

## Refunds and Cancellation Policy – Rumbl Rentals

**Rumbl Rentals (Rumbl Limited Partnership)**

**Last Updated: 12/08/2025**

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### 1. Introduction

This Refunds & Cancellation Policy (“Policy”) explains the rules and procedures applicable to cancellations, refunds, rebooking, Host responsibilities, Guest responsibilities, and special circumstances involving reservations completed through **Rumbl Rentals**, operated by **Rumbl Limited Partnership**, located at **P.O. Box 154, 100 Randall Road, Wrentham, MA 02093**

(“Rumbl,” “we,” “us,” “our”).

This Policy is incorporated into:

- Rumbl’s Terms of Service
- Guest Agreement
- Host Agreement
- Safety Policy

By booking or hosting on the Rumbl Platform (“Platform”), you agree to this Policy.

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### 2. Cancellation Policies Overview

Rumbl allows Hosts to choose from several cancellation policy types. Guests are bound to the policy selected by the Host at the time of Booking. Hosts are expected to honor the policy they have selected.

#### 2.1 Cancellation Policy Types

##### 1. Flexible

- Full refund for cancellations **up to 24 hours** before check-in

##### 2. Moderate

- Full refund for cancellations **up to 5 days** before check-in
- No refund within 5 days

### 3. Strict

- Full refund if canceled **within 48 hours of booking**, as long as check-in is at least 14 days away
- 50% refund up to 7 days before check-in
- No refund within 7 days

### 4. Non-Refundable

- Booking is fully non-refundable regardless of timing

### 5. Extended-Stay Policy

For reservations **28 nights or longer**:

- First 30 days are non-refundable
- Remaining nights refunded subject to Host selection

### 6. Custom Policies

Hosts may create an approved custom policy if permitted by Ruml in specific markets.

## 2.2 Local Time Zone

Refund and cancellation deadlines are based on:

**The Accommodation's local time zone.**

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## 3. Guest-Initiated Cancellations

Guests may cancel a Booking through the Platform.

Refund amounts depend on the policy selected by the Host and the timing of cancellation.

### 3.1 Refund Eligibility

Refunds apply to:

- Nightly rate
- Cleaning fee
- Guest Service Fees (in limited situations)

- Taxes (depending on jurisdiction)

### 3.2 Non-Refundable Fees

The following are **non-refundable** unless otherwise required by law:

- Guest Service Fees
- Currency exchange losses
- Bank or credit card fees
- Additional Guest-requested services

### 3.3 Failure to Check-In (“No Show”)

Guests who fail to check in are treated as having canceled after the check-in time.

No refund is required unless the Host’s policy allows.

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## 4. Host-Initiated Cancellations

Hosts should honor every confirmed Booking.

Cancelling disrupts Guests and harms platform trust.

Hosts are expected to honor confirmed reservations. When a Host cancels:

### 4.1 Guest Remedies

- Guest receives a **full refund**.
- Rumbl may assist with rebooking (not guaranteed).
- Rumbl may provide additional compensation at its discretion.

### 4.2 Host Penalties

Rumbl imposes structured penalties for Host cancellations:

- **Under 13 days before check-in:** Host pays **45%** of the reservation value
- **14–30 days before check-in:** Host pays **20%**
- **More than 30 days before check-in:** Host pays **8%**
- **Minimum penalty:** \$40

*Rumbl may deduct fees from future payouts.*

### 4.3 Additional Host Consequences

Rumbl may also:

- Block availability for affected dates
- Reduce listing search ranking

- Remove Verified Host status
- Temporarily suspend or permanently remove the listing

#### 4.4 When Penalties Do Not Apply

- Rumbl waives penalties if the Host provides evidence of:
- Unsafe or uninhabitable home
- Power/water outages outside their control
- Natural disasters
- Property damage
- Local government restrictions
- Documented emergencies

#### 4.5 Acceptable Reasons for Host Cancellations

Rumbl may waive penalties for:

- Property damage or unsafe conditions
- Emergency maintenance issues
- Severe illness or hospitalization
- Government-mandated restrictions
- Natural disasters
- Fraud detection or security concerns

Documentation may be required.

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### 5. Refund Exceptions: Extenuating Circumstances

In limited cases, Rumbl may override a Host's cancellation policy and issue refunds under **Extenuating Circumstances**, similar to Airbnb's global framework.

