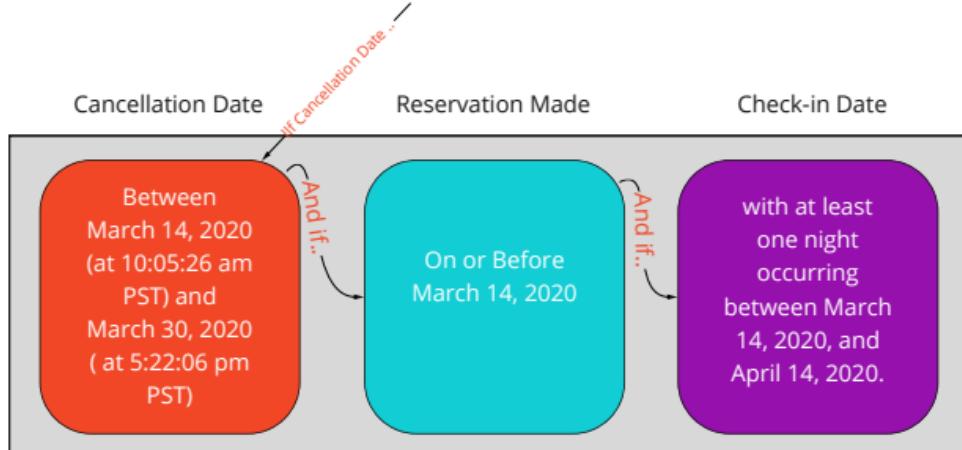
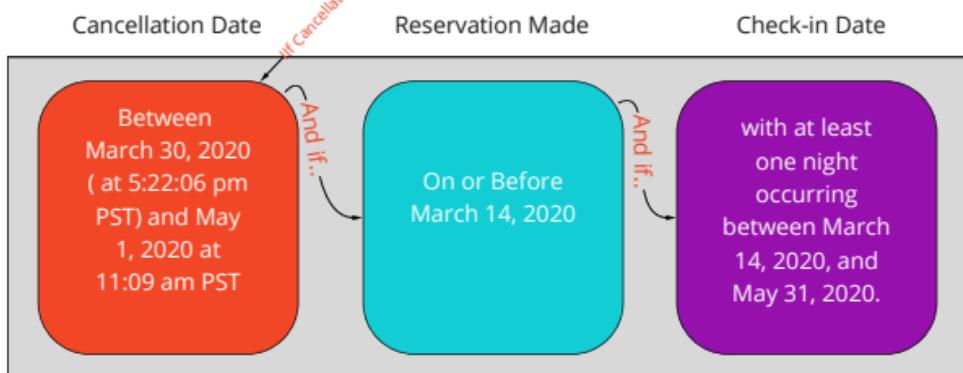


March 14, 2020
Version 36 COVID ECP Applies (refund allowed)



