



Cancellation Policy

VERSION 2.0 · UPDATED 2026-05-07 · GENERATED MAY 27, 2026

Campfire Concierge™ LLC ("Company") maintains the following cancellation policy to balance flexibility for guests with fairness to our property partners who prepare for each reservation.

1. Guest Cancellations

The following cancellation fees apply based on the timing of your cancellation relative to your scheduled check-in date:

- **More than 72 hours before check-in:** 30% cancellation fee. Your deposit is forfeited; any remaining amounts are refunded.
- **24 to 72 hours before check-in:** 50% cancellation fee applied to the total booking amount.
- **Less than 24 hours before check-in or no-show:** No refund. The full booking amount is charged.

2. How to Cancel

To cancel a booking, log into your account and navigate to My Trips. Select the booking you wish to cancel and follow the cancellation prompts. Cancellations are effective upon confirmation through the Platform. If you are unable to cancel online, contact us at info@campfire-concierge.com.

3. Refund Processing

Approved refunds are processed to the original payment method within 5 to 10 business days. Depending on your financial institution, it may take an additional billing cycle for the refund to appear on your statement. The Company is not responsible for delays caused by third-party payment processors or financial institutions.



4. Partner and Host Cancellations

If a property partner cancels your confirmed booking, you will receive a full refund. The Company will make reasonable efforts to assist you in finding alternative accommodations, but is not obligated to do so.

5. Weather and Force Majeure

In the event of severe weather, natural disasters, government-imposed travel restrictions, or other circumstances beyond reasonable control (force majeure events), the Company will work with affected guests on a case-by-case basis to arrange rescheduling or refunds at our discretion. Force majeure determinations are made solely by the Company.

6. Modifications

The Company reserves the right to modify this Cancellation Policy at any time. Changes apply to bookings made after the effective date of the modification. The cancellation terms in effect at the time of your booking will apply to that booking.

7. Special Circumstances

The Company may, at its sole discretion, grant exceptions to this policy in extenuating circumstances. Requests for exceptions should be directed to info@campfire-concierge.com with supporting documentation.

8. Contact

For questions about cancellations or refunds, contact info@campfire-concierge.com.