WHEN SOMETHING GOES WRONG

Rebooking and Refund Policy for Homes

What BabuSpace does when a Host cancels, when a property is not as described, or when a Reservation Issue disrupts a stay.

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Applies to: Guests and Hosts booking or listing Homes · Governing law: England and Wales · Owner: Operations, BabuSpace Ltd

This is the policy that matters most when a trip goes wrong. It covers the two situations a Guest fears: arriving to find the property is not what was booked, or being cancelled on with no time to find an alternative. In both cases our first priority is to get the Guest somewhere to sleep, and our second is to make them whole.

1. What counts as a Reservation Issue

A Reservation Issue is any of the following, provided it is reported within the time limit in §3.

1.1 The Guest cannot get in

- The Host cancels within 30 days of check-in.
- The Host does not provide access, keys or an entry code.
- The Host is uncontactable at check-in and access cannot be gained.
- The property does not exist, or the address is not the property that was booked.

1.2 The property is materially different from the Listing

- A different property, a different room, or a different property type.
- Fewer bedrooms, bathrooms or beds than listed.
- A different location, in a way that materially affects the stay.
- A shared property presented as an entire place, or the reverse.
- A promised amenity that is central to the booking is missing or unusable — no working kitchen in a self-catering let, no working heating in winter, no internet in a Listing marketed for work.

1.3 The property is not safe or not habitable

- No running water, no electricity, no working sanitation, no working heating in cold conditions.
- Pest infestation, mould, or hazardous conditions.
- Insecure entry: broken locks, doors or windows that do not secure.
- Unsanitary condition at check-in — the property has not been cleaned.
- An undisclosed recording device in the property.
- An undisclosed occupant, or another party with access, present without notice.

1.4 The Host's conduct

- The Host or a person connected with the Host is threatening, harassing or discriminatory.

- The Host enters the private areas of the property without consent and without an emergency.
- The Host attempts to charge an undisclosed mandatory fee as a condition of access (BS-POL-005).

2. What we do about it

Our response follows a sequence. We try each step before moving to the next.

2.1 Step one: fix it

Where the problem can be corrected quickly — a broken heater, a missing key, a cleaning failure — we contact the Host and give them a short, defined window to fix it. Usually within a few hours. For an issue found at check-in, before the Guest gives up on the stay.

2.2 Step two: rebook

Where it cannot be fixed, we look for a comparable alternative. **Comparable** means: the same city or immediate area, the same guest capacity, the same property type, and a standard at least equal to the original.

- If the alternative costs the **same or less**, the Guest pays nothing more and any difference is refunded.
- If the alternative costs **more**, BabuSpace covers the difference up to **100% of the original Accommodation Price**. Beyond that we will ask the Guest before proceeding.
- The Guest is never required to accept a rebooking. They may take a refund instead.

2.3 Step three: refund

Where no acceptable alternative is available, or the Guest prefers a refund:

Situation	Refund
Reservation Issue found at or before check-in, Guest does not stay	100% of the Accommodation Price, the Guest Service Fee and all taxes
Reservation Issue arises during the stay, Guest leaves	100% of all unused nights, plus a proportionate refund of the affected night, plus the Guest Service Fee on the refunded portion
Reservation Issue arises during the stay, Guest stays	A partial refund reflecting the reduction in what was received, assessed on the evidence
Host cancels before check-in	100% of everything, plus rebooking support under §2.2

2.4 Step four: additional costs

Where a Guest is displaced at short notice and incurs unavoidable additional costs — one night in alternative accommodation booked at short notice, or reasonable transport to it — we may reimburse those costs on production of receipts, up to a reasonable amount. We will confirm what we will cover **before** the Guest incurs it wherever it is possible to do so.

3. Reporting: the time limits

3.1 **Report before you stay, not after.** A Reservation Issue must be reported through the Resolution Centre:

Issue type	Deadline
Problem apparent at check-in	Within **24 hours of check-in**, and before staying more than one night
Problem arising during the stay	Within **24 hours of it arising**
Host cancellation	No deadline — we act automatically

Safety or discrimination issue	Immediately, and no deadline applies

3.2 A Guest who stays the full booking and reports afterwards will normally receive at most a partial refund, because they had the benefit of the stay and the Host had no opportunity to fix the problem.

3.3 Contact the Host first where it is safe and reasonable to do so. Many issues are resolved in a message. Where it is not safe, or the Host does not respond within two hours, contact us directly.

4. Evidence

4.1 Photographs and video, time-stamped, of the problem. Take them on arrival, before unpacking.

4.2 The messages between you and the Host.

4.3 Where relevant: a report from a plumber, electrician, pest controller or the police.

4.4 We decide on the evidence available. A claim with photographs is decided in hours; one without is decided on the balance of two accounts and takes longer.

5. The Host's side

5.1 We tell the Host what has been claimed and give them a **fair opportunity to respond**, normally 24 hours, before we make a decision. Where a Guest is displaced and needs immediate rehousing, we will rehouse first and resolve the money afterwards.

5.2 Where a refund is made because of a Reservation Issue caused by the Host, the amount is deducted from the Host's payout, or recovered from future payouts if already released.

5.3 Where the claim is not upheld, the Host is paid in full and the Guest is told why.

5.4 A Host with repeated upheld Reservation Issues will be reviewed. Three upheld claims of the same type in 12 months triggers a Listing review and may result in removal.

5.5 A Host may appeal once, within 14 days, with new evidence.

6. What this policy does not cover

- Dissatisfaction with décor, style, furnishing choices or the neighbourhood.
- Noise, smells or disturbance from outside the property that a Host could not control and did not conceal.
- An amenity that was described accurately but did not meet the Guest's personal expectation.
- Problems caused by the Guest, including damage the Guest caused and lockouts of the Guest's own making.
- Events covered by the Major Disruptive Events Policy (BS-POL-012), which has its own process.
- Anything relating to an off-Platform booking (BS-POL-006).

7. Good faith

7.1 This policy is used generously where a Guest has been genuinely let down, and firmly where a claim is being used to obtain a discount on a stay that was actually delivered.

7.2 Submitting a Reservation Issue claim that a Member knows to be false is a serious breach and may result in permanent removal from the Platform.

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