TERMS OF SERVICE

Last revised: 11-03-2026

Hello and welcome! We are glad that you are taking the time to read these terms of service (the "**Terms**").

These Terms are important as they, together with your booking confirmation email (the "**Booking Confirmation**"), set out the legal terms on which Travel Services are made available to you through our Service. They also cover any interactions or communications you have with us through our Service.

Your use of our Service is subject to these Terms and it is a condition of using our Service that you accept these Terms. To book a Travel Service, you must also accept these Terms. If you do not accept these Terms, then please do not use our Service or book a Travel Service.

We may make changes to these Terms by updating them at any time and your continued use of our Service after any changes come into effect will constitute your acceptance of the updated Terms. Any existing bookings will continue to be governed by the Terms that applied to your booking when the booking was made. We recommend that you save or print a copy of these Terms.

Section 15 (Disputes and arbitration) below contains an arbitration agreement and class action waiver that apply to all claims brought against us in the United States. Please read them carefully.

In these Terms:

"**we**", "**us**" or "**our**" refer to Expedia, Inc., a Washington corporation, having its registered office at 1111 Expedia Group Way W, Seattle, WA 98119, USA, which provides our Service

"Content" refers to all text, descriptions, reviews, photographs, images, videos, software, and other content submitted to our Service

"**our Group of Companies**" refers to us, and our subsidiaries and corporate affiliates

"**our Service**" refers to the provision of our websites, apps and online tools

"**Travel Provider**" refers to the travel supplier making available the Travel Services to you through our Service

"**Travel Services**" refers to the travel services made available to you by the relevant Travel Provider(s) through our Service, such as stays at a property or car rental.

"**you**" refers to you, the person using our Service.

Please read these Terms carefully.

Section 1 Rules and Restrictions

As well as these Terms, other terms and conditions provided by Travel Providers (such as a property's terms and conditions or a car rental company's rental policies) also apply to your booking ("**Rules and Restrictions**").

To make a booking, you must accept the Rules and Restrictions of the Travel Provider that you select (such as payment of due amounts, cancellation policies, refundability, availability restrictions and use of fares or services, etc.). The relevant Rules and Restrictions are provided to you before you make a booking and are incorporated by reference into these Terms.

If you violate a Travel Provider's Rules and Restrictions, your booking may be cancelled and you may be denied access to the relevant Travel Service. You may also lose any money paid for such booking, depending on the Travel Provider's Rules and Restrictions.

Section 2 Using our Service

Our rules

We provide our Service to help you find information about Travel Services and to assist you in booking those Travel Services. It is provided to you for no other purpose.

You agree that:

- you will only use our Service for personal and non-commercial purposes
- you must be at least 18 years of age and have the legal authority to enter into contracts
- you will use our Service lawfully and in compliance with these Terms
- all information supplied by you is true, accurate, current and complete
- if you book on behalf of others:
- you will obtain their authorization prior to acting on their behalf
- you will inform them about the terms that apply to the booking (including the Rules and Restrictions) and ensure that they agree to, and will comply with, such terms, and
- you will be responsible for paying any amounts due, for making any change/cancellation requests and for all other matters relating to the booking.

You also agree not to:

- make any false or fraudulent booking
- access, monitor or copy any content on our Service using any robot, spider, scraper or other automated means or any manual process
- violate the restrictions in any robot exclusion headers on our Service or bypass or circumvent other measures employed to prevent or limit access to our Service
- take any action that imposes, or may impose, an unreasonable or large load on our infrastructure
- deep link to any part of our Service
- “frame”, “mirror” or otherwise incorporate any part of our Service into any other website.

Access

We may, acting reasonably, deny anyone access to our Service (or any other sites, apps, tools and services you have access to under your Expedia Group Account, as defined below) at any time for any valid reason. We may also make improvements and changes to our Service at any time.

Account

To make use of all the features available on our Service, you will need to create an account with us (or create an Expedia Group Account, as defined below) and sign in to it.

To create an account, you must be at least 18 years of age and follow the account creation instructions provided through our Service.

If you have an account with us, you must:

- safeguard your account information
- be responsible for any use of your account by you or others (even those transactions that you did not intend to be performed)
- notify us immediately of any unauthorized use of your account, and
- provide us with all necessary information, to the extent required for us to comply with our legal obligations.

The account you create on our Service also allows you to access other sites, apps, tools and services offered by members of our Group of Companies (including Expedia and Vrbo) using the same account credentials, in addition to our Service (an “**Expedia Group Account**"). Please note that when using your Expedia Group Account, the relevant terms of service displayed on the sites, apps, tools and services that you are using will govern your use of them.

For information on how to delete your account, sign into your account on our Service and follow the applicable account deletion process or visit our Help Center. For further information about your privacy rights (such as deletion or access), please see our Privacy Statement.

How we order your search results

There are many travel options available through our Service and we want to make your search results as relevant as possible. At the search results page you will see our default sort order, however you can select how to sort your results and also use filter options to prioritise results based on your chosen preferences, such as price, guest review score or other criteria. You can learn more on how we order search results by visiting our How our sort order works page.

Within your search results we also sometimes display travel options that are paid-for commercial listings from our Travel Providers. Such travel options are clearly labelled for your information as “Ad” or similar equivalent labelling, to differentiate them from other travel options.

Redirection and third-party booking services

If you are redirected from our Service to a third-party booking service (such as for car rental) to make a travel booking, please bear in mind that any bookings made through such a booking service will be with the third-party and not with us. We are not responsible for bookings made through third-party booking services and we have no liability to you in respect of such a booking. The terms and conditions of the third-party service provider will set out what rights you have against them and will explain their liability to you.

Section 3 Confirming a booking

Your Booking Confirmation includes the essential elements of your booking, such as the description of the Travel Service(s) booked and the price.

We will send your Booking Confirmation and any relevant travel documents to the email address you provide when you book. If you do not receive your Booking Confirmation within 24 hours of making your booking, please contact us via our Help Center.

In accordance with your communication preferences, we may also send your Booking Confirmation to you by SMS shortly after you have made the booking, as well as further booking updates. Message frequency may vary. Message and data rates may apply. SMS carriers are not liable for delayed or undelivered messages. You may decide to not receive such service SMS by simply opting out in the booking path. You may also opt out or stop receiving such transactional SMS anytime by replying ‘STOP’ in response to an SMS received. For additional help, text ‘HELP’ in response to an SMS received or contact us via our Help Center.

