

Refund Policy for Services and Experiences — Furnished Rental Group (FRG)

This **Refund Policy for Services and Experiences** (“Policy”) applies to all reservations for **Services** and **Experiences** booked through the **Furnished Rental Group (FRG) Platform**. It outlines:

- When Participants are eligible for refunds,
- How refund requests must be submitted, and
- The responsibilities of Hosts when Covered Issues occur.

This Policy applies to reservations made on or after the Effective Date and does not apply to accommodations, which are governed by a separate policy.

1. Eligibility for Refunds

Participants may be entitled to a **full or partial refund** if a **Covered Issue** affects their Service or Experience.

Covered Issues include:

1. **Host cancellation** of a Service or Experience, except when the cancellation is due to **Participant misconduct** (e.g., refusal to comply with safety instructions).
2. **Host lateness or absence**: The Host arrives **more than 15 minutes late** or does not appear at all.
3. **Material deviation from the listing**: The Service or Experience differs **substantially** from what was advertised or agreed upon (e.g., incorrect meeting location, missing key elements).
4. **Host unpreparedness**: The Host fails to provide appropriate facilities, basic equipment, or a suitable environment to deliver the Service or Experience.
5. **Host damages Participant property**: The Host causes damage to a venue or space provided by the Participant.

2. How to Request a Refund

Automatic refunds for Host cancellations

- If a Host cancels a reservation for any reason not caused by the Participant, a **full refund is automatically issued**.
- If the cancellation is due to **Participant misconduct**, no refund applies.

For other Covered Issues:

- Participants should first attempt to **resolve the issue directly with the Host**.
- Refund requests can be submitted through the **Resolution Center** if direct resolution fails.
- Requests must be made **within 72 hours** of the Covered Issue occurring.

Required evidence

Refund requests must include **supporting evidence**, such as:

- Photographs,
- Communications between Host and Participant, or
- Other relevant documentation.

If a Participant demonstrates that they could not reasonably report the issue within 72 hours, FRG may accept late submissions at its discretion.

3. Refund Amounts

- **Full refunds** are issued automatically for Host cancellations, except when caused by the Participant.

- For other Covered Issues, FRG will determine whether a **full or partial refund** applies based on:
 - Severity of the issue,
 - Portion of the Service or Experience affected, and
 - Extent of impact on the Participant's experience.

If the Host already provided a **partial refund**, FRG may adjust additional refund amounts to reflect payments already made.

4. Host Responsibilities and Impacts

- FRG will generally attempt to **verify refund claims** by contacting the Host before finalizing decisions.
 - Hosts may **contest claims** by providing counter-evidence or explanations.
 - If FRG determines the Host is responsible for a Covered Issue, the Host may:
 - **Lose payout eligibility**, or
 - Have payouts **reduced by the refund amount** issued to the Participant.
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5. Additional Provisions

- This Policy applies to the **maximum extent permitted by law** and may override standard cancellation policies when applicable.
- Fraudulent refund requests constitute a **violation of FRG Terms of Service** and may lead to **account termination**.
- Refunds under this Policy are **individual, non-transferable rights** and are **not insurance benefits**.
- All **legal rights or remedies** available to Participants or Hosts remain unaffected by this Policy.

- Any amendments to this Policy will be made **in accordance with FRG's Terms of Service**.

6. Summary Table

Covered Issue	Refund Eligibility	Refund Amount	Host Impact
Host cancels (not Participant's fault)	Yes	Full refund	Host forfeits payout
Host cancels (due to Participant)	No	No refund	N/A
Host late (>15 min) or absent	Yes	Full or partial refund	Payout reduced/ forfeited
Service materially different	Yes	Full or partial refund	Payout reduced/ forfeited
Host unprepared (facilities/ equipment)	Yes	Full or partial refund	Payout reduced/ forfeited
Host damages Participant property	Yes	Full or partial refund	Payout reduced/ forfeited
Issue caused by Participant	No	No refund	N/A

This **Refund Policy for Services and Experiences — FRG** ensures:

- **Clear participant protections** when Services or Experiences are disrupted,
- **Host accountability** for cancellations or operational failures, and
- **Consistent resolution processes** across the FRG Platform.

