card refunds: 5-10 business days
- Bank transfers: 3-7 business days
- Original payment method always used
- Email confirmation sent immediately

## Booking Modifications

### Change Dates

- Request date changes through messaging
- Owner must approve changes
- Price difference may apply
- Subject to availability

## **Reduce Party Size**

- Allowed without penalty before check-in
- May result in partial refund if pricing changes
- Contact owner to inform

## **Extend Stay**

- Subject to availability
- Additional nights charged separately
- Must be approved by owner