

SWEETHUT GUEST REFUND & CANCELLATION POLICY

TERMS AND CONDITIONS

1. REFUND & CANCELLATION POLICY

For the reservation and booking by the Guest with FULL PAYMENT made, the followings shall apply:-

- Cancellations made by the Guest prior to seven (7) days before check-in date or the time and date beyond which fixed and determined by the Accommodation Provider, a cancellation fee shall apply;
- The difference between the payment made and the cancellation fee charged by the Accommodation Provider for such cancellation will be refunded to the Guest within fourteen (14) days after such cancellation; and
- Cancellations made by Guests less than (7) days before check-in date or the time and date beyond which fixed and determined by the Accommodation Provider, no cancellation fee applies and there shall be NO REFUND in accordance with the terms and conditions.

For the reservation and booking by the Guest with ZERO BOOKING FEE, the followings shall apply:-

- Payment shall be made in FULL by the Guest prior to seven (7) days before check-in date or the time and date beyond which fixed and determined by the Accommodation Provider;
- The Accommodation Provider SHALL ensure and make available for such accommodation to the Guest under this Zero Booking Fee policy; and
- If NO PAYMENT made by the Guest prior seven (7) days before check-in date or the time and date beyond which fixed and determined by the Accommodation Provider, the Accommodation Provider shall cancel such reservation and booking at its absolute discretion.

2. CONDITIONS TO CLAIM FOR REFUND

To submit a valid claim for refund with respect to the Guest's booking, the Guest is required to meet each of the following conditions:

- (a) the Guest must be the person who booked the Accommodation; and

(b) the Guest must bring the cancellation to SweetHut's attention in writing or via telephone and provide SweetHut with information about the Accommodation and the circumstances of the cancellation and the Guest must respond to SweetHut for additional information or cooperation on the cancellation.

3. MINIMUM QUALITY STANDARDS, THE ACCOMMODATION PROVIDER'S RESPONSIBILITY AND REIMBURSEMENT TO THE GUEST

3.1 The Accommodation Provider is responsible for ensuring that the Accommodations the Accommodation Provider list on SweetHut's Platform meet minimum quality standards regarding access, adequacy of the account's description, safety, cleanliness, and do not present the Guest with travel issues. During the Guest's stay at an Accommodation, the Accommodation Provider should be available, or make a third-party available, in order to try, in good faith, to resolve any of the Guest's issues.

3.2 If SweetHut determines that the Guest has cancelled the booking related to an Accommodation listed by the Accommodation Provider prior to seven (7) days before check-in date or time and date beyond which fixed and determined by the Accommodation Provider, SweetHut OR the Accommodation Provider, whichever is applicable, will reimburse the Guest for such cancellation. The Accommodation Provider agrees to reimburse to SweetHut up to the amount paid by SweetHut within seven (7) days from SweetHut's request. The Accommodation Provider authorizes SweetHut's Payment Gateway to collect any amounts owed to SweetHut by reducing the Accommodation Provider payout or as otherwise permitted pursuant to the payment's terms.

3.3 The Accommodation Provider understands that the rights of the Guest under this Guest Refund Policy will supersede the Accommodation Provider's selected cancellation policy.

4. GENERAL PROVISIONS

4.1 No Assignment/No Insurance.

This Guest Refund Policy is not intended to constitute an offer to insure, does not constitute insurance or an insurance contract, does not take the place of insurance obtained or obtainable by the Guest, and the Guest has not paid any premium in respect of this Guest Refund Policy. The benefits provided under this Guest Refund Policy are not assignable or transferable.

4.2 Modification

SweetHut reserves the right to modify this Guest Refund Policy at any time, in its sole discretion. If SweetHut modifies this Guest Refund Policy, SweetHut will post the modification on the Platform.