

WITHLOCALS WEBINAR

Coronavirus: making it together
through the crisis

**We are in this
TOGETHER**



FAQ

The cancellation policy

What is the current cancellation policy?

For direct guests, the general cancellation policy applies for all bookings within the 14 days cancellation period, meaning you will receive full payment for the tour.

For direct bookings falling outside the 14 days cancellation period, guests are offered a voucher or a refund of the booking amount.

Guests are also always encouraged to reschedule instead of cancelling!

For cash payment, we unfortunately cannot guarantee these payments to the hosts, which is why we urge hosts to choose a different payment method.

What is the current cancellation policy for partners?

Most companies in the travel industry have made the choice to refund guests fully. This is also the case for our partners.

All cancellations for bookings until April 30th from partner platform were refunded to the guests, which means that Withlocals can unfortunately not send host a payment for these bookings.

Will guests with a voucher rebook with the same host?

Guests who receive a voucher are encouraged to rebook with their original host in the future but are also free to book any other experience. We hope that this will help Withlocals and our hosts bounce back when bookings pick up again 😊

The vouchers are valid for an unlimited time.

Is my cancellation rate going to be affected?

No, when you need to cancel a booking, please contact our support team via hosts@withlocals.com and they will help you!

How do we react to guests complaining to hosts regarding the cancellation/refund policy?

Our support team can help you with bookings outside the 14 days period!
You can reach them via
hosts@withlocals.com

Data & marketing Insights

Can we get some data regarding the cancellation rate and booking forecast for the next month?

We have seen a drop in bookings and increase of cancellation over all our destinations.

This has impacted Withlocals but also the whole industry.

Can we somehow check the guests' details,
like origin etc?

Your health is the priority. If you are not comfortable doing any tour, feel free to contact our **support team!**

What is Withlocals' marketing strategy for the coming month?

At the moment we have reduced our marketing spends to almost 0, and are adapting this daily based on location situations.

Once activity picks up, we will be ready to spend the right resources to recover - that includes marketing & advertisement, but also working with partners so that our experiences and hosts get more exposure

When will this all be over?

Hopefully sooner than later,
unfortunately we have no way of
predicting this.

What is Withlocals
doing to weather
this crisis?

Can Withlocals help hosts by offering any kind of bonus or advance payment during this tough period?

Unfortunately, *no bookings* for you as a host also means *no revenue* for Withlocals. We wish we could, but as a start up it is very difficult for us!

Are we planning to give discounts to boost bookings?

We actually *increased the price!*
So for the bookings that do still happen, at least we get the *most revenue* out of it!

The extra revenue is shared between the hosts and Withlocals.

Will we keep the price increase when bookings pick up?

No decision was made on this for now, but it's an option we will look into when the time comes.

Will Withlocals lower the Withlocals fee on bookings?

This is something that we always have in mind. However, as a company we will also have a long road of recovery from this crisis.

Considering that Tourism will decrease, will you hire more host in cities that have a lot of host already?

We will make decisions based on local situations.

We want to help our hosts get the most possible booking, but also avoid being in a situation where guests want to book and we don't have enough availability. It's a very important balance and we will put focus on this too.

My Community Manager is no longer at Withlocals. What will happen to my community?

Our team is always here to answer your questions and support you!

We are coming up with a new structure for community management, and in the company. We will share the relevant information in time!

Will Withlocals survive this crisis?

Withlocals is still standing, and we will do everything it takes to get through this, together with our hosts

What is Withlocals doing to help their hosts in this period?

- Cancellation policy
- Online webinars
- Withlocals Live: offering online experiences to guests
- Any ideas? Feel free to reach out to us via hosts@withlocals.com!

I have an idea or want to participate in the Withlocals live concept

Please reach out to us at hosts@withlocals.com!
You can see our new Withlocals Live page [here](#).

Depending on capacity and success of the initiatives, we will be able to keep working on them!

We are also actively reaching out to hosts - we cannot do this without you!

What tours is Withlocals focusing on right now?

We are taking advantage of the calm to focus on the quality of our best sellers, so they can boost our recovery after the crisis.

We are also looking into experiences for locals in some destinations.

We currently don't have the capacity to focus on host offers, but you will be informed as soon as this changes!

What is Withlocals' strategy for after the crisis?

We are focusing on

- Improving our platform
- Strengthening our core
- Developing our unique value
- Improving our positions with partners
- Making sure we become even stronger players on the market after the crisis

Thank you!

Let's do this together!