

## EXTENUATING CIRCUMSTANCES POLICY

We understand things happen outside of your control that may force you to cancel a trip. Gooddog's extenuating circumstances policy allows guests to receive a refund or a waiver of cancellation penalties when certain conditions apply. If your trip meets the criteria in this policy, we'll assist with cancelling the trip.

If you're a guest who cancels less than 24 hours before the trip start time for reasons detailed in this policy, you will not be charged the cancellation fee. Per our [cancellation policy](#), guests can always cancel free of charge up to 24 hours before their trip starts.

Before deciding to cancel, please review the sections below:

1. Determine if your situation is covered by this policy
2. Make sure you can provide any required documentation
3. Use the contact information below for our assistance

### What the policy covers

#### Situations that require documentation

These situations may be covered by the policy **and** require supporting documentation. (This list is not all-inclusive):

- Death or severe illness of guest, or immediate family member. This includes spouse/partner, child, parent, legal guardian, grandparent, or sibling.
- Hospitalization of a guest that prevents him/her from being able to travel
- Government-mandated obligations. These include, but aren't limited to, jury duty and military assignments
- Airline travel interruptions

For the above situations, you'll need to provide the below documents. The documents should include dates corresponding to the trip start date and contain the name of the impacted host or guest. The documents must be dated after the reservation was booked:

- Death certificate, obituary, or news article naming the deceased
- A physician statement confirming that the person can't host or travel due to an unexpected, serious illness or injury
- A copy of the official notice for jury duty, court appearances, military deployment, or travel restrictions
- Documentation from the airline showing that the flight you were on, or meant to be on, was cancelled or delayed, or documentation of lost baggage delay

#### Situations that don't require documentation

The following situations may be covered by the extenuating circumstances policy and do not require supporting documentation. (This list is not all-inclusive.)

- Natural disasters or severe weather incidents that impact the delivery location or location of departure. These are defined as a state of national emergency in times of a flood, hurricane, tornado, volcanic eruption, earthquake, tsunami, or mass shooting.
- Epidemic or pandemic diseases or illnesses as reported by the World Health Organization or the Centers for Disease Control and Prevention.
- Government, law enforcement, or military restrictions or advisories that impede travel to the delivery location.

### **Contact Us**

Contact customer support for assistance with cancelling trips and helping guests rebook:

Dominican Republic: +1 849 243 0700

Worldwide: Support Chat on our web page [www.gooddog.rent](http://www.gooddog.rent)