

## **DVC Rental Store Courtesy Cancellation Policy**

The DVC Rental Store's Courtesy Cancellation Policy allows for Guest to cancel their Non-Refundable Reservations for any reason so that they may be eligible for a DVC Rental Store Credit Voucher. Credit Vouchers can be claimed and made available as described below.

### **Exercising a Cancellation**

1. **Cancellation Tiers:**

<b>Cancellation Window</b>	<b>Credit Received</b>
>120 Days	100% of funds paid
120-61 Days	75% of total reservation price*
60-16 Days	50% of total reservation price
15-4 Days	25% of total reservation price
<4 Days	0%

\*if paid in full. If only initial deposit of 25% is paid there is no Credit issued

**Cancellation requests must be received by 11:59pm EST based on the amount of days prior to Arrival Date to qualify for each respective Tier.**

2. **Claim.** At the request of Guest, with written and confirmed notice to the DVCRS a guest may be eligible for a Credit Voucher based on the following.

- a. Guest may cancel the reservation listed below for any reason.
- b. Guest must contact DVC Rental Store's Reservation Specialist Team via email (hello@dvcrentalstore.com) to initiate the cancellation process. Guest should not assume that the Intent to Cancel notification was received by the DVC Rental Store until and unless DVCRS confirms via email to Guest receipt of their intent to cancel.
- c. Alterations to the reservation (lead guest change, change of travel dates, villa category change, resort change) are treated as a cancellation of the original reservation and are subject to all conditions of DVC Rental Store's cancellation policy. Should a new reservation be secured, the reservation will be treated as a new and separate reservation which will have no tie to the original DVC Renting Member or the original Rental Agreement.
- d. Upon Cancellation, DVC Rental Store Credit will be made according to the Cancellation Tier Schedule above.
- e. Cancellation policy coverage extends ONLY to the Reservation ID associated with the Point Usage Rental Agreement.
- f. No DVC Rental Store Credits to Guest will be made if a cancellation request is received within 3 days of Arrival Date. Guest will receive no Credit for any reason, including but not limited to hurricanes, tornadoes, diseases, snowstorms or acts of terrorism should these occurrences require the Guest to cancel their reservation inside of 3 days before their Arrival date, regardless of any overtures or allowances that the Walt Disney Company might make for their Guests or DVC members. Guests should consider adding traditional travel insurance if coverage is desired in the 0-3 day window tier.
- g. DVCRS will confirm to Guest receipt of Intent to Cancel email.
- h. DVCRS will Inform Guest of DVC Rental Store Credit amount according to Email Receipt Time Stamp and Cancellation Tier Schedule shown below.
- i. Issue a DVC Rental Store Credit no later than 21 days of receipt of Intent to Cancel notification.

### **Credit Usage**

3. **Expiration.** Credits will be valid for 24 months from the original Arrival Date of reservation. Credits must be utilized for new reservations based on the new reservation Arrival Date and not based on usage date. For example, an original reservation with an arrival date of 4/4/2021 must be utilized for an Arrival date on or before 4/3/2023.

- a. DVCRS credits are valued at \$1 per (1) DVCRS Credit.
- b. Credits can only be used for new DVCRS Reservations. (Tickets, Disney Dining plans or other travel add-ons are not eligible).
- c. Can be used for multiple reservations.
- d. Can be used in conjunction with cash for reservations that require more than a credit can cover.
- e. Credits that were used for a new reservation that is later cancelled are still

valid so long as any additional reservations are booked within the expiration date assigned to those credits when the credits were originated.

- f. Credits from multiple credit vouchers can be utilized together.
  - g. If a reservation is cancelled with credits used from multiple vouchers with different expirations, any non-refunded credits (based on the cancellation tier) will be subtracted from credits that expire first.
4. Exclusions. Any cost above and beyond the cost of Renter's accommodations as set forth below are excluded from reimbursement. Excluded costs include, but are not limited to
- a. Airline Tickets and/or fees
  - b. Ticket Media
  - c. Tours
  - d. Transportation Services including flights.
  - e. Disney Dining Plans.