

FAQ:

Get A Quick Help

Cancellations And Modifications

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Cancellations And Modifications

Gohub Cancellation And Refund Policy

In Gohub platform, Operator is bound to choose their own refund & cancellation policy.

As a guest, your ability to get a refund on a cancelled booking depends on the operator's refund & cancellation policy.

To read more on the Operator's policy, please refer below for your reference:

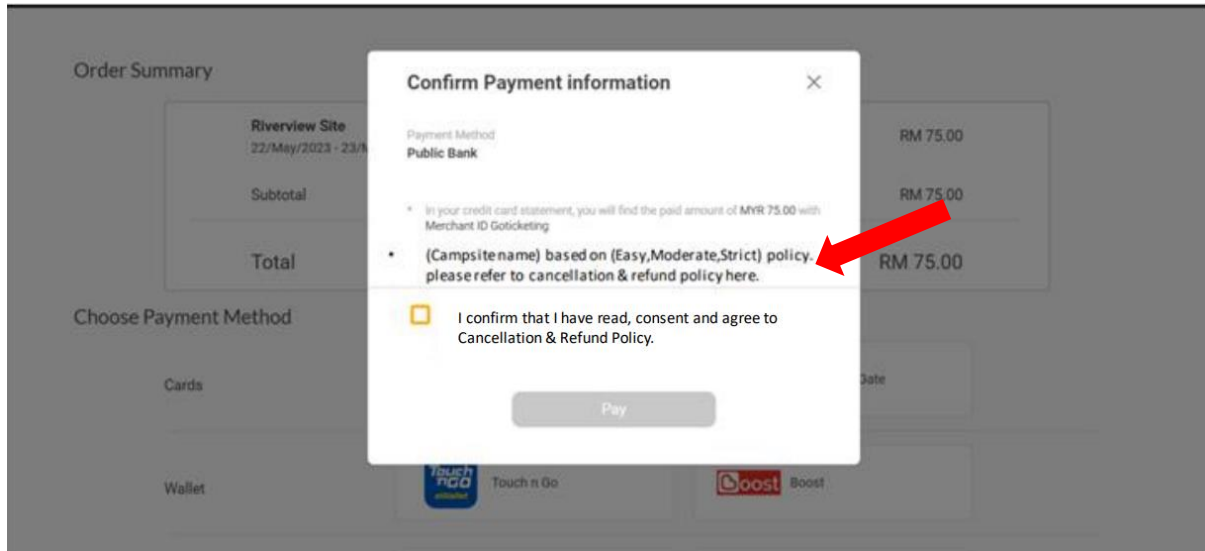
Cancellation & Refund Policies

Strict Cancellation & Refund Policy

If a booking has a strict cancellation policy, **NO REFUND will be issued after booking is made.** Guest is allowed to reschedule within **three (3) months from the actual check in date** and subject to the availability at that time. It is needed to inform the Operator **fourteen (14) days** prior to Check-In date.

How To Find Operators Cancellation Policy

Prior to make payment for the booking, you will be landing at “Confirm payment information”.



Then find where it stated the “Campsite name” is based on either one of the policies “Easy, Moderate, Strict”.

Click the button [here](#) to see the full cancellation & refund policy information.

What If I Cancel My Booking That Has Already Booked?

All the guest able to cancel the booking depends on the policy of each operator. In order to find out more about which policy is the operator apply, please visit [How Gohub Cancellations Policy Works](#)

How Do I Get Help With A Cancellation And Refund?

First read through our [How Gohub Cancellations Policy Works](#).

Once Guest have decided to cancel, guest must contact the operator directly and inform about cancelling the booking. If the cancellation follows the procedure of operator’s policy, it will be a successful cancellation. The operator will be able to refund “the

amount” directly to the guest. The refund procedure will be between the guest and operator.

If requested for scheduling, guest may contact operator directly and reschedule the booking date based on the policy of the operator if it is applicable.

When Can I expect To Receive The Refund From The Operator, If The Cancellation Is Successful?

The expected timeline for refund to be successful will take up to 10 working days from the date of enquiry received by the operator.

How Does The Refund Will Take Place?

The refund amount will be transferred by the operator to guest directly. The guest must share the bank details (name, bank name, bank account number) to the operator upon enquiring the refund and cancellation.

What Can I Do If The Operator Does Not Refund within the timeframe?

Guest able to contact the operator directly to check on the refund status. If the refund is still not received by guest after 10 working days from the enquiry, guest able to contact Gohub Support and share the payment receipt and booking confirmation. Gohub Support will contact and solve the problem with the respective operator or guest.

Payments

I Have Been Incorrectly Charged. What Should I Do?

If Gohub charged you incorrectly: Please contact our Technical Support. We'll likely need a copy of your bank statement showing the incorrect charges as well as your booking confirmation number.

How Do I Know My Booking Is Successful Paid?

You'll find your payment confirmation in email that you have registered in Gohub. From the email you can download the receipt of booking in PDF.

What If The Booking Does Not Match With Accommodation Upon Arrival?

If you have acknowledged the operator that the accommodation is not match with your booking upon arrival and did not get any solution by the operator. Please contact our Technical Support and provide your booking confirmation number. Our Technical Support will contact the respective operator or guest and provide the best solution.

I Have Been Charged, Do I Need To Do Anything?

You do not need to do anything. We charged you the price of the booking. All guest just need to arrive on the day of the check in date.

Booking Information And Request

How Can I Request An Early Check In Or Check out?

If you like to request an early check in or check out, please contact the operator directly before the check in date. There is no guarantee, but they may be able to assist on your request.

How Do I Get More Information About Operator's Facilities?

Click the operator page in our Gohub Platform. You'll see a complete list of facilities of the respective operator upon visiting the page.

Can I Change Guest Name After Booking Is Made?

It is not possible to change the guest name after the booking has been made. In order to change the guest name, guest needed to proceed with the new booking.