

Cancellation Policies for Your Listing — Furnished Rental Group (FRG)

Last Updated: September 3, 2025

These Cancellation Policies (“Policies”) form part of the FRG **Terms of Service** and **Payment Terms**. They apply to reservations made on the FRG Platform and are designed to balance flexibility for Guests with predictability for Hosts. All times are calculated using the **Listing’s local time zone** unless stated otherwise.

Key change effective October 1, 2025 (short stays under 28 nights)

Beginning **October 1, 2025**, all standard short-stay policies (≤27 nights) include a **24-hour grace period**: Guests may **cancel for a full refund of the listing price, including applicable taxes, within 24 hours of booking confirmation**, provided the booking was made **at least 7 days before check-in** (based on the Listing’s local time).

We are also introducing a new **Limited** policy (14-day full-refund window) and sunsetting **Strict** for most new listings (see details below).

How FRG calculates refunds

- **“Full refund”** refers to the **Listing price** you set (nightly rate and any Host-applied mandatory charges shown at checkout).
 - Refunds of **FRG service fees** to Guests depend on multiple factors (e.g., jurisdiction, timing, and fee type) and may not follow the same schedule as listing-price refunds.
 - **Taxes** are refunded as specified in the applicable tax rules; many scenarios provide **prorated tax refunds** when a late cancellation occurs.
 - For reservations **received before April 21, 2025**, the **cleaning fee is not collected** if the Guest cancels before check-in.
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Choose a policy for short stays and a policy for long stays

- You must select **one short-stay policy** (reservations of **27 nights or fewer**) and **one long-stay policy** (reservations of **28 nights or more**).
 - Ensure your selected policy **complies with local laws and regulations** applicable to your Listing.
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Standard short-stay policies (for bookings on/after October 1, 2025)

Each policy below includes the **24-hour grace period** described above.

1) Flexible

- Cancel ≥ 24 hours before check-in: **Full refund** of listing price **including taxes**; **Host receives no payout**.
- **Cancel < 24 hours before check-in**: **Prorated tax refund** to Guest; **Host receives** the value of **all stayed nights plus one additional night**.

2) Moderate

- Cancel ≥ 5 days before check-in: **Full refund including taxes**; **no Host payout**.
- **Cancel < 5 days before check-in**: **Prorated tax refund** to Guest; **Host receives** stayed nights + **one additional night + 50% of all unused nights**.

3) Limited (*available for bookings made on/after Oct 1, 2025*)

- Cancel ≥ 14 days before check-in: **Full refund including taxes**; **no Host payout**.
- **Cancel between 7–14 days before check-in** (but outside the 24-hour grace window): **50% refund including taxes** to Guest; **Host receives 50% of all nights**.

- **Cancel <7 days before check-in: Prorated tax refund to Guest; Host receives 100% of all nights.**

4) Firm

- **Cancel ≥30 days before check-in: Full refund including taxes; no Host payout.**
- **Cancel between 7–30 days before check-in (but outside the 24-hour grace window): 50% refund including taxes to Guest; Host receives 50% of all nights.**
- **Cancel <7 days before check-in: Prorated tax refund to Guest; Host receives 100% of all nights.**

Policies available only to certain Hosts (by invitation/eligibility)

Strict (legacy/limited availability)

- **Cancel ≥7 days before check-in (but outside the 24-hour grace window): 50% refund including taxes; Host receives 50% of all nights.**
- **Cancel <7 days before check-in: Prorated tax refund; Host receives 100% of all nights.**

Super-Strict 30

- **Cancel ≥30 days before check-in (but outside the 24-hour grace window): 50% refund including taxes; Host receives 50% of all nights.**
- **Cancel <30 days before check-in (but outside the 24-hour grace window): Prorated tax refund; Host receives 100% of all nights.**

Super-Strict 60

- **Cancel ≥60 days before check-in (but outside the 24-hour grace window): 50% refund including taxes; Host receives 50% of all nights.**
- **Cancel <60 days before check-in (but outside the 24-hour grace window): Prorated tax refund; Host receives 100% of all nights.**

Important on availability after Oct 1, 2025:

- The **Strict** policy is not available for **new** listings. Current listings using **Strict** will be migrated to **Firm** **unless** the Host opts out to keep **Strict** **before Oct 1, 2025**.
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Standard short-stay policies (for bookings before October 1, 2025)

Select one of the following for reservations of **27 nights or fewer**:

Flexible

- Cancel ≥ 24 hours before check-in: **Full refund including taxes; Host receives no payout.**
- **Cancel < 24 hours before check-in: Prorated tax refund; Host receives stayed nights + one additional night.**

