



Extenuating Circumstances

Questions about our terms? Contact Us info@aldea.travel

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Overview

When unforeseen circumstances arise after booking and make it impractical or illegal to complete your reservation, this Extenuating Circumstances Policy describes how cancellations are handled.

When this Policy allows for cancellation, it controls and takes precedence over the reservation's [cancellation policy](#). Guests who cancel their reservations due to an event covered by this Policy may receive a refund, travel credit, or other consideration depending on the circumstances. In the event of an event covered by this Policy, hosts can cancel without adverse consequences, but their calendars may be blocked for the dates of the cancelled reservation.

Events covered

As defined in this Policy, an "Event" is a situation that occurs after booking, is unforeseeable at the time of booking, and prevents or legally prohibits the reservation from being completed.



Government travel requirements change. A governmental agency imposes unexpected visa or passport requirements that prevent travel to the destination. It does not include lost or expired travel documents or other circumstances relating to a guest's travel authorization.

A declaration of an emergency or epidemic. A government-declared emergency, epidemic, pandemic, or public health emergency. Diseases endemic to an area or commonly associated with that area are not included. For instance, malaria and dengue fever are not included.

Restrictions on travel by the government. Travel restrictions imposed by a governmental agency that prevent or prohibit travellers from travelling to, staying at, or returning from the Listing location. Government guidance and nonbinding travel advisories are not included.

Hostilities and military actions. Invasion, civil war, terrorism, revolutions, rebellions, riots, insurrections, and civil disorder are examples of war, hostilities, and invasions.

Disasters caused by natural forces. Severe and abnormal weather events, such as natural disasters, acts of God, large-scale utility outages, volcanic eruptions, tsunamis, etc. Exceptions are weather or natural conditions that can be foreseeable in that location, such as hurricanes during hurricane season.

Non-covered Events

In short, everything else.

Cancellations are allowed only for the Events listed above. Other than that, everything else is excluded. These conditions do not allow cancellations for: unexpected diseases, illnesses, or injuries; government obligations like jury duty, court appearances, or military duties; and travel advisories. Events that are cancelled or rescheduled; disruptions in transport unrelated to the covered Event, such as road closures, flight disruptions, train delays, or bus cancellations. If you cancel a reservation in these cases, the amount refunded will be determined by the [cancellation policy](#) that applies to the reservation.

Next steps in case of Extenuating Circumstances



Please follow the cancellation instructions we provide if we notify you or publish information confirming this Policy applies to your reservation. By going to your Trips page and cancelling the affected reservation, you should be able to cancel under this Policy when we have informed you or published information about it. To cancel your reservation, please contact us at info@aldea.travel if you believe this Policy applies to your reservation, but we have not notified you or published information about the Event. Documentation showing how the Event has affected you or your reservation should be available in all cases.