Section 4 Payment

Price

The price of the Travel Service(s) will be as displayed on our Service, except in cases of obvious error.

Prices for Travel Services are dynamic and can change at any time. Price changes will not affect bookings already accepted, except in cases of obvious error. We display many Travel Services, and we try hard to ensure that the displayed price is accurate. We reserve the right to correct any pricing errors on our Service.

If there is an obvious error and you have made a booking, we will offer you the opportunity to keep your booking by paying the correct price or we will cancel your booking without penalty. We have no obligation to make available Travel Services to you at an incorrect (lower) price even after you have been sent a Booking Confirmation, if the error should reasonably have been apparent to you.

Taxes

The prices displayed through our Service may include taxes or tax recovery charges. Such taxes or tax recovery charges may include amounts associated with value-added tax, goods and services tax, sales tax, occupancy tax and other taxes of a similar nature.

Taxes or tax recovery charges are generally calculated or estimated on the prices displayed through our Service before any discounts (including those funded by us), coupons and loyalty rewards that may be applicable to your booking, unless those

discounts, coupons and loyalty rewards are considered as a reduction in price for the purposes of calculating or estimating taxes in the relevant jurisdiction for the booking.

You acknowledge that except as provided below with respect to tax obligations on the amounts received from you, including facilitation fees and service fees where applicable in accordance with Section 6A (Stays) below, our Group of Companies does not collect taxes for remittance to applicable taxing authorities. The tax recovery charges on Pay Now bookings are a recovery of the estimated taxes that our Group of Companies pay to the Travel Provider for taxes due on the services provided by the Travel Provider (such as for the rental rate for the room). The Travel Providers are responsible for remitting applicable taxes to the applicable taxing jurisdictions. Taxability and the appropriate tax rate vary greatly by jurisdiction. The actual amounts paid by our Group of Companies to the Travel Providers may vary from the tax recovery charge amounts, depending upon the rates, taxability, etc. in effect at the time of the actual use of the services provided by the Travel Provider.

Sales, use and/or local hotel occupancy taxes are imposed on the amounts that our Group of Companies charge for services they provide (service fee and/or facilitation fee) in certain jurisdictions. The actual amount imposed on services provided by our Group of Companies may vary depending on the rates in effect at the time the services are provided by the Travel Provider. In certain jurisdictions, our Group of Companies are responsible for collecting and remitting sales, use and/or local hotel occupancy taxes for the entire price, including the amounts we charge for our services as well as the Travel Services provided by the Travel Provider.

In certain jurisdictions, you may be responsible for paying local taxes imposed by local tax authorities (such as city taxes or tourist taxes, etc.). Our Group of Companies or the Travel Provider may charge you such local taxes. Our Group of Companies will notify you of any local taxes that will be payable by you before you complete your booking, where such taxes have been notified to our Group of Companies by the Travel Provider.

The amount of local taxes can change between the booking date and trip date. If taxes have changed by your trip date, you may be liable to pay taxes at the higher rate.

Payment processing

When payment is taken at the time of your booking or collected after booking in accordance with the applicable payment schedule and paid for in the local currency of our Service (as relevant), the company taking that payment (via third-party payment processors) and charging your payment method will be the company set out next to the relevant location of our Service in the table below.

Location	Our company taking your payment
Austria, Bahrain, Belgium, Bulgaria, China, Denmark, Egypt, Finland, France, Germany, Greece, Hungary, Iceland, Indonesia, Ireland, Italy, Jordan, Kuwait, Lebanon, Malaysia, Morocco, Netherlands, Norway, Oman, Qatar, Philippines, Portugal, Romania, South Africa, Spain, Sweden, Taiwan, Thailand, Turkey, United Arab Emirates, Vietnam	Travel Partner Exchange S.L.
Australia	Travelscape, LLC. a company registered in Australia
Brazil	Expedia do Brasil Agência de Viagens e Turismo Ltda.
Argentina, Chile, Colombia, Costa Rica, Ecuador, El Salvador, Panama, Peru, Venezuela	Travelscape, LLC.
Canada	Travelscape, LLC.
Hong Kong	Travel Partner Exchange Hong Kong Limited
India	Hotels.com India Private Limited, Travel Partner Exchange Singapore Pte. Ltd. or Travel Partner Exchange S.L.
Japan	Travel Partner Exchange Japan KK
Mexico	Expedia Mexico, S de R. L. de C.V.

Location	Our company taking your payment
New Zealand	Travel Partner Exchange New Zealand Ltd.
Saudi Arabia	Travelscape, LLC. or Travel Partner Exchange S.L.
Singapore	Travel Partner Exchange Singapore Pte. Ltd.
South Korea	Travel Partner Exchange Korea Co., Ltd.
Switzerland	Travel Partner Exchange Switzerland Sàrl
United Kingdom	Travel Partner Exchange UK Limited
United States	Travelscape, LLC.

Notwithstanding the governing law and jurisdiction paragraph in Section 16 (General) of these Terms, where one of our companies (as set out in the table above) takes your payment (via third-party payment processors) and charges your payment method, the law governing that payment transaction will be the laws of the location of such company.

Our Privacy Statement provides information on how we use your payment and account information when you elect for us to store a credit or debit card or other payment method for future use.

Payment verification

You authorize the relevant company (as set out in the table above) or the Travel Provider to:

- verify your payment method by obtaining a pre-authorization, charging a nominal fee or through other verification means, and
- on verification, charge your payment method.

Fees charged by banks

Some banks and card issuers impose fees for international or cross-border transactions. For example, if you make a booking using a card issued in a different country from the Travel Provider's location or you choose to transact in a currency that is different from the local currency of our Service, your card issuer may charge you an international or cross-border transaction fee.

Also, some banks and card issuers impose fees for currency conversion. For example, if you make a booking in a currency different to the currency of your credit card, your card issuer may convert the booking amount to the currency of your credit card and charge you a conversion fee.

If you have any questions about these fees or the exchange rate applied to your booking, please contact your bank or card issuer. Our Group of Companies is not associated or responsible for any fees relating to varying exchange rates and card issuer fees.

