

Cancellation Policy

Last revised: March 27, 2023

FULL REFUND (MINUS CREDIT CARD TRANSACTION FEE): FREE CANCELLATION PERIOD

BOOKING TIME	FREE CANCELLATION PERIOD
49 hours or more before trip start	Until 48 hours before trip start
Less than 48 hours before trip start	One hour after booking

Guests may cancel free of charge (minus credit card transaction fee) up to 48 hours before their trip starts. Guests who book within 48 hours of their trip have one hour after booking to cancel for free.

PARTIAL REFUND (MINUS CREDIT CARD TRANSACTION FEE): CANCELLATIONS OUTSIDE THE FREE PERIOD AND GUEST NO-SHOWS

TRIP LENGTH	REFUND AMOUNT
More than two days	Full amount refunded minus one day's daily rental amount and credit card transaction fee
Two days or less	Full amount refunded minus 50% of one day's daily rental amount and credit card transaction fee

GUEST NO SHOW

If a guest fails to cancel and doesn't show up for the trip within 1 hour of the trip's scheduled start time.

TRIP LENGTH	REFUND AMOUNT
More than two days	Full amount refunded minus two day's daily rental amount and credit card transaction fee
Two days or less	Full amount refunded minus 75% of one day's daily rental amount and credit card transaction fee

