

Refunds and Cancellation Policy – Rumbl Rentals

Rumbl Rentals (Rumbl Limited Partnership)

Last Updated: 12/08/2025

1. Introduction

This Refunds & Cancellation Policy (“Policy”) governs all cancellations and refunds for reservations (“Bookings”) made through the Rumbl Rentals Platform (“Platform”).

Rumbl Rentals is operated by **Rumbl Limited Partnership**, located at **P.O. Box 154, 100 Randall Road, Wrentham, MA 02093** (“Rumbl,” “we,” “us,” “our”).

Rumbl’s inventory consists primarily of unique, lived-in homes (“Accommodations”). Because Hosts prepare their actual residences for Guests, cancellations have a significant impact on Hosts and must be governed by clear and fair rules.

This Policy is incorporated into the Rumbl **Terms of Service, Host Agreement, Guest Agreement, and Safety Policy**.

2. Cancellation Windows and Refund Structure

Cancellations are evaluated based on the number of **days before check-in** that the Guest cancels—not how long ago the reservation was made.

Rumbl applies the following **default cancellation structure** to all listings unless otherwise specified.

3. Standard Rumbl Cancellation Policy (Default)

3.1 Cancellation 60+ Days Before Check-In → Full Refund

- Guest receives **100% refund** of nightly rate
- Cleaning fees: **100% refunded**
- Taxes: refunded as required
- Rumbl service fees: non-refundable unless otherwise specified

Because Hosts have sufficient time to rebook, full refunds apply.

3.2 Cancellation 30–59 Days Before Check-In → 50% Refund

- Guest receives **50% refund** of nightly rate
- Cleaning fees refunded
- Taxes refunded proportionally
- Ruml service fees non-refundable

Reflects moderate rebooking probability.

3.3 Cancellation Less Than 30 Days Before Check-In → No Refund

- Nightly rate: **0% refund**
- Cleaning fee refunded if Guest never checks in
- Taxes refunded as required
- Ruml service fees non-refundable

Hosts of unique, lived-in homes face substantial hardship when cancellations occur inside 30 days.

4. 48-Hour Free Cancellation Grace Period

Guests may cancel for a **full refund** if:

1. Cancellation occurs within **48 hours of booking**

This protects Guests from accidental or mistaken bookings.

5. Long-Term Reservations (28+ Nights)

For stays **28 nights or longer**:

- The **first 30 nights are non-refundable**, regardless of cancellation date.
- Any remaining nights are refunded on a prorated basis.
- Mid-stay early departures are not eligible for refunds unless required by law.

This policy mirrors industry standards and protects Hosts from extended-stay disruptions.

6. Host-Initiated Cancellations

Hosts are expected to honor confirmed reservations. Rumbl’s marketplace relies on trust, and Host cancellations cause significant disruption for Guests.

If a Host cancels a Booking, the following apply:

6.1 Guest Remedies

When a Host cancels:

- **Guest receives a full refund**
- Rumbl may assist with locating alternative accommodations (not guaranteed)
- Rumbl may provide **additional compensation** at its discretion for significant inconvenience

6.2 Host Penalties

Rumbl imposes structured financial penalties for Host cancellations. Penalties may be **deducted from future payouts or billed to the host.**

Cancellation Timing	Host Penalty
Under 13 days before check-in	45% of reservation value
14–30 days before check-in	20% of reservation value
More than 30 days before check-in	8% of reservation value
Minimum Penalty	\$40 USD

Penalties reflect the difficulty of rebooking unique homes and the inconvenience to Guests.

6.3 Additional Host Consequences

Rumbl may also impose operational or account restrictions, including:

- Blocking availability for affected dates
- Reducing listing search ranking
- Removing “Verified Host” status
- Temporarily suspending the listing
- Permanently removing the listing or Host from the Platform

These measures maintain marketplace reliability.

6.4 When Penalties Do Not Apply

Rumbl may waive penalties when the Host provides documented evidence of circumstances beyond their control, including:

- Unsafe or uninhabitable property conditions
- Power or water outages not caused by the Host
- Natural disasters or extreme weather
- Property damage
- Local government restrictions
- Documented emergencies

Rumbl evaluates all evidence case-by-case.

6.5 Acceptable Reasons for Host Cancellations

Rumbl may waive penalties where cancellations result from:

- Significant property damage or structural issues
- Emergency maintenance required for Guest safety
- Severe illness or hospitalization of Host or immediate family
- Government-mandated restrictions
- Natural disasters impacting the property
- Fraud detection or security concerns identified by Rumbl

Documentation may be required to confirm legitimacy.

7. Force Majeure & Extenuating Circumstances

Rumbl may override cancellation rules in limited situations involving qualifying **Force Majeure Events**, including:

- Natural disasters
- Government travel restrictions
- Public health emergencies
- Military conflict or civil unrest
- Structural damage from uncontrollable events

Refund determinations follow the **Force Majeure clause** in the TOS and this Policy.

Rumbl has sole discretion in applying these exceptions.

8. Property Condition & Safety-Related Refunds

Guests may receive full or partial refunds if:

- The Accommodation is unsafe or uninhabitable
- Critical Listing details were misrepresented
- Essential utilities fail and cannot be restored in reasonable time
- Severe cleanliness issues exist

Evidence may be required.

9. Refund Processing

Refunds:

- Are issued to the Guest's original payment method
 - Typically process within **5–10 business days**
 - May require additional time for international or multi-currency transactions
 - Do not include Rumbl service fees unless otherwise stated
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10. No-Show Policy

Guests who do not check in and do not cancel:

- Are treated as canceling **within 30 days**
 - Receive **no refund** of nightly rate
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11. Policy Precedence & TOS Integration

This Policy is incorporated into Rumbl's Terms of Service and governs all refund determinations.

In any conflict:

- **This Policy determines refund amounts, and**
 - **The TOS governs legal rights, liability, and force majeure effects.**
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12. Changes to This Policy

Rumbl may update this Policy at any time.
Changes take effect upon posting.

13. Contact Information

For refund inquiries or disputes, contact:

Rumbl Limited Partnership

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United States

Email: support@rumblrentals.com

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