Currency conversion

Any currency conversion rates displayed on our Service are based on public sources and current exchange rates, which may vary between the time a booking is made and the time of travel. Such rates are provided for information purposes only and, while we seek to provide information that is correct, our Group of Companies does not guarantee the accuracy of such conversion rates because they are not within our control.

Alternative payment methods

We may work with providers of alternative payment methods (such as consumer finance companies), to provide our travelers with alternative payment methods. Our Group of Companies does not endorse or recommend any alternative payment provider or their products or services. Our Group of Companies is not responsible for the content or the acts or omissions of any alternative payment provider. Your use of any such provider's payment method is at your own risk and will be governed by such provider's terms and policies.

Fraud

If a booking or account shows, in our reasonable view, signs of fraud, abuse, association with a government-sanctioned person or entity, or other suspicious activity, we may request additional information from you.

If we reasonably conclude that a booking or account is associated with fraud, abuse, a government-sanctioned person or entity or suspicious activity, we may:

- cancel any bookings associated with your name, email address or account
- close any associated accounts, and
- take legal action, including to seek to hold you liable for any loss.

Please contact us via our Help Center about the cancellation of a booking or closing of an account.

Section 5 Cancelling or changing a booking

Cancellation or change by you

Cancellations or changes (with respect to the travel date, destination, place where the trip starts, property or means of transport) to a booking can be made via our Help Center.

You do not have an automatic right to cancel or change a booking unless allowed by the relevant Travel Provider under their Rules and Restrictions (which are provided to you before you make a booking).

Travel Providers may charge you fees for cancelling (in full or part) or changing a booking. Such fees will be set out in the Rules and Restrictions. You agree to pay any charges that you incur. Please be aware that for changes, the price of your new arrangements will be based on the applicable price at the time you ask us to make the change. This price may not be the same as when you originally booked the Travel Services. Prices tend to increase the closer to the departure date that the change is made.

Please read the relevant Rules and Restrictions, so you know which terms apply to your booking. For example:

- if you book a stay at a property and you do not cancel or change your booking before the relevant cancellation policy period, you may be subject to the cancellation or change charges as shown in the relevant Rules and Restrictions
- some properties do not permit cancellations of, or changes to, bookings after they are made
- if you make a Pay Later booking and you do not show up or cancel the booking, the property may impose a no-show or cancellation charge as shown in the relevant Rules and Restrictions and you will be charged the property's no-show or cancellation charge, and
- if you do not show up or fail to use some or all of the Travel Services booked, refunds may only be due to you in line with the relevant Rules and Restrictions.

If you want to cancel or change any part of a booking and such cancellation or change is allowed by the relevant Travel Provider, then, in addition to any charges imposed by the Travel Provider, we may also charge you an administration fee. If such an administration fee applies, it will be notified to you before you agree to proceed with the change/cancellation.

Other cancellation or change

We (and the relevant Travel Provider) may cancel your booking if full payment for the booking, or any applicable cancellation/change charge or fee relating to a booking is not received when due.

For a variety of reasons (such as a property is overbooked due to connectivity issues or a property is closed due to a hurricane, etc.), it is possible that a booking may be cancelled or changed by the Travel Provider or us. If this happens, we will make reasonable efforts to notify you as soon as possible and offer alternative options/assistance where possible or a refund.

Refund

Any refunds will be transferred back to you to the payment method you used to make the original booking. Such refunds will be made by the party that took your original payment. We do not have visibility of a Travel Provider’s refund process. Our fees are not refundable unless this is stated otherwise during the booking process.

Section 6 Travel Service specific terms

This Section provides details of the terms relevant to the specific Travel Services provided by the Travel Provider. These details are not exhaustive and do not replace the relevant Rules and Restrictions, which are provided to you before you make a booking.

Each Travel Service is subject to the relevant Rules and Restrictions of the Travel Provider. Please also read this Section which will also apply to your booking as applicable. If there is any inconsistency between this Section and the relevant Rules and Restrictions, the relevant Rules and Restrictions prevail.

A. Stays

Our Service may provide you with the option to Pay Now, Pay Later or Reserve Now, Pay Later. Room rates (including any applicable taxes and fees) are displayed to you through our Service under the Pay Now and Pay Later payment options. Please note that taxes and fees may vary depending on which payment option you choose. Tax rates and foreign exchange rates may change in the time between booking and your stay.

Pay Now

If you select the Pay Now payment option, the relevant company (as set out in Section 4 (Payment)) typically will charge the booking amount to your payment method on booking.

Our Group of Companies facilitate bookings made available through our Service. You acknowledge that our Group of Companies facilitate such bookings for a consideration (the “facilitation fee”). The room rate displayed through our Service is a combination of the amount charged by the Travel Provider (for their services for the rental of the room) and the facilitation fee (charged and retained by our Group of Companies). Our Group of Companies may also charge and retain separate service fees as additional compensation in servicing your booking, which may vary based on the amount and type of booking.

You agree that your payment method will be charged by our Group of Companies for the total booking amount, which includes the room rate displayed through our Service, plus tax recovery charges and service fees or, where applicable, taxes on the room rate and/or services provided by our Group of Companies. On making your booking request you authorize our Group of Companies to facilitate the booking on your behalf, including making payment arrangements with Travel Providers.

Pay Later

If you select the Pay Later payment option, the Travel Provider typically will charge your payment method in the local currency at the time of your stay or as otherwise notified to you during the booking process.

If you select the Reserve Now, Pay Later option, you may book a stay without paying at the time of booking and instead pay the full amount of the booking at a later time prior to check-in. The Reserve Now, Pay Later payment option is only available if it is presented to you at checkout and is available for stay bookings only (not for bookings of other Travel Services).

To use the Reserve Now, Pay Later payment option, you must place a valid payment card on file and authorize us (through the relevant company as set out in Section 4 (Payment)) to charge your payment card in accordance with the payment schedule presented to you at checkout.

If you select certain add-ons during the booking process (such as travel insurance), you may be charged for those add-ons at the time of booking or as otherwise indicated during the booking process.

You may apply coupons or loyalty rewards (such as OneKeyCash) to a Reserve Now, Pay Later booking, subject to the terms applicable to those payment methods.

