

ARO | Apartments

Airbnb Cancellations.

We currently undertake 'strict' cancellation policy guidelines through the 'Airbnb' (Airbnb.com) platform. The Guidelines under this policy are as follows:

Free cancellation for 48 hours, **as long as the guest cancels at least 14 days before check-in** (time shown in the confirmation email)

After that, guests can cancel up to 7 days before check-in and get a 50% refund of the nightly rate, and the cleaning fee, but not the 'Airbnb' service fee.

Note: Guests won't get a refund of the Airbnb service fee if they've received 3 service fee refunds in the last 12 months or if the cancelled reservation overlaps with an existing reservation.

FAQs – Airbnb Cancellation Policy

Do guests get a refund of the cleaning fee?

The cleaning fee is refunded if the guest cancels before check-in.

Can guests get a refund if the listing isn't what was expected?

We'll help guests find a new place to stay or issue a refund if the listing is inaccessible, unclean or unsafe, or if there's an animal present that the host didn't mention in the listing description.

Can guests get a full refund if the host can't or won't fix an issue?

Guests should [contact us](#) within 24 hours of finding the issue. In qualifying cases, we will cancel a reservation and issue a refund.

What if a guest needs to cancel because of an emergency?

We may be able to issue a refund if a guest has to cancel because of an emergency.

How long does it take to get a refund?

We send refunds immediately upon cancellation and they usually show up within 3-5 days, but sometimes it takes as long as 15 days before they reflect on the original payment method. In some countries, such as Brazil and India, it can take up to 2 months for the refund to arrive.