

## Host cancellations

Should you have to cancel a booking for inevitable reasons then these listed terms are applicable for you as host and for your accommodation. We have decided to implement these specific provisions in order to guarantee both guests and hosts a high quality standard. For us this includes that hosts if possible promptly reply to messages and requests and that the host only accepts bookings if they can bindingly assure the guest their booking.

Therefore we kindly ask you to carefully read these applicable cancellation conditions. By accepting a booking (this also applies if the booking was accepted by the system as with the so called instant bookings) you have concluded a binding contract with your guest for use of your accommodation during the booking period. The cancellation conditions are part of this contract (General Terms and Conditions of Business Clause 6.5) and are applicable for both guest and host. This contract can in regard to our General Terms and Conditions of Business Clause 9.1.4 not be cancelled by yourself alone.

**Important:** The booking is only officially cancelled after the receipt of the cancellation confirmation (via email).

## Cancel booking

You will be asked by our customer service for the reason of your cancellation. It is possible that you will be asked to provide proof of the inevitability of cancelling the booking. As we have to explain to the guest why the cancellation has to be made we need a good reason from you.

- In a first step immediately get in touch with our customer service (by phone or **email**) in order to discuss the further action.

Immediately contact your guest and inform them of the reason for your cancellation.

**Important:** Offer your guest an adequate solution.

- In any case the cancellation must be made in written form. Our customer service requires an email from you which contains the details of the booking (particularly the 8 digit booking number)
- Only after customer service has received your email and processed it will you receive a written cancellation confirmation (via email).

Should your guest not agree to the alternative or you are not able to offer one then following terms apply:

- Your guest is entitled to an accommodation on 9flats/a hotel room in the same price category.
- If the accommodation/the hotel cost more than the original 9flats booking then the guest can possibly claim these costs from you.

## Consequences

Following it is explained what impacts a cancellation will have for the profile of your accommodation and for you as host. In order to guarantee both our guests as well as our hosts the highest level of quality we have decided to implement these terms. In the first place we want to exclude careless cancellations and ensure that you understand what responsibilities come with accepting a booking.

### In regards to you as host:

- If 9flats has to cancel a booking on your request the guest receives a full refund of all costs that have been incurred. Accordingly, you will receive no money for this cancelled booking.
- The invoice in respect to commission that you directly received from 9flats after accepting the booking is null and void with your cancellation.
- It is also a host cancellation if your guest is not able to meet you at the agreed time on arrival day and you cannot be reached in a reasonable time. Should customer service see itself forced during your absence at the planned check-in to cancel the booking in order to find alternative accommodation for the guests then the booking is likewise cancelled in your name.
- As described below from the second booking you cancel you will be required to pay a processing fee.
- Cancellations are host and not accommodation related which means that the number of cancellations is related to the total number of your accepted bookings and not to the respective accommodation.

## In regards to the accommodation:

- The calendar for the accommodation is blocked and not released for the period that has been cancelled in order to avoid further host cancellations for these days and this accommodation.
- Automatically a negative review with only one star is created on your profile and on the profile of the respective accommodation which will indicate that the booking was cancelled by you.
- Due to the automatic review your respective accommodation falls down the search results and is more difficult to find as we want to offer our guests only bookable accommodation and reliable hosts.
- From the third cancellation within 6 months your accommodation will not be visible in the search result for 3 months.

## Processing fee

From your second cancellation within 6 months a processing fee is invoiced regardless whether these are different accommodation.

- From the second cancellation within 6 months a fee of 100 EUR is charged.
- From the second cancellation within 6 months a fee of 200 EUR is charged as far as the cancellation is made exactly or less than 7 full days before check-in.

## Conflicts and complaints

Your guest has the option of getting in touch with our customer service as far as they have found defects in respect to the accommodation or that it does not correspond with the advertised offer (photos, description text, address etc.) as shown on 9flats. In such a case our customer service will get in touch with you to get your assessment of the situation. We collect the information (complaint of the guest in writing as well as photos and other proof) and based on this attempt to find an amicable solution between the two parties. **Your cooperation in this process is of utmost importance**, as we want to give both parties the opportunity to outline and explain the situation. Should it be impossible to reach a compromise and the circumstances require the guest to seek alternative accommodation then a cancellation may have to be made by 9flats in the name of the host.

Therefore make sure you are ready for your guest, that the accommodation is tidy as well as clean and on the day of arrival that your guest can get in touch with you. Only this way can you from the outset avoid complaints and unwelcome cancellations. In our [FAQs](#) you can also find further tips.