**Road N Stays Cancellation Policy**

**Cancellation Policy**

Hosts and Guests are responsible for any modifications to a booking that they make via the Ventura Platform or direct Ventura customer service to make “Booking Modifications”, and agree to pay any additional Listing Fees, Host Fees or Guest Fees and/or Taxes associated with such Booking Modifications.  
Any cancelation from the host and guests will be administered on the following grounds:

**Cancellation by host:**

1. If the host cancels any confirmed booking with a time period, which is greater than or equal to 24 hours from the time of booking, the full amount will be refunded to the guest minus any transaction charges.
2. If the host cancels any confirmed booking with a time period, which is less than 24 hours from the time of booking, the full amount will be refunded to the guest but the host’s account will be credited with 10% of the booking amount. Road N Stays will deduct this amount from the host at the time of settling invoices with the host.

**Cancellation by guest:**

1. If the guest cancels any confirmed booking with a time period, which is greater than or equal to 24 hours from the time of booking, the full amount will be refunded to the guest minus any transaction charges.
2. If the guest cancels any confirmed booking with a time period, which is less than 24 hours from the time of booking, guest will not be eligible for any refunds.
3. For the cancellation and refund, please send email to Ventura Customer Service at cancellations@roadnstays.com with booking ID, invoice, and brief detail.

* All payments to hosts and guests from any event triggered through the Road N Stays booking portal will be done off-line through Road N Stays clearing house.
* All financial settlements resulting from all events triggered from Road N Stays will be cleared on the 15th of each month or agreed otherwise.

The cancellation policy is valid till 31 December 2022. After that cancellation time period will change and communicated in the updated cancellation policy.