Moderate

- Cancel ≥ 5 days before check-in: **Full refund including taxes; no Host payout.**
- **Cancel < 5 days before check-in: Prorated tax refund; Host receives stayed nights + one additional night + 50% of all unused nights.**

Firm

- Cancel ≥ 30 days before check-in: **Full refund including taxes.**
- **Cancel 7–30 days before check-in: 50% refund including taxes to Guest; Host receives 50% of all nights.**
- **Cancel < 7 days before check-in: Prorated tax refund; Host receives 100% of all nights.**
- **Additional early-booking grace:** Guests receive a **full refund including taxes** if they **cancel within 48 hours of booking and** the cancellation occurs ≥ 14 days before check-in.

Strict

- **Full refund including taxes** only if **Guest cancels within 48 hours of booking and** ≥ 14 days before check-in.

- Cancel ≥ 14 days before check-in (but outside that 48-hour window): **50% refund including taxes; Host receives 50% of all nights.**
- Cancel 7–14 days before check-in: **50% refund including taxes; Host receives 50% of all nights.**
- Cancel < 7 days before check-in: **Prorated tax refund; Host receives 100% of all nights.**

Invitation-only (before Oct 1, 2025):

- **Super-Strict 30:** ≥ 30 days for **50% refund including taxes**, otherwise **prorated tax refund** and **Host gets 100%.**
 - **Super-Strict 60:** ≥ 60 days for **50% refund including taxes**, otherwise **prorated tax refund** and **Host gets 100%.**
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Long-stay policies (reservations ≥ 28 consecutive nights)

Choose one of the following **long-stay** policies:

Firm (Long-Stay)

- Cancel ≥ 30 days before check-in: **Full refund including taxes.**
- **Cancel after that:** Guest receives **full tax refund only**; **Host receives** the value of **all stayed nights + 30 additional nights.**
- **Cancel with < 30 nights remaining until check-out:** **Prorated tax refund** to Guest; **Host receives 100% of remaining nights.**

Strict (Long-Stay)

- **Full refund including taxes** only if **Guest cancels within 48 hours of booking and ≥ 28 days before check-in.**
- **Cancel after that:** Guest receives **full tax refund only**; **Host receives** the value of **all stayed nights + 30 additional nights.**

- **Cancel with <30 nights remaining until check-out: Prorated tax refund; Host receives 100% of remaining nights.**
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Optional Non-Refundable price for short stays

When you set a short-stay policy (less than 28 nights), you may offer a **discounted non-refundable** option.

- If selected by the Guest, **no refunds** apply upon cancellation, regardless of your standard short-stay policy.
 - This option must be **clearly disclosed** at checkout.
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When FRG may override your cancellation policy

FRG may override your policy to support fair outcomes or as required by law, including (but not limited to):

- **Major Disruptive Events** and force-majeure-like circumstances,
 - **Legally mandated consumer rights** (e.g., specific state or national cooling-off periods),
 - Verified issues with the Listing that materially affect the stay.
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Special cases where different policies may apply

- **Argentina, Canada, Chile, Colombia, Philippines, Morocco, Netherlands, Poland, South Africa, Sweden, Turkey:** Local updates or statutory rules may supersede the above.
- **Italy (for stays before Oct 1, 2025):** Different cancellation policies may apply to all stays.
- **Guests from South Korea** staying at listings with **Strict** policies: Special variants may apply under local law.

- **Germany:** See the dedicated Germany cancellation policy resource.
 - **California:** A **24-hour free cancellation period** applies to reservations in California (subject to statutory terms).
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Time-zone rules

All cancellation and confirmation timestamps are calculated using the **Listing's local time zone**.

Compliance reminder

When selecting and advertising a policy, ensure it **complies with local laws and regulations** (consumer protection, tourism/housing rules, mandatory wording, display requirements, etc.). FRG may require adjustments to align with legal obligations in your jurisdiction.

Glossary (plain-language)

- **Full refund:** The listing price (nightly rate and Host-applied mandatory charges shown at checkout). Taxes and service fees follow their own refund rules.
 - **Prorated tax refund:** Taxes returned proportionally based on unused nights when a policy calls for it.
 - **Stayed nights:** Nights actually occupied by the Guest before cancellation takes effect.
 - **Additional night:** In some policies, Hosts receive one extra night beyond the stayed nights on late cancellations.
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Modifications

FRG may update these Policies. Material changes will be announced with reasonable advance notice (typically **30 days**) unless immediate updates are required by law.

Questions & support

Set or change your cancellation policy in your **Listing settings**. For complex cases or regional exceptions, contact **FRG Support** for guidance.