

Dear Members,

We hope you're staying safe and healthy! Today I'm happy to announce that no one will lose any cash or credits for trades cancelled due to COVID-19.

If a cancelled booking is rescheduled, the exchange fee and trade credits will be applied to the new booking. If it is not rescheduled, we will apply the exchange fee to your next booking(s) and all credits will be returned to your account.

Hosts are not required to reschedule but doing so is greatly appreciated during these challenging times. Hosts will retain all credits for cancelled trades, plus they will receive additional credits equal to the rental value of the new reservation if they reschedule members' visits!

We encourage members to not cancel travel plans more than a couple of months in advance. If you must cancel your reservation as the dates get closer, simply let us know.

We wish you a wonderful weekend of safety and continued social distancing!

Warmest regards,  
Leah



**"Give us a week and we'll give you the world!"**