

# Stays

This document sets out the terms and conditions for the Revolut Stays feature (“**Stays**”). It also sets out other important things that you need to know.

These terms and conditions (the “**Terms**”), along with the Fees page, Privacy Policy and any other terms and conditions that apply to our services, form a legal agreement (the “agreement”) between:

- you, the Stays user; and
- us, Revolut Ltd.

Stays allows you to book select Expedia Inc (“**Expedia**”) accommodation through the Revolut app (“**the app**”).

These Terms govern all bookings, both “pay now” and “pay later” (see below), that are made through the app with the relevant properties “**accommodation providers**”. You must follow these terms whenever you make a booking in the app. You must also follow Expedia’s terms and conditions which you can find [here](#) and with the relevant accommodation provider’s booking and cancellation policy (see the “booking cancellation and refunds” section of these terms) each time you make a booking.

## Booking a stay through the Revolut app

When you book accommodation through the Revolut app, you will have up to two payment options. The options available to you are determined by us and the accommodation provider.

Whatever way you pay, make sure you’ve read the relevant accommodation provider’s booking and cancellation policy so you understand what your rights are if you want to cancel or amend your booking. You’ll be able to see the policy in the app before you book.

Any payment you make for Stays using your Revolut card (whether pay now or pay later) may be eligible for cashback. We’ll show you how much cashback you’re entitled to in the app. If you have made a booking, but then cancel or modify it, the cashback you received will be reversed or updated to reflect the new amount of the booking, as set out further in these Terms.

### “Pay now”

If you choose to “pay now” for your booking when you make it, Revolut will automatically debit your main Revolut account balance for the amount of the stay. You will be able to see the transaction in your Revolut account. It will say “Revolut Stays” to help you identify that the payment relates to your booking. Expedia will pass your information onto the relevant accommodation provider to confirm your stay.

Where you choose to pay now, you’ll also receive cashback on the amount of your booking. You’ll be able to see how much cashback you’re entitled to for your booking prior to confirming your stay in the app. We’ll credit the value of the cashback to your main Revolut account balance (in the currency your account is denominated in) once your booking is confirmed.

#### **“Pay later”**

If you choose to “pay later” for your booking, Expedia will log your booking but you won’t pay for your accommodation until you arrive. It’s up to you whether you want to pay with your Revolut card, or another way, but you will only receive cashback if you choose to pay for the accommodation with your physical or virtual Revolut card. The amount of cashback you’ll be entitled to will be shown in the app prior to when you confirm your stay.

Pay later bookings are secured against your Revolut card. This means that if you do not show up to your booking, or if you cancel outside of the accommodation provider’s cancellation window (see below) your card will be charged the amount you owe.

#### **Need to cancel your booking?**

Each accommodation provider’s booking and cancellation policy explains what happens if you cancel. This will vary from provider to provider. Revolut has no control over the relevant accommodation provider’s booking and cancellation policy but it will impact our ability to manage any refunds for you where you’ve made a pay now booking. You will have seen key details about your accommodation provider’s policy when you selected the stay in the app, and you’ll be able to see what the free cancellation window is (if any) and the implications of cancelling (such as whether there’s a refund/partial refund or no refund, whether we’ll be recouping cashback and whether the accommodation provider will charge your Revolut card for an amount as a result of cancelling) in the app.

#### **Cancelling a “pay now” booking**

If your booking is refundable and you ask to cancel within the relevant accommodation’s free cancellation window, you may be entitled to a refund. This may be a full or partial refund, depending on the policy. If you are eligible, we’ll credit your account with the relevant amount. We will also reverse any cashback that you received on the booking.

If your booking is non-refundable or you ask to cancel outside of the relevant accommodation provider's cancellation windows, you will not be entitled to a refund.

### **Cancelling a “pay later” booking**

All “pay later” bookings can be cancelled for free where the cancellation is made within the free cancellation window. If you cancel your booking within the free cancellation window, your Revolut card will not be charged by the relevant accommodation provider. If you're looking to cancel a “pay later” booking outside of the free cancellation window, you may have to pay for all or some of the booking. This will be set out in the accommodations provider's policy at the time you book. We'll also tell you how much this will be at the time you cancel in the app. This amount will be charged to your Revolut card.

If you start your stay and after checking in you decide to cut your stay short, it is up to the relevant accommodation provider how they manage your booking cancellation.