If you cancel a Reserve Now, Pay Later booking before the check-in date, the refund or amount due will depend on how much has been paid at the time of cancellation and the applicable Rules and Restrictions of the Travel Provider (see Section 5 (Cancelling or changing a booking)).

If we are unable to collect payment for a Reserve Now, Pay Later booking on the scheduled charge date, we may, at our discretion, provide you with the opportunity to update your payment method. If we are unable to collect payment following such opportunity, or if no such opportunity is provided, your booking may be cancelled.

Deposit

Some Travel Providers require a payment card or cash deposit at check-in to cover extra expenses incurred during your stay. Such deposit is not related to any payment received by the relevant company (as set out in Section 4 (Payment)) for your booking.

First night no-show

If you do not show for the first night of your stay booking, but plan to check in for the subsequent nights, please confirm this with us before the original check-in date. If you do not confirm this, then your whole booking may be cancelled. Refunds for no-shows will only be due to you in line with the relevant Rules and Restrictions of the property.

Group bookings

You may not book more than 8 rooms through our Service at the same property for the same stay dates. If you book more than 8 rooms in separate bookings, we may cancel your bookings. We may also charge you a cancellation fee and if you paid a non-refundable deposit, such deposit may be forfeited. If you want to book more than 8 rooms then please book through the "Groups and Meetings" section via our Service. You may be asked to sign a written contract or pay a non-refundable deposit.

Ratings

Ratings shown through our Service indicate what you might expect from properties displaying that rating level. However, standards may differ from standards in your own country and site displayed ratings do not represent or promise any particular feature or amenity will be available. Additional information is available in the "Overview", "Amenities", "Fees and Policies" or "Important Information" section of the property details page, including (where applicable) if the rating displayed has come from a local or national star rating organization.

These guidelines are subject to change, and our Group of Companies cannot guarantee the accuracy of any specific rating displayed from time to time through our Service.

Meals

If meals are part of your stay booking, the number of meals included depends on the number of nights of your stay. Full board normally includes breakfast, lunch and dinner. Half board normally includes breakfast and either lunch or dinner. No refunds will be available if one or more meals are not consumed.

B. Vrbo Vacation Rentals

When you book a vacation rental property distributed through our Service from Vrbo or one of the Vrbo brands (Stayz, Bookabach, FeWo Direkt and Abritel), referred to as a "**Vrbo Vacation Rental**", these Terms apply to your use of our Service, but the Vrbo terms and conditions we present to you during the booking process apply to your payment and booking of the Vrbo Vacation Rental.

C. Cars

Payment

For certain car rental bookings, payment may be charged by the Travel Provider and not our Group of Companies.

When you collect your rental car, you/the driver must present a valid credit card in your/their name. The Travel Provider may submit an authorization request to the credit card issuer during the rental period by way of a refundable security deposit. You/the driver should ensure you have a sufficient credit limit for this purpose. Rentals of some larger car types may require presentation of two credit cards. You must check with the Travel Provider which credit cards they accept. Debit cards are not accepted.

If you do not follow the rules applicable to your booking, the Travel Provider may not make the vehicle available to you and you may, subject to the Rules and Restrictions of the Travel Provider, be required to pay an amount up to the full price of car rental Travel Services.

Supplements

Extra charges may be payable by you locally to the Travel Provider. Examples of such charges are charges for refuelling, snow tyre rental, additional driver charges and young driver surcharges. We and the Travel Provider are not responsible for paying such extra charges. Requests for optional extras to be added to a booking (such as child seats and GPS) cannot be guaranteed as they are subject to availability.

Fuel is not usually included in the rental price. In some countries, some Travel Providers may charge you a fee for refuelling when the vehicle is returned in addition to any other applicable fuel charges.

Collection and use of rental cars

Drivers must usually be aged between 21 and 75, although this can vary depending on the relevant Travel Provider and rental country. You are responsible for checking this with the Travel Provider. Extra charges may apply if a driver is aged below 25 or over 70.

When you collect your rental car, you/the driver must present your/their full valid driving license for the category of vehicle rented. International rentals may have different driving license requirements. Please check what exact documentation is required by the Travel Provider. For example, if the drivers' license is not in the Roman alphabet, an international driving license is required and, if picking up the vehicle in an EU country, an international driving license is required for those whose driving license is not issued in the EU. Extra documentation, such as a passport or up to two forms of proof of name and address, may also be required.

Unless agreed otherwise, you must return the rental car to the same branch of the Travel Provider from which it was collected. Typically, you will not be permitted to take your rental car outside of the rental country, or on ferries, and additional restrictions to use may apply.

Cancellation of bookings and unused rental days

No refunds will be offered on bookings cancelled within 6 hours of collection time or for any unused rental days.

Section 7 International travel

International travel

Although most travel occurs without incident, travel to certain destinations may involve more risk than others. You must review any travel warnings/advice, etc. issued by the relevant governments before you book international travel. You should also monitor such travel warnings/advice during travel and before your return journey to help avoid and minimise any potential disruptions.

You may find travel advice and information on restrictions, entry requirements and the level of risk associated with travel to particular international destinations on the US Travel Advisory page. You should make sure you are aware of and comply with applicable advice, restrictions and entry requirements.

Health

You should check the recommended inoculations/vaccinations which may change at any time. You should consult your doctor before you depart. You are responsible for ensuring that you:

- meet all health entry requirements
- receive the relevant/required inoculations/vaccinations
- take all recommended medication, and
- follow all medical advice in relation to your travel.

Passport and visa

You must consult the relevant Embassy or Consulate for passport and visa information. Requirements may change so check for up-to-date information before booking and departure and allow sufficient time for all relevant applications.

Our Group of Companies is not liable if you are refused entry onto a flight or cruise ship (if applicable) or into any country, due to your conduct, including your failure to carry the correct and adequate travel documents required by any Travel Provider, authority or country (including countries you are transiting through). This includes all stops made by an aircraft or a cruise ship (if applicable), even if you do not leave the aircraft or airport or cruise ship.

Some governments require airlines to provide personal information about all travelers on their aircraft. If applicable, the data will be collected either at the airport when you check in or in some circumstances when you make your booking. Please contact the relevant airline you are travelling with if you have any questions about this.

