

## Casa LoJo Cancellation Policy:

### MODERATE

- Free cancellation **until 14 days before check-in** (time shown in the confirmation email). If booked less than 14 days before check-in, free cancellation for 48 hours after booking, up to 5 days before check-in.
- After that, guests can cancel up to 5 days before check-in and get a refund of the nightly rate and the cleaning fee, but not the service fee.

### 5 DAYS PRIOR

- For a full refund of the nightly rate, the guest must cancel at least 5 full days before the listing's local check-in time (shown in the confirmation email). The service fee will not be refunded unless the guest cancels within the free cancellation period for their reservation.

### CHECK IN

- If the guest cancels less than 5 days in advance, the first night is non-refundable but 50% of the nightly rate for remaining nights will be refunded.

### CHECK OUT

- If the guest arrives and decides to leave early, 50% of the nightly rate for the nights not spent 24 hours after the cancellation occurs are refunded.