

# Cancellation Policy

Thank you for using Whimstay!

**Updated: April 30, 2019**

This Cancellation Policy is incorporated by reference in the [Terms of Service](#) (“Terms”). Any conflict between this document and the Terms will be governed by the Terms. You should read the Terms carefully as the Terms constitute a legally binding agreement between you and Whimstay.

When the Terms or this Cancellation Policy mention “**Whimstay**,” “**we**,” “**us**,” or “**our**,” it refers to Whimstay, Inc., 100 Pringle Avenue, Suite 360, Walnut Creek, CA 94596, United States.

Whimstay.com is a “**Final Sale**” service. As such, your booking is final at the time of booking and no refunds will be provided if you cancel your booking or fail to use the Property Service. Under certain circumstances, you may request a refund through [support@whimstay.com](mailto:support@whimstay.com). Please see the [Unusual Circumstance Policy](#) .

Whimstay may decide, in its sole discretion, that it is necessary to cancel a Booking and make appropriate refund and payout decisions. This may be for reasons set forth in our [Unusual Circumstance Policy](#) or (i) where Whimstay believes in good faith, while taking the legitimate interests of both parties into account, this is necessary to avoid significant harm to Whimstay, other Members, third parties or property, or (ii) for any of the reasons set out in the Terms.