



Cancelling and getting your money back

Help for renters

Every space carries its own cancellation policy. This is what the three versions mean, where to see which one applies to you, and how to cancel.

Read the part you need. Every section stands on its own.

Start here

There is no maths for you to do. Each booking already shows what you would get back if you cancelled right now, and up to when cancelling is still free. Everything below is the reasoning behind those amounts.

Is it the time slot that is the problem rather than the space itself? Ask the host what else is possible before you cancel. You can do that through the messages.

Where you can see which policy applies

The host picks a cancellation policy for each of their spaces. There are two places to find it.

The space page carries a block with the cancellation terms, and it is there before you book anything. Read it whenever your plan is not completely fixed yet.

Cancellation policy

• Flexible

The cancellation fee depends on the moment you cancel.

- ☒ **Up to 24 hours before the start time**
Cancel for free; the full amount comes back to you automatically.
- ☐ **Within 24 hours of the start time**
No refund; the full amount is charged.
- ☐ **No-show**
If you do not show up and never cancel, there is nothing to refund.

[Read the full policy](#) including the exceptions for illness and cancellations by the host.

The block with the cancellation terms on the page of a space.

Once you have booked, the same information sits with the booking itself in your bookings overview. What you see there is not a general rule but your own date and your own amount.

The three versions

Flexible

Cancel up to 24 hours before the start time and you get everything back. Cancel after that and nothing comes back.

Standard

Cancel up to 7 days before the start time and you get everything back. In between, as long as you are still a day ahead, half the amount comes back. Close to the start time nothing comes back.

Strict

Cancel up to 30 days before the start time and you get everything back. Later than that, but still a week ahead, half the amount comes back. After that point nothing comes back.

The host decides which version they use. Two spaces in the same city can therefore have different terms. It is worth a look per space.

There is also a separate page about the cancellation policy, where the versions are laid out side by side.

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LEGAL

Annuleringsbeleid

PlaceHub kent drie vaste annuleringsregimes. De verhuurder kiest er per ruimte één; de regimes zelf liggen platformbreed vast en kunnen niet per ruimte worden aangepast of uitonderhandeld. Welk regime geldt zie je altijd vóór het boeken.

Voor huurders

De drie regimes

Welk regime geldt staat bij de ruimte en op je boekingsbevestiging.

- **Flexibel:** 100% terugbetaling tot 24 uur vóór de starttijd; daarna geen restitutie.
- **Standaard:** 100% tot 7 dagen vóór de starttijd; 50% tot 24 uur; daarna geen restitutie.
- **Strikt:** 100% tot 30 dagen vóór de starttijd; 50% tot 7 dagen; daarna geen restitutie.

Een terugbetaling (inclusief servicekosten naar rato) wordt automatisch verwerkt en staat binnen 5–10 werkdagen op je rekening, afhankelijk van je bank. Dit systeem beschermt verhuurders tegen last-minute uitval én geeft huurders vooraf duidelijkheid.

No-show

Verschijn je niet op je boeking zonder te annuleren, dan wordt het volledige bedrag in rekening gebracht en is er geen restitutie mogelijk.

Voor verhuurders

Annulering door verhuurder

The cancellation policy page, with the three versions side by side.

How to cancel

1

Go to your bookings. Open your bookings overview and look under "Upcoming".

2

Read the banner on the booking. It tells you where you stand. While cancelling is still free you read "Free cancellation with full refund", together with the moment that ends. Once that moment has passed, the banner shows what you would still get back. When nothing comes back any more, it says "Cancellation deadline passed, no refund possible".

3**Click "Cancel + refund".****4**

Check the amount, then confirm. The window "Cancel booking" asks whether you are sure. The line below it shows the amount coming back to you. If that does not match what you expected, close the window and email us first.

When is the money back?

Count on 5–10 working days before the amount is on your account. That same period is written in the confirmation window, under the amount.

Not turning up

If you neither show up nor cancel, nothing comes back. The host kept the space free for you during that time.

Even when you find out at the last minute, cancel anyway. You may get nothing back under the policy, but at least the host knows where they stand.

Your request expired on its own

At spaces where you send a request, you pay first and the host decides afterwards. If they do not react within 24 hours, or if they decline, we refund the full amount automatically. Nothing is asked of you.

You hear about it too: the message "Request expired" tells you the host did not respond in time. Here as well, count on 5–10 working days before you see the amount.

Not getting anywhere?

Email us at support@placehub.nl. A real person answers within 24 hours. If you are close to the deadline and unsure what to do, cancel in time and ask your question afterwards.