#### 5.1 Qualifying Events

Refund exceptions may apply to:

- Significant natural disasters
- Government travel restrictions
- Declared emergencies
- Military actions or political instability
- Severe illness preventing travel

- Death of immediate family member
- Property becoming uninhabitable
- Urgent safety issues verified by Rumbl
- Fraudulent Listings or major inaccuracies

## 5.2 Non-Qualifying Events

Refund exceptions do **not** apply to:

- Transportation delays
  - Weather not deemed extreme
  - Personal schedule conflicts
  - Minor illness
  - Changes in financial situation
  - Guest misunderstanding of Listing details
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## 6. Property Condition Issues & Safety-Related Refunds

Guest safety and habitability are top priorities.

### 6.1 Verified Safety Issues

Guests may be eligible for refunds or rebooking if:

- Accommodation is unsafe
- Host misrepresented critical details
- Safety equipment is missing or non-functional
- Conditions violate building or health codes

Rumbl may:

- Issue partial or full refunds
- Cancel future nights
- Assist with rebooking
- Take corrective action against Host

## 6.2 Cleanliness or Habitability Issues

Rumbl may offer refunds for:

- Unsanitary conditions
- Pest infestations
- Lack of essential utilities
- Mold or water damage
- Major amenity failures (e.g., HVAC in extreme conditions)

Photos or evidence may be required.

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## 7. Reservation Alterations

Guests and Hosts may request to modify:

- Dates
- Number of Guests
- Pricing
- Additional services

Alterations become effective upon acceptance by both parties.

Refunds follow the cancellation policy associated with the **new** reservation.

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## 8. Early Departures

If a Guest leaves early:

- Refunds are **not guaranteed**
  - Refund eligibility depends on:
    - Host's policy
    - Verified safety or habitability issues
    - Extenuating circumstances
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## 9. Force Majeure (“Acts of God”)

Neither Host nor Guest is liable for cancellations caused by:

- Natural disasters
- Government orders
- Epidemics or pandemics
- Terrorism or warfare
- Infrastructure failure
- Acts beyond reasonable control

Handled under Extenuating Circumstances rules.

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## 10. Refund Processing

### 10.1 Method of Refund

Refunds are processed to the Guest’s original payment method.

If the original method cannot accept refunds:

- Refund may be issued via alternate method
- Additional documentation may be required

### 10.2 Timing

Refunds may take:

- 5–10 business days for most banks
- Longer for international transactions
- Longer where currency conversion is required

### 10.3 Currency and Exchange Rate

Refunds use:

- The **original currency** of the Booking
- The exchange rate at time of transaction

Guests may incur:

- FX fees
- International processing fees
- Bank charges

Rumbl is not responsible for third-party financial institution fees.

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## **11. Special Policies**

### **11.1 Long-Term Stays (28+ nights)**

Refunds for long stays may differ:

- First 30 days non-refundable
- Remaining nights prorated based on Host policy
- Local tenancy laws may apply

### **11.2 Non-Refundable Bookings**

These bookings offer discounted rates and are strictly:

- Non-refundable
- Non-changeable
- Non-cancellable

Exceptions apply only under Extenuating Circumstances.

### **11.3 Group Bookings**

Group reservations may require:

- Deposits
  - Staged payments
  - Stricter cancellation terms
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## **12. Host and Guest Conduct Affecting Refunds**

Refund eligibility may be affected if:

- Host misrepresents the property



- Guest violates house rules
- Guest behaves dangerously or illegally
- Host cancels repeatedly
- Guest causes damage preventing continued stay

Rumbl may reduce or deny refunds in cases of Guest misconduct.

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### **13. Rumbl's Discretion and Enforcement**

Rumbl may override a Host's policy where:

- Safety concerns exist
- Fraud or misrepresentation occurred
- Required by law or regulation
- Extenuating Circumstances apply

Rumbl's decisions are final where permitted by applicable law.

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### **14. Changes to This Policy**

Rumbl may update this Policy at any time.  
Changes take effect upon posting.

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### **15. Contact Information**

For refund inquiries or disputes, contact:

**Rumbl Limited Partnership**  
P.O. Box 154  
100 Randall Road  
Wrentham, MA 02093  
United States  
Email: [admin@rumb rentals.com](mailto:admin@rumb rentals.com)