Our Group of Companies does not represent or warrant that travel to international destinations is advisable or without risk and is not liable for damages or losses that may result from travel to such destinations.

Section 8 Liability

Our liability

We own and operate our Service and the Travel Providers provide the Travel Services to you.

To the maximum extent permitted by law, our Group of Companies accepts no liability for:

- any such Travel Services that the Travel Providers make available to you
- the acts, errors, omissions, representations, warranties or negligence of any such Travel Providers, or
- any personal injuries, death, property damage or other damages or expenses resulting from the above.

The Travel Providers provide us with information describing the Travel Services. This information includes Travel Service details, photos, rates and the relevant Rules and Restrictions, etc. We display this information through our Service. The Travel Providers are responsible for ensuring that such information is accurate, complete and up to date. Our Group of Companies will not be liable for any inaccuracies in such information, unless and only if our Group of Companies directly caused such inaccuracies (and this also includes property ratings which are intended as guidance only and may not be an official rating). Our Group of Companies makes no guarantees about the availability of specific Travel Services.

Photos and illustrations on our Service are provided as a guide to show you the level and type of accommodation only.

For more information about the content displayed on our Service, please visit the Content Guidelines.

Our Service, including all information, content, services, functions made available on or accessed through our Service, is provided “as is”.

To the maximum extent permitted by law and except as expressly set out in these Terms, all information, software, content, services, functions, Travel Services displayed or made available through our Service, or any products or services or hypertext links to third parties, or the transmission of sensitive information through our Service or any linked site, are provided without any express warranty or condition of any kind.

The display of Travel Services through our Service is not an endorsement or recommendation of such Travel Services by our Group of Companies

Our Group of Companies disclaims, to the maximum extent permitted by law, all warranties and conditions that:

- our Service, its servers or any email sent from our Group of Companies are free of viruses or other harmful components, and/or
- any materials or content contained in our Service, its servers or any email sent from our Group of Companies will be uninterrupted or error free or that defects will be corrected.

To the maximum extent permitted by law and subject to the limitations in these Terms, our Group of Companies will not be liable for any direct, indirect, punitive, special, incidental or consequential losses or damages arising from:

- the Travel Services,
- the use of our Service,
- any delay or inability to use our Service, or
- your use of links from our Service,

whether based in negligence, contract, tort, strict liability, consumer protection statutes, or otherwise, and even if our Group of Companies has been advised of the possibility of such damages.

If our Group of Companies is found liable for any loss or damage under these Terms, then, subject to the exceptions and limitations in these Terms and to the maximum extent permitted by law, our Group of Companies shall only be liable to you for direct damages that were:

- reasonably foreseeable by both you and our Group of Companies,
- actually suffered or incurred by you, and
- directly attributable to the actions of our Group of Companies.

This limitation of liability reflects the allocation of risk between you and us. The limitations specified in these Terms will survive and apply even if any limited remedy specified in these Terms is found to have failed its essential purpose. The limitations of liability provided in these Terms inure to the benefit of our Group of Companies.

Every instance of force majeure, including the interruption of means of communication or a strike (by airlines, properties or air traffic controllers, as applicable), will lead to the suspension of the obligations in these Terms that are affected by the force majeure event. In such a case the party affected by the force majeure event will not be liable as a result of the inability to meet such obligations.

Indemnity

You agree to fully compensate our Group of Companies, its employees, and other people officially acting on its behalf, for any damages, losses, fines, costs or expenses (including reasonable legal and accounting fees), of any kind (“**Losses**”) that they incur or are liable for as a result of a claim being alleged or brought against them by a third party because of:

- your breach of these Terms or the documents referenced in them,
- your violation of any law or the rights of a third-party,
- your use of our Service, or the Travel Services booked through our Service, and/or
- any Content you provide or submit in connection with our Service,

but only to the extent that the Losses are not directly caused by the actions of our Group of Companies.

You will cooperate as fully as reasonably required if our Group of Companies is defending a claim.

We reserve the right to defend and take full control of any matter or claim that you are fully compensating our Group of Companies (and its employees, and other people officially acting on its behalf) in respect of, and you agree not to settle any matter or claim without our written consent.

We will promptly provide notice to you of any such claims.

Section 9 Content

By submitting (or authorizing the submission of) Content to our Service, you grant our Group of Companies a worldwide, non-exclusive, royalty-free, perpetual, transferable, irrevocable and fully sub-licensable right to use, reproduce, modify, adapt, translate, distribute, publish, create derivative works from and publicly display and perform any such Content in any media, now known or later devised, for any purpose.

You acknowledge and agree:

- for any Content that you submit (or authorize others to submit) to our Service, that you have the legal right and authority to do so, and
- to the extent that the Content you submit (or authorize to submit) to our Service contains trademarks or other protected names or marks, that you have the legal right and authority to use such names, or marks.

You also grant our Group of Companies the right to legally pursue any person or entity that violates any intellectual property rights in, or attributable to, your Content.

You also acknowledge and agree that:

- our Group of Companies may choose to use the name that you submit with any Content to attribute your Content (for example, listing your first name and hometown on a review that you submit) at its reasonable discretion in a non-identifiable format. Such Content may also be shared with the Travel Providers.
- any Content you submit, or authorize to submit, to our Service is non-confidential and non-proprietary
- any Content you submit, or authorize to submit, to our Service is not misleading or deceptive or likely to deceive or mislead any person
- by submitting communications or Content to us, no confidential, fiduciary, contractually implied or other relationship is created between you and us, other than pursuant to these Terms, and
- you are fully responsible for your Content and all Content submitted by you must comply with our Content Guidelines.

If possible, in the event that you retain any rights of attribution, integrity or any other moral rights in any Content, you agree to waive your right to assert these or to require that any personally identifying information be used in connection with the Content, or any derivative works thereof, and affirm that you have no objection to the publication, use, modification, deletion or exploitation of your Content by our Group of Companies or any of our licensees.

We may exercise our rights (for example: to use, publish, display, delete, etc.) to any Content without notice to you.

All Content is subject to the Content Guidelines. For more information, please visit the Content Guidelines.

We claim no ownership or endorsement of, or affiliation with, any of your Content.