### **Need to change your dates, room, or number of guests?**

If you need or want to change the dates of your stay, you can do so through the app. You will only be able to make a change if the provider has availability for your new choice. You may also have to pay more if the price of the accommodation has changed or if the price of what you are changing to is greater. You can change your room type or number of guests in the same way.

### **What happens if my accommodation becomes unavailable?**

If you've booked and your accommodation provider is no longer able to guarantee your stay, you will be provided with alternative options. If you accept a new accommodation provider, we'll update your booking and cover the difference if the new amount is more than what you already paid for (you won't receive any more cashback). If the new amount is less, we won't refund you the difference or recoup the difference in cashback.

If at the time of booking your original accommodation you chose to pay later, then you'll be expected to pay for the new amount whether it is more or less and you'll receive cashback based on the new amount.

If you can't find a suitable alternative accommodation provider in the app and choose to cancel your booking, you'll receive a refund and we will recoup our cashback.

### **What happens if my booking is cancelled?**

If we become aware that you are not complying with Expedia's terms and conditions, we reserve the right to cancel your booking. In this instance, you will not be entitled to a refund.

## Insurance

Some Revolut customers and plans may have insurance coverage for bookings they make using Stays. That coverage is governed by the terms and conditions for those services. No insurance is offered as part of Stays.

## Warranties

By booking an accommodation provider through the Revolut app, you promise that the information you provide in order to book your accommodation is true and correct.

## Permission for us to process your personal data in relation to Stays

When you book a stay through the Revolut app, you will be asked to provide certain information in order to confirm the booking like your contact details, and other relevant information, so we can book the right type of room/accommodation provider for you. We will need to process this personal data and share it with Expedia. Where you book a stay and pay now, the information will include your given name and surname, your date of birth, your nationality, your phone number, email address and your billing address. Where you book a stay but choose to pay later, we'll share the same information with Expedia as well as your card number, security code and card expiry date.

If you are booking a stay for more than one guest, including a child, we also require the child's age. If you want to request a specific type of room or type of facilities at your accommodation provider, we may also obtain additional information from you through the app booking form such as whether you require wheelchair access, what type of sleeping arrangements you require, and whether you would prefer a smoking or non-smoking room. Please note that we cannot guarantee that your room will meet your expressed preferences as these are subject to the property's availability and acceptance. We will share personal data with Expedia in encrypted form to ensure that it is safe and secure.

Expedia will also need to share your personal data with the relevant accommodation provider that you have chosen to make a booking with - please read Expedia's Terms and Conditions and Expedia's Privacy Policy to understand more about what personal data they will share with the relevant accommodation provider each time you book and how they protect your data.

If your accommodation becomes unavailable and our Support team need to help find you alternative accommodation, our Support team will need to engage with you through the call or chat functionality in the Support inbox within the Revolut app to confirm that you are happy with the alternative accommodation, process any personal data you provide to us as part of that process, and share your personal data with Expedia so that we can confirm the new booking. Expedia will subsequently need to share your personal data with the new accommodation provider to prepare for your visit. Just so you know, where our Support team needs to call you to discuss the alternative accommodation, calls may be recorded for training purposes which means we'll store your conversations on our systems but only for as long as we need it to develop the way we interact with customers in relation to Stays.

We may also process your personal data where you submit a complaint (see the section below) or provide any feedback to us about your experience with the Stays product. We'll process this information so we can try to resolve any concerns you may have raised and so we can improve the Stays product going forward.

### Not happy with the Stays service?

If you're not happy about the service you've received in relation to Stays, whether you've booked accommodation or not, we'll do our best to make things right where it's within our control. If you have a complaint about Stays, please reach out to Support and let them know you want to make a complaint. We'll look into your complaint and try to resolve things via email as soon as we can.

Just so you know, we can only handle complaints about the service we provide to you so anything to do with the process for selecting and booking accommodation, managing payment for the accommodation under the "pay now" route (and any refunds or cancellation where required), the passing of your information to Expedia to confirm bookings and the engagement with you to help you book alternative accommodation where your original accommodation becomes unavailable.

If you have a complaint about the Stays product or booking process, please reach out to our Customer Support team. Our Customer Support team may refer you to Expedia or to your accommodation provider depending on the nature of your complaint.

### Taking action against Revolut in relation to Stays

The law that applies to these terms is that of England and Wales, and if you want to take legal action against Revolut in the courts, only the courts of England and Wales can deal with any matter relating to these terms.

## Amendment to these Terms

We reserve the right to amend these terms at any time and will try to give you notice ahead of doing so where we can.