



NEVERBEEN

Cancellation Policy

1.0 If, as a Guest, you cancel your requested booking before the requested booking is confirmed by a Host, Provider will cancel any pre-authorization to your credit card and/or refund any nominal amounts charged to your credit card in connection with the requested booking within a commercially reasonable time. If, as a Guest, you wish to cancel a confirmed booking made via the Platform and Services, either prior to or after arriving at the Home, the cancellation policy mentioned below will apply.

- 50% refund of the Host Fee up until 1 week prior to formal check-in time (15:00 local time).
- The Service Fee is non-refundable and neither are Payment Fees.
- If there is a complaint from either party, notice must be given to Neverbeen within 24 hours after check-in.
- Neverbeen will mediate when necessary, and has the final say in all disputes.
- A reservation is officially cancelled when the guest clicks the cancellation button on the cancellation confirmation page or receives confirmation of cancellation via email.
- Cancellation policies may be superseded by the other policies, such as safety cancellations, or extenuating circumstances.

Example: For a 50% refund, cancellation must be made seven full days prior to listing's local check in time (or noon if not specified) on the day of check in, otherwise no refund. For example, if check-in is on Friday, cancel by Friday of the previous week before check in time. If the Guest cancels less than 7 days in advance, the nights not spent are not refunded. If the Guest arrives and decides to leave early, the nights not spent are not refunded.

1.1 If a Host cancels a confirmed booking made via the Platform and Services, (i) Provider will refund the Total Fees for such booking to the applicable Guest within a commercially reasonable time of the cancellation and (ii) the Guest will receive an email or other communication from Provider containing alternative Listings and other related information. If the Guest requests a booking from one of the alternative Listings and the Host associated with such alternative Listing confirms the Guest's requested booking, then the Guest agrees to pay Provider the Total Fees relating to the confirmed booking for the Home in the alternative Listing, in accordance with these Terms. If a Host cancelled a confirmed booking and you, as a Guest, have not received an email or other communication from Provider, please contact Provider at neverbeen@neverbeen.com.

1.2 If, as a Host, you cancel a confirmed booking, Provider may, in its sole discretion, apply penalties or consequences to you or your Listing, including (i) publishing a review on your Listing indicating that a reservation was cancelled,



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and/or (ii) keeping the calendar for your Listing unavailable or blocked for the dates of the cancelled booking, and/or (iii) imposing a cancellation fee equal to the relevant Service Fee (to be withheld from your future payouts), and/or (iv) removing your Listing from the Platform for as long as Provider sees fit.

- 1.3 In certain circumstances, Provider may decide, in its sole discretion, that it is necessary or desirable to cancel a confirmed booking made via the Platform and Services. This may be the case for extenuating circumstances or for any other reason. Provider may also determine, in its sole discretion, to refund to the Guest part or all of the amounts charged to the Guest, if Guest provides reasonable proof that the Host is providing or has provided insufficient or incomplete access to the accommodation, its amenities or any other part of the confirmed booking. You agree that Provider and the relevant Guest or Host will not have any liability for such cancellations or refunds. In case a confirmed booking is cancelled due to *vis major*, Host and Guest split the refund of the Host Fee 50/50, and Guest and Provider split the Service Fee 50/50. Payment Fees are never refundable.