

# Karta Host Cancellation Policy

Last Updated: January 11, 2021

Because cancellations disrupt guests' plans and impact confidence in the Karta community, hosts should fulfill all confirmed reservations. If a host cancels a reservation, the following consequences will apply except as described below. If a host cannot fulfill a reservation for any reason, it is their responsibility (and not the guest's) to cancel in a timely manner to allow their guest to adjust their plans.

## Cancellation fee

You will be charged a fee if you cancel a confirmed reservation. Typically, we deduct that fee from your first payout after the cancellation. The amount deducted will depend on when you accepted the reservation and how soon before check-in you canceled it:

- More than 7 days before check-in, we'll deduct \$50 from your next payout
- Less than 7 days before check-in, we'll deduct \$100 from your next payout

The cancellation fee will be waived if you have completed at least 10 consecutive bookings without canceling or in certain other circumstances.

## Unavailable/blocked calendar

If you cancel a confirmed reservation, your calendar may be blocked, in which case you won't be able to accept another reservation that overlaps with the canceled reservation.

## Public review

If you cancel before the day of check-in, an automated review will be posted to your listing's profile indicating that you canceled one of your reservations. These reviews can't be removed, but you may be able to write a public response to clarify why you needed to cancel.

If you cancel on the day of check-in or later, guests can choose to leave a public review on your listing's profile.

## Account suspension and deactivation

If you cancel 3 or more reservations within a year, we may suspend or deactivate your listing.