March 14, 2020 Version 36 COVID ECP	March 14, 2020 Version 63 of the ECP	What we need from ABB	Key Changes
Reservations made on or before March 14, 2020			
<p>1. Existing reservations made on or before March 14, 2020 [reservation date] 2. with a check-in date of April 14, 2020, or earlier. 3. with at least one night occurring between March 14, 2020, and April 14, 2020. [check-in period]</p> <p>4. Guests who cancel will receive a full refund 5. The host's cancellation policy will apply as usual to reservations made after March 14, 2020, and to existing reservations made on or before March 14, 2020 with check-in dates after April 14, 2020.</p>	<p>Please note: This article does not address circumstances related to the COVID-19 Extenuating Circumstances article or COVID-19 extenuating circumstances article to learn about coverage of COVID-19 related circumstances. [link to page in column 1].</p> <p>Below is a list of circumstances covered by our Extenuating Circumstances Policy. Before you cancel, check if your circumstance is included in the list below and that your circumstance is included in the required documentation. [link list. If dozens of unexpected events only a few are covered]</p> <p>Cancellations because of coronavirus</p> <p>If your trip is covered by Airbnb's extenuating circumstances policy for COVID-19, you'll have the option to cancel your reservation without penalties if you're a host, and you'll get a full refund if you're a guest.</p> <p>We'll send an email to your host asking for approval for a full refund and you'll also receive a confirmation email. You should hear from your host within 48 hours. If your host declines your request or doesn't respond, your reservation is still active.</p> <p>Circumstances that require special review</p> <p>Epidemic disease or illness that suddenly affects a region or an entire group of people. This doesn't include existing diseases that are associated with a region, such as malaria in Thailand or dengue fever in Hawaii. Any updates to our policy regarding the outbreak of a disease, and the scope of policy application, will be determined based on announcements by the World Health Organization and local authorities.</p> <ul style="list-style-type: none"> Please read our Coronavirus extenuating circumstances policy to find out how to cancel your reservation, and if your reservation is eligible for a refund <p>What to do next</p> <p>If you've confirmed your circumstance meets the requirements above, first cancel your homes reservation or Airbnb Experience. If your reservation falls under a recognized extenuating circumstance, you'll be notified that your reservation qualifies for a penalty-free cancellation, and you'll get a full refund if you're a guest.</p> <p>If your reservation doesn't qualify automatically, continue canceling your reservation and then contact us to file a claim. We'll walk you through the next steps, which will include submitting any required documentation and waiting for our team to review your case. Claims must be submitted within 14 days of cancellation.</p>	<p>What we need to know.</p> <ol style="list-style-type: none"> For each reservation at issue, what version of the COVID ECP was applied. Is Airbnb waiving any argument that the guest's reservation would have complied with some other version of the Non-COVID ECP? If not an analysis of the cancellation and refund request for that guest is required. All communications and data related to guest request or attempt to cancel. The date of cancellation determines whether a refund is allowed. Airbnb's platform is providing fails cancellation dates in order to make it appear that a request was within the policy, when it was not. What emails were sent to guest who cancelled at-issue reservations. For guests who canceled within the platform, what messages, pop-ups or other web pages were shown to those guest about how to apply for refund. <p>Other scenarios that qualify</p> <p>Reservations can be canceled:</p> <ul style="list-style-type: none"> In order to comply with disease control restrictions implemented by relevant governmental or health authorities due to COVID-19, such as those announced by governments in India, Israel and the United States. This includes any reservations made on or before the date of the area-specific announcement, with a check-in date during the impacted timeframe. In order to perform medical or disease control measures in connection with the COVID-19 outbreak. As a result of flight or ground transportation cancellations by an airline or ground transportation provider due to the COVID-19 outbreak. For people who obtain a statement from a physician confirming that they can't host or travel due to health concerns related to COVID-19. For people diagnosed by a medical or health authority with COVID-19. For people subject to a quarantine order related to COVID-19 that coincides with the reservation period. <p>If your reservation doesn't automatically qualify, but you believe it falls under one of the other scenarios, you can cancel your reservation and contact us to file a claim. We'll walk you through the next steps, which will include submitting any required documentation and waiting for our team to review your case. Claims must be submitted within 14 days of cancellation.</p>	

March 30, 2020
Version 62 COVID ECP Applies (refund allowed)



New table

Cancellation Date	Reservation Made	Check-in Date	
<p>Between March 30, 2020 (at 5:22:06 pm PST) and May 1, 2020 at 11:09 am PST</p>	<p>On or Before March 14, 2020</p>	<p>with at least one night occurring between March 14, 2020, and May 31, 2020.</p>	

COVID ECP Changes

Reservations Booked prior to March 14

May 1 COVID ECP Version 77

Cancellation date
between May 1, 2020
and May 13, 2020,

check-in date between
March 14, 2020 and
June 15, 2020,

May 13 COVID ECP Version 79

Cancellation date
between May 13, 2020
and June 1 2020,

check-in date between
March 14, 2020 and
June 30, 2020

June 1 COVID ECP Version 82

Cancellation date
between June 1, 2020
and June 15, 2020,

check-in date between
March 14, 2020 and
July 15, 2020,

June 15 COVID ECP Version 94

Cancellation date
between June 15, 2020
and June 1 2020,

check-in date between
March 14, 2020 and
July 31, 2020

Jul 01 COVID ECP version 97

Cancellation date
between July 1,
2020 and 15 2020,

Check-in date between
March 14, 2020 and
Aug 15, 2020

Future COVID ECPs
extended on same
general format for
reservations booked
prior to March 14,
2020

May 13 COVID ECP Version 82

Changed Updated date
from May 13 to May 1,
2020 even though was
not published until May 13.

May have sought to
backdate the May
COVID ECP to cover
reservations
through the end of
June, rather than
June 15.

"Cancellations will be handled according to
the cancellation policy that is effective in
effect at the time of submission, and
reservations that were already canceled will
not be reconsidered."

So, we still don't know what cancellation
policy is 'in effect' There is an updated date
(which we know is sometimes backdated and
fraudulent). We know there is a published
date which is the end date and time of
publication.