

## The Freebird Club - Booking Cancellation Policy

We understand that instances may arise preventing you from traveling or receiving guests. The following policy sets out the terms that apply should the Guest or Host cancel a booking.

### Guest Cancels

If the Guest cancels a booking, a portion of the overall sum collected from the Guest by The Freebird Club will be refunded as per the guidelines below. The Freebird Club guest service fee\* of **12% is non-refundable** and payable in all cases.

If Guest cancels...

- **Up to 21 days** before check-in: Full refund, excepting the Freebird service fee
- **Between 20 and 7 Days** of check-in: 50% refund, excepting the Freebird service fee
- **Between 6 and 3 Days** of check-in: 33% refund, excepting the Freebird service fee
- **Within 2 Days** of check-in: 0% refund

Example:

3 night stay for total price (including Freebird service fee) of €145

- More than 21 days: €145 paid – service fee of €19 = €126 refunded
- Between 20 and 7 Days: €145 paid – service fee of €19 = €126; 50% refund = €63
- Between 6 and 3 Days: €145 – service fee of €19 = €126; 33% refund = €42
- Within 2 Days of check-in: €0 refunded

\*Service fees always accrue Vat.

### Host Cancels:

If it is a case where the Freebird Host cancels, the Guest will be fully refunded, and the host will be charged a cancellation fee\* as per the guidelines below.

If Host cancels...

- **Up to 21 days** before check-in: 5% of total Host rate as cancellation fee
- **Between 20 and 7 Days** of check-in: 10% cancellation fee
- **Less than 7 Days** of check-in: 15% cancellation fee

Example:

Host rate = €40 per night

Total Host rate for 3 night booking = €120

- More than 21 days: Cancellation fee of 5% = €7 charged
- Between 20 and 7 Days: Cancellation fee 10% = €15 charged
- Less than 7 Days: Cancellation fee of 15% = €22 charged

\*Service and cancellation fees always accrue Vat