

EverAway Cancellation Policy

At EverAway, we understand that plans can change. This cancellation policy is designed to balance flexibility for homeowners with respect for the time Watchers reserve for each visit.

Homeowner Cancellations

- **More than 2 hours before the scheduled arrival window:** Cancel free of charge and receive a full refund.
- **Within 2 hours of the scheduled arrival window:** A cancellation fee (25%) will apply to compensate the Watcher for reserving time for the visit.
- **After the Watcher has checked in at the property:** The visit is considered in progress and is no longer eligible for a refund.

Watcher Cancellations

Watchers are expected to honor every accepted booking. If a Watcher must cancel, EverAway will work to find a qualified replacement whenever possible. Repeated late cancellations or no-shows may result in reduced visibility, temporary suspension, or removal from the platform.

Emergency Exceptions

EverAway may waive cancellation fees for circumstances beyond either party's control, including severe weather, natural disasters, medical emergencies, mandatory evacuations, or other situations approved by EverAway.

Rescheduling

Whenever possible, homeowners are encouraged to reschedule instead of canceling. If both the homeowner and Watcher agree to a new time, EverAway will update the booking without additional fees.

Case-by-Case Review

EverAway reserves the right to review cancellations individually to help ensure fair outcomes for both homeowners and Watchers.