



## Our Cancellation Policy & Experiences Issues

Questions about our terms? Contact Us [info@aldea.travel](mailto:info@aldea.travel)

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At ALDEA Travel we endeavor to create a just and fair environment for both guests and Hosts and we drafted our cancellation policy with this in mind.

We have created essentially three different cancellation policies that Hosts can choose from when creating their experience. We encourage the choice to be based on the preparations and logistics required for the experience or expedition in question to be able to give flexibility to our guests in a considerate manner.

In the same way, we encourage our guests to keep in mind that when making a reservation you are reserving a room. With all this in mind we do understand that sometimes cancellations need to happen. We encourage you that if you need to cancel an experience or expedition to do so, by giving the Host as much notice as you can.

As a general overview we encourage Hosts to allow guests to receive a full refund if they cancel within 48 hours of bookings for experiences and at least 14 days before an expedition.



The following are our three Cancellation policies, to find out the cancellation policy that applies to you, go to the listing and it will be under “Cancellation”.

## Flexible

- Guests can cancel until 48 hours before the Experience start time for a full refund. If Guests cancel after that, the Host will be paid in full.

## Moderate

- Guests can cancel up to 7 days before the Experience start time for a full refund, or within 24 hours of booking as long as the booking is made no more than 48 hours before the start time.

## Expeditions

- To receive a full refund, guests must cancel at least 15 days before expedition start date
- If guest cancel between 10 and 15 days before expedition start date, Host will be paid 50%
- If guest cancel less than 10 days before expedition start date the Host will be paid 100%
- Guests can also receive a full refund if they cancel within 48 hours of booking, if the cancellation occurs at least 14 days before expedition start date

## Rebooking and Refund Policy

Please contact [info@aldea.travel](mailto:info@aldea.travel) with your booking reference if you need to rebook or make changes to your travel plans, and we will assist you one-on-one.

## What happens if a Host cancels before check-in



Guests will automatically receive a full refund if a Host cancels their reservation prior to the start date. In the event that a Host cancels less than 30 days prior to check-in, we will assist the guest in finding comparable or better alternatives. Contact us directly at [info@aldea.travel](mailto:info@aldea.travel)

## What happens if another Travel Issue disrupts a stay

We must be notified of other travel issues no later than 72 hours after finding them. Depending on the circumstances, we may assist the guest with finding comparable activities if a Travel Issue disrupted the activity. Based on the severity of the Travel Issue, the impact on the guest, the portion of the stay that is affected, and whether the guest abandons the activity, the amount of the refund varies. As soon as the guest contacts us, we will look for alternatives to the activity if the travel issue forces them to abandon it. This policy does not cover nor include relocation costs and other travel arrangements that might incur.

## What Travel Issues are covered

The term "**Travel Issue**" refers to these situations:

- Host cancels the reservation prior to start time.
- Host fails to show-up to the activity.
- In case of expeditions, Accommodations are not habitable at check-in for any of the following reasons:
  - They contain safety or health hazards.
  - Does not match the pictures and description provided by the Host

## Claims process

To be eligible for rebooking assistance or a refund, the guest who made the reservation may submit a claim by contacting us at [info@aldea.travel](mailto:info@aldea.travel). We must receive claims within 72 hours of discovering the Travel Issue and support them with relevant



evidence, such as photographs or Host confirmation. Based on the evidence available, we will determine if a Travel Issue has occurred.

## Hosts and this Policy

In the event that a Host cancels a stay or another Travel Issue disrupts a stay, the Host will either receive no payout or will have their payout reduced by the amount of the refund.

As a general rule, we will attempt to confirm a guest's claim with their Host. A Host can also dispute a Travel Issue by [contacting us](#).

## A few other considerations

This Policy takes precedence over the cancellation policy for the reservation when it applies. Prior to submitting a claim, guests are advised to make contact with their Host as quickly as possible and resolve any Travel Issues directly with them. We will not initiate any process if this has not been done first. In the event that a Host provides a refund or other relief directly to you, we may reduce the amount of any refund or adjust any rebooking assistance under this Policy. When and if possible, we may pay for or contribute to the cost of new accommodations as part of rebooking assistance, but we are not obligated to do so. Additionally, we may offer guests the option of transferring the value of a canceled reservation to new experiences or receiving travel credit instead of a cash refund.

