



Worry-Free Bookings™



TRAVELER CANNOT ATTEND THE BOOKING

Due to illness or other health condition



TRAVELER APPLIES FOR REIMBURSEMENT

Uploads evidence including a doctor's note, positive COVID-19 test, or death certificate



REIMBURSEMENT REQUEST IS REVIEWED

The reimbursement application is reviewed within 1-2 business days

IF APPROVED



TRAVELER CREDIT CARD IS REFUNDED

The Traveler automatically receives a 100% refund to their credit card from Worry-Free Bookings™ on behalf of the Hotelier



HOTELIER IS REIMBURSED BY CHECK

Worry-Free Bookings™ reimburses the Hotelier 100% of the total booking value via check



IF DENIED



REQUEST IS REVIEWED AGAIN

A Worry-Free Bookings™ supervisor attempts to contact the Traveler and request the doctor's note or other required evidence



REIMBURSEMENT IS NOT ELIGIBLE AND IS DENIED

If the Traveler does not provide the required doctor's note, positive COVID-19 test, or death certificate, the request is denied for a final time

OR



REIMBURSEMENT IS APPROVED

If the Traveler provides the required doctor's note, positive COVID-19 test, or death certificate, the reimbursement is approved