



Flexible cancellations on Airbnb

	Short-term	Long-term
About	<ul style="list-style-type: none">• Guests can cancel until 24 hours before check-in for a full refund, and you won't be paid• If they cancel after that, you'll be paid for each night they stay, plus 1 additional night	<p>If you choose this policy, it will apply to all stays of 28 days or longer and overrides your standard cancellation policy for those stays.</p> <ul style="list-style-type: none">• To receive a full refund, guests must cancel at least 30 days before check-in• If a guest cancels after that, you'll be paid 100% for all nights spent, plus 30 additional nights• If fewer than 30 days remain on the reservation when the guest cancels, you'll be paid 100% for all of those remaining nights
When to use a flexible cancellation policy	<ul style="list-style-type: none">• It's the low season, and you want to attract guests interested in flexibility.• It's the high season, and you feel confident that your space will get rebooked if a cancellation occurs.• Your listing is in a competitive location, and you aren't concerned about late cancellations.	
Tips	<p>According to Airbnb internal global data, in 2022, the average cancellation rate by a guest was under 15%. Consider adding a flexible cancellation policy if that doesn't conflict with your strategy as there is no commitment required from guests, and provides them more flexibility.</p> <p>Host behaviour and the settings they use also influence ranking.</p>	

According to data, Hosts who switched from a strict or moderate cancellation policy to a flexible policy after April 2020 saw increases in next-month bookings of up to 10% or more.*

*According to internal Airbnb global booking data collected between April 2020 and April 2021.