In the event a guest can demonstrate that timely reporting of a Travel Issue was not feasible, we may allow for late reporting of the Travel Issue. This policy does not cover travel issues caused by the guest, his or her co-travelers, or their invitees or pets. Fraudulent claims may result in the termination of your account if you violate our [Terms of Service](#).

The decisions we make under this Policy are binding, but they do not affect your rights under other contracts or statutes. The right of guests or Hosts to initiate legal action remains unaffected. It is not insurance, and no premium has been paid by any guests or



Hosts. Booking guests and Hosts of reservations are solely responsible for their obligations under this Policy, which may not be assigned or transferred. If this Policy needs to be changed, it will be done according to our [Terms of Service](#).

## Host Cancellation Policy

Host cancellations are rare, and some cancellations are beyond the control of the Host. However, certain cancellations by Hosts can disrupt guest plans and undermine confidence in our community. Therefore, ALDEA Travel may impose fees and other consequences if the Host cancels a confirmed experience or expedition reservation, or if the Host is found responsible for a cancellation under this Policy. These fees and other consequences are intended to reflect the costs and other impacts of these cancellations on guests, the broader Host community, and ALDEA Travel. Hosts who cancel due to [Extenuating Circumstances](#) or valid reasons beyond their control may be exempt from fees and, in some cases, the other consequences.

### Charges for cancellations

If you cancel a confirmed reservation, a fee will be deducted from your first payout after the cancellation. The amount depends on when you accepted the reservation and how soon before check-in you canceled it: In the case of a cancellation, the minimum cancellation fee will be \$25 USD, and the maximum cancellation fee will be \$500 USD. Fees are determined by the reservation amount and when the reservation is canceled:

- The fee is 50% of the reservation amount if the reservation is canceled 48 hours or less before check-in



- Those who cancel their reservation more than 48 hours before check-in, and less than 30 days before check-in, will be charged 25% of the reservation amount.

When calculating cancellation fees, if the calculated cancellation fee is less than \$25 USD, it will be adjusted up to \$25 USD, and if the calculated fee is more than \$500 USD, it will be adjusted down to \$500 USD.

A cancellation fee will typically be deducted from the Host's next payout. In addition to the fees and consequences set out in this Policy, Hosts who cancel, or are found responsible for a cancellation, will not receive a payout for that reservation, or, if the payout has already been made, the future payouts will be reduced accordingly.

### **Deactivation and suspension of accounts**

In the event that you cancel three or more reservations within a year, your listing may be suspended or deactivated.

### **In some cases, fees are not applicable**

Cancellations mess with guests' plans and can reduce confidence in our community, so as a Host you should do your best to fulfill all confirmed reservations. If something has come up and you simply can't fulfill a reservation for any reason, it's your responsibility (and not your guest's) to cancel as quickly as possible to allow your guest time to make new plans.

If the Host cancels due to [Extenuating Circumstances](#) or certain valid reasons beyond the Host's control, we will waive the fees set out in this Policy.

Other consequences may still apply, such as blocking a Listing's calendar, even if the fee is waived. If a Host believes one of these situations applies, they will be required to provide documentation or other support. After evaluating the evidence, we will decide whether to waive any fees or other consequences.

### **Other consequences**

A cancellation fee may not be the only consequence, as the Host may be unable to accept another reservation for the Listing on the affected dates if the Listing's calendar is blocked. When a calendar block is in place, the Host cannot accept another reservation for the Listing on those dates. Recurring cancellations without a valid reason may result in other consequences, as explained in our [Terms of Service](#). A Host's listing or account may be suspended or removed.



## A cancellation caused by a Host

Whenever this Policy mentions that a Host may be held responsible for a cancellation, it refers to situations where conditions are grossly and materially different from those described in the Listing when the booking was made. Listing inaccuracies that materially disrupt the guest experience may include double booking, substituting the activity booked by the guest, or gross Listing inaccuracies.

## Considerations to keep in mind

When a Host cannot honor a reservation, the Host must promptly cancel it and must not encourage the guest to do so.

A violation of our [Terms of Service](#) may result in account termination and other consequences if false statements or materials are provided in connection with this Policy.

Any cancellation occurring on or after the effective date is subject to this Policy. Any legal rights that guests or Hosts may have remain unaffected. Changes to this Policy will be made in accordance with our [Terms of Service](#).

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