Section 10 Intellectual property policy and notices

Copyright and trademark notices

All contents of our Service are ©2026 Hotels.com, L.P., an Expedia Group company. All rights reserved. Hotels.com and the Hotels.com logo are trademarks of Hotels.com, L.P. Other logos and product and company names mentioned on our Service or these Terms may be the trademarks of their respective owners. We are not responsible for content on websites operated by parties other than us.

Our Service, and all content and information on our Service, is protected by copyright and other applicable intellectual property rights.

To the maximum extent permitted by law, reproduction of our Service, in whole or in part, including the copying of text, graphics or designs, is prohibited.

The Google® Translate tool may be made available through our Service to enable you to translate content, such as user-generated reviews. The Google® Translate tool uses an automated process to translate text and this may result in inaccuracies. Your use of the Google® Translate tool is entirely at your own risk. We do not make any promises, assurances or guarantees on the accuracy or completeness of the translations provided by Google® Translate.

Download info from our Service

You agree to abide by any and all copyright notices, information or restrictions contained in, or relating to, any content on our Service.

Copying, storing or otherwise accessing our Service or any content on our Service other than for your personal, non-commercial use (other than in accordance with a valid listing) is expressly prohibited without our prior written permission.

Our Service may contain links to websites operated by parties other than us. Such links are provided for your reference only. We do not control such websites and are not responsible for their content or your use of them. Our inclusion of such links does not imply any endorsement of the material on such websites or any association with their operators.

If you are aware of an infringement of our brand, please let us know by emailing us at TrademarkComplaints@expediagroup.com. We only address messages concerning brand infringement at this email address.

Intellectual property infringement policy and complaints

We respect the intellectual property rights of others and do not permit, condone or tolerate the posting of any Content on our Service that infringes any person's intellectual property rights.

We reserve the rights to terminate, in appropriate circumstances, our relationship with anyone who is the source of repeated intellectual property infringement on our Service.

Our products and services, including apps, software, web services, and content containing images, texts and videos are owned by our Group of Companies or by third parties who have given us permission to use the items.

If you are aware of an infringement of intellectual property on our Service or believe your Content has been improperly posted or made available on our Service, please note the requirements and instructions for filing copyright and trademark complaints can be found on our Intellectual Property Infringement Complaints page.

Patent notices

One or more patents owned by us or our Group of Companies may apply to our Service and to the features and services accessible through our Service. Portions of our Service operate under license of one or more patents. Other patents pending.

Social media / third party websites

In this Section "**Social Media**" means websites and applications that enable travelers and Travel Providers to create and share content or to participate in social networking, including but not limited to websites and applications such as X (formerly Twitter), Meta, Facebook, Instagram, Snapchat etc.

If our Service offers a service that allows us to access or use any profile or other information about you that you have provided to a Social Media site and you decide to use such tool or service, you acknowledge and agree that:

- the information or content that is a part of your Social Media site profile, which you have designated as "public" (or a similar designation) (with such information or content and referred to herein as "**Social Media Content**"), may be accessed and used by us in connection with our Service
- the Social Media Content will be considered Content under these Terms and both you and we shall have the same rights and responsibilities as you that we have with respect to your Content under these Terms
- in the event that the Social Media Content was for any reason misclassified with a public or similar designation or is otherwise inaccurate or to which you do not agree with for any reason, you agree to work with the Social Media site to make any changes or resolve any disputes and acknowledge that we will not be able to provide you with recourse, and
- the operation of your profile and account with and on the Social Media site shall continue to be governed by the terms and conditions and privacy policy of such Social Media site.

Reporting brand fraud and scam activities

We work hard to stay ahead of scammers and protect the travel experience. Here are some things our customer service team will never do:

- Request a gift card in exchange for services.
- Call or send an email asking for account passwords.
- Request other personal information unrelated to a previous service issue.
- Request wire transfers or payment information through text message.

If you encounter any of the above when talking to someone purporting to be our representative, please end the conversation and report to us as soon as possible by contacting our Brand Fraud Prevention and Action Team at the following email address: brandfraudreport@expediagroup.com.

For more tips and information on identifying and reporting fraud and scam activities, please visit our Help Center for articles on phone call scams, gift card scams and email scams (phishing).

Section 11 Software available on our Service

Software

Any software made available to download from our Service or a mobile app store ("**Software**"), is the copyrighted work of our Group of Companies or our suppliers, or is licensed for public distribution. Your use of the Software is governed by the terms of the end user license agreement (if any) which accompanies the Software ("**License Agreement**"). You must first agree to the License Agreement to install, download or use any Software.

For any Software not accompanied by a License Agreement, we grant you a limited, personal, non-exclusive, non-transferable and non-sub-licensable license to download, install and use the Software for using our Service in line with these Terms and for no other purpose. The Software is provided to you free of any fees or charges.

All Software (such as all HTML code and Active X controls, etc.) contained on our Service, is owned by our Group of Companies, or our suppliers, or is licensed for public distribution. All Software is protected by copyright laws and international treaty provisions. Any reproduction or redistribution of the Software is prohibited by law and may result in severe civil and criminal penalties. Anyone who violates this may be prosecuted.

Without limiting the above, copying or reproduction of the Software to any other server or location for further reproduction or redistribution is expressly prohibited. The Software is warranted, if at all, only according to the terms of the License Agreement.

Map terms

Your use of mapping available on our Service is governed by the Google Terms of Use, Google Acceptable Use Policy, Google Legal Notices and Google Privacy Statement and the Microsoft Terms of Use and Microsoft Privacy Statement. Google and Microsoft reserve the right to change their Terms of Use and Privacy Statements at any time, at their sole discretion, in accordance with their Terms of Use and Privacy Statements (as applicable).

OpenStreetMap geo data used in mapping is © OpenStreetMap contributors and available under the Open Database License (ODbL).

Section 12 Artificial intelligence

Scope of AI usage

Some features and tools on our Service utilize artificial intelligence ("**AI**"), including generative AI. We may partner with or use technology provided by third-party service providers or use third-party large language models in developing and providing these features and tools. We process data you may input and any generated data for purposes of providing you with our Service, for product improvement purposes, for quality and troubleshooting purposes, and other purposes in accordance with these Terms and our Privacy Statement.

