

Unusual Circumstance Policy

Thank you for using Whimstay!

Last Updated: April 30, 2019

The Whimstay Platform is a “**Final Sale**” service. As such, all sales are final. Neither the host nor the traveler may cancel a booking and no refunds will be provided. In some circumstances, a refund may be available to the Traveler if significant unusual circumstances occur after the Booking. Capitalized terms in this policy have the meaning described in the [Terms of Service](#).

Circumstances that require documentation

Death of a Host, Traveler, or their immediate family member. You’ll be asked to provide one of these documents:

- Death certificate
- Obituary
- News article naming the deceased

Serious illness of a Host, Traveler, or any member of the traveling party. You’ll be asked to provide a general statement from a physician confirming that the person can’t travel. The statement must be dated after the reservation was booked.

Government-mandated obligations including jury duty, travel restrictions, court appearances, and military deployment. You’ll be asked to provide a copy of the official notice dated after the reservation was booked, including the name of the person fulfilling the obligation.

Severe damage to the home that makes it unsafe for Travelers, or that prevents Travelers from accessing basic amenities like running water. This doesn’t include planned renovations. You’ll be asked to provide all of the following documents:

- Proof that the issue is being fixed
- An estimate of when it will be fixed
- An invoice for the repairs being done
- Photos of the damage

Airport and road closures that make it impossible to travel to the destination. This includes closures caused by natural disasters like earthquakes or severe storms. You’ll be asked to provide a notice of the road closure or notice of the airport closure and proof that the flight was canceled.

Circumstances that require special review

There’s no required documentation for these circumstances, but our team will review each case to confirm that you’re directly affected.

Severe security advisories for political or civil unrest in the area that the Traveler is traveling from, traveling to, or that the Property Service is located in. Examples include:

- Violence
- Increased military presence
- Severe damage to the area's infrastructure

Changes to visa or passport requirements that make it impossible to travel to the destination. This doesn't include lost or expired travel documents.

Natural disasters that prevent the Traveler from traveling to or from the destination, or that make it unsafe to host Travelers. Examples include:

- Severe storms
- Earthquakes
- Flooding
- Tornados
- Tsunamis
- Wildfires
- Blizzards or severe winter storms

Endemic disease or illness that suddenly affects a region or an entire group of people. This doesn't include existing diseases that are associated with an area—for example, malaria in Thailand or dengue fever in Hawaii. Examples of endemic disease include:

- Ebola
- Zika
- Chagas disease

What to do next

If you've confirmed your circumstance meets the one of the requirements above, [contact us](#) to file a claim.