

Keygo Cancellation Policy

For Reservations Up to 28 Days:

- **Free Cancellation (5 Days Before Check-In):**
 - Guests can cancel their reservation up to 5 days before the check-in time and receive a full refund, including the total rental amount and any applicable fees.
 - This allows flexibility for guests to adjust their plans without incurring penalties, provided they cancel within this timeframe.
- **Partial Refund (Less Than 5 Days Before Check-In):**
 - If a guest cancels less than 5 days before check-in, they will receive a refund for 50% of the nights not stayed.
 - The first night of the stay is non-refundable.
 - Example: If a guest cancels 2 days before a 7-night booking, they will be charged for the first night and receive a 50% refund for the remaining 6 nights.
- **Early Departure:**
 - If the guest decides to leave early after checking in, they will receive a refund for 50% of the nights not stayed, ensuring that guests are not fully penalized for changes in their plans.

For Reservations Over 28 Days:

- **Free Cancellation (30 Days Before Check-In):**
 - Guests can cancel their reservation up to 30 days before the check-in date and receive a full refund, ensuring ample time for the guest to adjust their long-term stay plans.
- **Partial Refund (Less Than 30 Days Before Check-In):**
 - If the guest cancels less than 30 days before check-in, they will be charged for the first month of the stay.
 - For any remaining days beyond the first month, they will receive a 50% refund.
 - Example: If a guest cancels 15 days before a 60-day reservation, they will be charged for the first 30 days and receive a 50% refund for the remaining 30 days.
- **Early Departure:**
 - For early checkouts, guests are charged for the first 30 days, with a 50% refund for the remaining nights beyond the first month.
 - This ensures a fair balance, providing some refund while accounting for the difficulty in rebooking long-term stays on short notice.

Additional Terms:

- In the event of extenuating circumstances (such as natural disasters, emergencies, etc.), guests may be eligible for a full refund, depending on the situation. These will be assessed on a case-by-case basis.

- All refunds will be processed within 7-10 business days after the cancellation is confirmed.
- Refunds for additional services, such as baby cribs, extra linens, and towels, are fully refundable if the cancellation is made before check-in.