User notification and transparency

To ensure transparency, we will identify when users are interacting directly with an AI-powered assistant or feature and provide further information in our Privacy Statement.

Data handling and privacy

For more information about how we may process your personal information when utilizing AI and how you can exercise your rights, please review our Privacy Statement.

Intellectual property rights

All AI-generated content, including but not limited to itineraries, recommendations, photos, and videos, is owned by us. Users are granted a limited, non-exclusive, non-transferable license to use the AI-generated content for personal, non-commercial purposes only. Any unauthorized use, reproduction, or distribution of AI-generated content is strictly prohibited and may result in legal action.

Limitations and disclaimers

While we strive to provide accurate and useful information, AI-generated content is based on algorithms and may not always reflect the most current information or consider all variables. All information and content generated by such AI tools are provided on an "as-is" and "as-available" basis.

We make no representations of any kind as to the relevancy, accuracy, or completeness and are not responsible for damages or losses arising from your use of or reliance on such content.

Updates and changes

We reserve the right to update or modify AI-generated content at any time.

Section 13 Your privacy and personal information

We are committed to the privacy, confidentiality, and security of personal information entrusted to us. We will collect and process your personal information in accordance with our Privacy Statement.

For more information about how we process your personal information and how you can exercise your rights, please review our Privacy Statement.

You agree that you will protect third parties' personal information with the same degree of care that you protect your own confidential information (using, at minimum, a reasonable standard of care) and, to the maximum extent permitted by law, you assume all liability for the misuse, loss or unauthorized transfer of such information.

Section 14 Rewards program

We have a free loyalty program available to our travelers. For more information on our program and its benefits, please see our One Key terms and conditions. These are incorporated by reference into these Terms.

You will automatically become a loyalty member when:

- you create an account with us, or
- (if you already have an account with us and are not already a loyalty member) you sign in to your account.

Section 15 Disputes and arbitration

Disputes and arbitration

Please read this Section carefully. It requires that any and all claims be resolved by binding arbitration or in small claims court, and it prevents you from pursuing a class action or similar proceeding in any forum. Arbitration is required if your country of residence enforces arbitration agreements, including without limitation, the United States. If you are outside the United States but attempt to bring a claim in the United States, arbitration is required for determination of the threshold issue of whether this dispute resolution section applies to you, as well as all other threshold determinations, including residency, arbitrability, venue, and applicable law. If your country of residence does not enforce arbitration agreements, the mandatory pre-arbitration dispute resolution and notification and prohibition on class actions or representative proceedings provided below still apply to the extent enforceable by law.

We are committed to traveler satisfaction and to resolving consumer disputes in a timely and efficient manner. We have a two-step dispute resolution process that includes: (1) investigation and negotiation of your claim with our Traveler Support team; and, if necessary, (2) binding arbitration administered by the American Arbitration Association ("**AAA**") or, for arbitrations outside of the United States, an agreed upon arbitral tribunal. You and us each retain the right to seek relief in small claims court as an alternative to arbitration.

Agreement to arbitrate ("Arbitration Agreement")

You and we mutually agree that any disputes between us arising out of or relating in any way to our Service, these Terms, our Privacy Statement, any services or products provided by us or any of our subsidiaries, Travel Providers, or companies offering products or services through us, any dealings with our Traveler Support agents, or any representations made by us ("Claims"), will be resolved by binding arbitration, rather than in court except those resolved in small claims court. This includes any Claims you assert against us, our subsidiaries, Travel Providers, or any companies offering products or services through us (which are beneficiaries of this Arbitration Agreement). This Arbitration Agreement shall be binding upon, and shall include any claims brought by or against, any third parties, including but not limited to your spouses, heirs, third-party beneficiaries, and assigns, where their underlying claims are in relation to your use of the Travel Services. To the extent that any third-party beneficiary to these Terms brings claims against the entities covered by these Terms; those claims shall also be subject to this Arbitration Agreement. The arbitrator shall also be responsible for determining all threshold arbitrability issues, including without limitation the existence, scope, or validity of the Arbitration Agreement, any defense to arbitration such as issues relating to whether this Arbitration Agreement can be enforced, is unconscionable or illusory, and any defenses to arbitration, including without limitation jurisdiction, waiver, delay, laches, or estoppel.

Small claims court matters

Notwithstanding the foregoing arbitration provisions, either you or we may bring, or remove, any claim in small claims court if the claim is within such court's jurisdictional limit; provided that such court does not have the authority to entertain any claims on a class or representative basis, or to consolidate or join the claims of other persons or parties who may be similarly situated in such proceeding. Further, if the claims asserted in any demand for arbitration is within the small claims court's jurisdictional limit, then either you or we may elect to have the claims heard in small claims court, rather than in arbitration, at any time before the arbitrator is appointed, or in accord with the AAA rules, by notifying the other party of that election in writing.

No class actions or representative proceedings

You and we agree that any and all proceedings to resolve Claims will be conducted only on an individual basis and not in a class, consolidated, or representative action, including without limitation as a private attorney general. The arbitrator may not consolidate more than one party's Claims and may not otherwise preside over any form of any class or representative proceeding. You and we further acknowledge that you are each waiving your right to a jury trial.

Arbitration rules and governing law

This Arbitration Agreement is a "written agreement to arbitrate" evidencing a transaction in interstate commerce. The Federal Arbitration Act ("**FAA**") governs all substantive and procedural interpretation and enforcement of this provision. The arbitration will be administered by AAA in accordance with the AAA's Consumer Arbitration Rules or other AAA arbitration rules determined to be applicable by the AAA (the "**AAA Rules**") then in effect, except as modified here. The AAA Rules are available at www.adr.org. The arbitrator shall apply the law of the state of Washington, regardless of conflict of laws principles, except for claims arising in the state of California in which event, the arbitrator shall apply the law of California. The FAA governs all provisions relating to arbitration. Foreign laws do not apply. This Arbitration Agreement can only be amended by mutual agreement in writing.

Mandatory pre-arbitration dispute resolution and notification

Prior to initiating arbitration, you agree to give us the opportunity to resolve any Claims by notifying us of the Claim in writing and attempting in good faith to negotiate an informal resolution.

