

# Karta Cancellation Policies

Last Updated: January 11, 2021

For stays under 28 nights, hosts can choose which cancellation options to offer guests. For stays of 28 nights or more, the Long Term cancellation policy automatically applies.

## Policies:

### Flexible

- Free cancellation **until 24 hours before check-in** (time shown in the confirmation email).
- After that, cancel before check-in and get a full refund, minus the first night and service fee.

### Moderate

- Free cancellation **until 5 days before check-in** (time shown in the confirmation email).
- After that, cancel before check-in and get a 50% refund, minus the first night and service fee.

### Strict

- 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 service fee

### Long Term

- Automatically applied to reservations of 28 nights or more
- Reservations are fully refundable for 48 hours after the booking is confirmed, **as long as the cancellation occurs at least 28 days before check-in** (3:00 PM in the destination's local time if not specified)
- More than 48 hours after booking, guests can cancel before check-in and get a full refund, **minus the first 30 days** and the service fee

## Frequently asked questions

### 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, unsafe.

**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.

**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.

**What if I'm not sure what my reservation's cancellation policy is or the policy doesn't appear here?**

We occasionally let hosts try new policies that we're testing. Always refer to your reservation details—accessible for the cancellation policy that applies to your particular stay.