

# EarthOMs Standard Cancellation Policy (Host-Selectable)

Effective for bookings made on or after: [01/01/2026]

Applies to: This Listing only (unless the Host states otherwise in writing on the Listing page).

## 1) How our cancellation windows work

“Check-in” refers to 3:00 p.m. local time on the first day of the booking unless the Listing shows a different time. Time references below use the property’s local time zone.

Guests may cancel through the Platform. Refunds (if any) are sent to the original payment method; bank processing times vary.

## 2) Choose one tier for this Listing

Select exactly one tier and keep only that subsection visible on your Listing.

### A) Moderate

- Full refund up to 7 days before check-in.
- 50% refund for cancellations made 7 days to 72 hours before check-in.
- No refund within 72 hours of check-in or after check-in.

Cleaning fees are fully refunded if the guest never checks in.

### C) Firm

- Full refund up to 14 days before check-in.
- 50% refund for cancellations made 14–7 days before check-in.
- No refund within 7 days of check-in or after check-in.

Cleaning fees are fully refunded if the guest never checks in.

### D) Strict

- 50% refund up to 30 days before check-in.
- No refund within 30 days of check-in or after check-in.

Cleaning fees are fully refunded if the guest never checks in.

### E) Non-Refundable (discounted rate)

- No refunds at any time, except under the Extenuating Circumstances section of this policy or where required by law.

Tip: If you offer a Non-Refundable option, we recommend also offering a Fully Refundable rate for flexibility.

Optional add-on (Host may adopt in any tier):

- Free date change once if requested  $\geq$  [7] days before check-in and new dates fall within [12] months of original arrival. Rate differences apply; higher totals are paid by the Guest; lower totals are refunded per the tier's rules.

### **3) No-show and early departure**

No-show (guest does not arrive by 11:59 p.m. local time on the first booked night and does not contact the Host): no refund.

Early departure after check-in: no refund for unused nights unless both parties agree otherwise in writing through the Platform.

### **4) Extenuating circumstances (Guest or Host)**

We follow a narrow, evidence-based approach. Where permitted by law and the Platform's overarching policies, the following may qualify for a refund outside normal tier rules:

- A) Confirmed government travel restrictions or emergency orders that make the stay illegal or impossible.
- B) Declared natural disasters or severe, unforeseen events at or near the property (e.g., wildfire evacuation orders, major flood, mandatory utility shutoff) that prevent safe occupancy.
- C) Serious, documentable medical emergency affecting the traveling guest or an immediate family member that renders travel impossible for the covered dates.
- D) Airline-wide or regional transportation shutdowns explicitly tied to an emergency (not routine delays/cancellations).
- E) Property rendered uninhabitable (e.g., burst pipe, HVAC failure in extreme weather) where the Host cannot provide a substantially similar alternative.

Documentation may be required (e.g., government notices, physician letter on letterhead, carrier advisory). Weather that is ordinary for the season, personal schedule changes, or change of mind do not qualify.

### **5) Host-initiated changes or cancellations**

If the Host cancels for reasons other than lawful, documented extenuating circumstances:

- Guest receives a full refund of amounts paid for unused nights and cleaning fees.
- Host will assist in good faith to find comparable dates or an alternative property (subject to availability and Guest consent).
- Repeated Host cancellations may affect Host status and visibility.

### **6) Cleaning fees, taxes, and other charges**

- If the Guest never checks in, cleaning fees are refunded in full.
- Government taxes are refunded consistent with local law and how they were collected.
- Payment processing and platform fees are refunded according to Platform rules and applicable law.

## 7) Security deposits and incidentals

Security deposits are handled through the Platform. A cancellation before check-in with no property access results in release of any deposit hold. After check-in, standard incident adjudication rules apply.

## 8) How to cancel or modify

Guests should use the Platform’s “Change/Cancel” tools. Changes are not effective until the Platform confirms them. If you need help, contact Support through your reservation.

## 9) Check-in delays and late arrivals

If you will arrive after the first night, notify the Host through the Platform before 11:59 p.m. local time on the first booked night to keep the reservation active. Failure to do so may be treated as a no-show under Section 3.

## 10) Accuracy of listing and habitability

If a material listing element is inaccurate (e.g., number of beds, private vs. shared bath, or promised accessibility feature) and materially affects your stay, contact Support within 24 hours of arrival. Remedies may include correction, partial refund, or relocation, depending on severity and feasibility.

## 11) Travel insurance

We recommend Guests consider travel insurance that covers cancellations beyond this policy. Insurance is a separate product and subject to its own terms.

## 12) Dispute resolution

If a disagreement arises about eligibility under this policy, the Platform’s resolution process applies. Keep all communications on-platform and provide requested documentation promptly.

## 13) Examples (for clarity only)

- Example A (Moderate): Guest cancels 3 days before check-in → 50% refund of the booking subtotal; cleaning fee fully refunded.
- Example B (Firm): Guest cancels 10 days before check-in → 50% refund; within 7 days → no refund.
- Example C (Extenuating): Mandatory wildfire evacuation order issued 2 days before arrival → full refund.
- Example D (Non-Refundable Rate): Guest's plans change 20 days before arrival, no qualifying circumstance → no refund.

## **14) Host notes (optional; visible on the Listing)**

[Optional free one-time date change  $\geq$  7 days in advance.]

[Long-stays ( $\geq$  28 nights): first 30 nights follow tier rules at booking; nights beyond 30 are refundable if cancelled  $\geq$  30 days before their start.]

[Local law disclosures, if any.]