You must send, by certified mail, a written and signed Notice of Dispute ("**Notice**") addressed to: Legal Department/Dispute Resolution Provision, Expedia, Inc., 1111 Expedia Group Way West, Seattle, WA, 98119

The Notice must contain the following information: (1) your name, (2) your address, (3) the email address you used to make your reservation, (4) a brief description of the nature of your complaint, (5) the resolution that you are seeking, and (6) your signature.

If we are not able to resolve your complaint within 60 days of you providing Notice, you may commence an arbitration proceeding. Engaging in this pre-arbitration dispute resolution and notification process is a requirement that must be fulfilled before commencing arbitration. AAA does not have authority to administer or adjudicate the Claim unless and until all Pre-Arbitration Dispute Resolution and Notification requirements have been met. The statute of limitations shall be tolled while the parties engage in the dispute resolution process required by this Section.

Commencing arbitration

To initiate arbitration, you must file the Demand with the AAA as specified in the AAA Rules. The AAA provides a form Demand for Arbitration - Consumer Arbitration Rules at www.adr.org or by calling the AAA at 1-800-778-7879.

A party initiating an arbitration against us must send the written Demand for Arbitration to Legal Department/Dispute Resolution Provision, Expedia, Inc., 1111 Expedia Group Way West, Seattle, WA, 98119 concurrent with filing the Demand with AAA

Arbitration shall be conducted by a single arbitrator selected in accordance with the AAA Rules or by mutual agreement between you and us. The Arbitration shall be held either: (i) at a location determined by AAA pursuant to the AAA Rules (provided that such location is reasonably convenient for you and does not require travel in excess of 100 miles from your home or place of business); or (ii) at such other location as may be mutually agreed upon by you and us; or (iii) via videoconference; or (iv) at your election, if the only claims in the arbitration are asserted by you and are for less than $40,000 in aggregate, by telephone or by written submission.

Attorneys' fees and costs

Your arbitration fees and your share of arbitrator compensation shall be governed by the AAA Rules, and where appropriate, limited by the AAA Consumer Rules. In order to initiate arbitration, each party will be responsible for paying the filing fees required by the AAA, which are approximately equivalent to current court filing fees. In the event that you are able to demonstrate that the costs of arbitration will be prohibitive as compared to the costs of litigation, or you would otherwise be eligible for a fee waiver in court, we will pay as much of your filing and hearing fees in connection with the arbitration as the arbitrator deems necessary to prevent the arbitration from being cost-prohibitive as compared to the costs of litigation, regardless of the outcome of the arbitration, unless the arbitrator determines that your claim(s) were frivolous or asserted in bad faith. Either party may make a request that the arbitrator award attorneys' fees and costs upon proving that the other party has asserted a claim, cross-claim, or defense that is groundless in fact or law, brought in bad faith or for the purpose of harassment, or is otherwise frivolous, as allowed by applicable law and the AAA Rules.

Arbitrator's decision

There is no judge or jury in arbitration, and court review of an arbitration award is limited under the FAA. The arbitrator's decision will include the essential findings and conclusions on which the arbitrator bases the award. Judgment on the arbitration award may be entered in any court with proper jurisdiction. The arbitrator may award any relief allowed by law or the AAA Rules, but declaratory or injunctive relief may be awarded only on an individual basis and only to the extent necessary to provide relief warranted by the claimant's individual claim.

Severability and survival

If any portion of this Disputes and Arbitration Provision is found to be unenforceable or unlawful for any reason, (1) such portion will be severed and the remainder of the Provision will be given full force and effect; and (2) to the extent that any Claims must therefore proceed on a class, collective, consolidated, or representative basis, such Claims must be litigated in a civil court of competent jurisdiction and not in arbitration, and the parties agree that litigation of those claims shall be stayed pending the outcome of any individual Claims in arbitration.

Traveler support and the handling of complaints

We are here to help you with any queries or complaints you have in relation to your booking.

For answers to commonly asked questions, or to contact us via our chat function, please visit our Help Center.

Attn: Traveler Support

Expedia, Inc.

1111 Expedia Group Way W.

Seattle, WA 98119

USA

Section 16 General

Governing law and jurisdiction

These Terms are governed by the Federal Arbitration Act, federal arbitration law, and the laws of the State of Washington, without regard to principles of conflicts of laws.

Insurance

Unless otherwise stated, prices displayed do not include travel insurance. You are advised to take out insurance that covers the consequences of certain cases of cancellation and certain risks (such as the cost of repatriation in the event of an accident or illness). You are responsible for ensuring that any insurance policy taken out adequately covers your requirements. You may be shown certain travel insurance products. If so, details of the insurance provider, relevant key information and terms and conditions will be shown on our Service.

Failure to invoke

Our failure or delay to enforce any provision of these Terms does not waive our right to enforce the same or any other provision(s) of these Terms in the future.

Unenforceable provisions

If any provision (or part provision) of these Terms is found by a court or other authority of competent jurisdiction to be invalid, illegal or unenforceable, that provision (or part provision) shall, if required, be deemed not to form part of these Terms with you. In such a case, the validity and enforceability of the other provisions shall not be affected.

Entire agreement

These Terms constitute the entire agreement between you and us with respect to our Service. They supersede all prior or contemporaneous communications (whether electronic, oral, or written) between you and us about our Service.

Assignment

We may, and you may not, assign, subcontract or delegate rights, duties or obligations under these Terms. However, we will not do so in such a way as to reduce any rights or guarantees you have under these Terms.

Third-party rights

Save as expressly stated in these Terms we do not intend any part of these Terms to be enforceable by any person who is not a party to these Terms. No third-party's consent shall be required for the waiver, variation or termination of any part of these Terms. These Terms do not give rise to any rights under any applicable laws or regulations in relation to rights of third parties to enforce any part of these Terms.

Survival of obligations

Any provision of these Terms, which expressly, or by its nature, imposes obligations beyond the expiration, or termination of these Terms, shall survive such expiration or termination.

Section 17 Registrations

Travel registrations

Seller of Travel: Expedia, Inc. is a registered seller of travel in each of the US states listed below

• California registration number: 2029030-50

• Florida registration number: ST31901

• Hawaii registration number: TAR-5461

• Washington registration number: 601975803

Registration as a seller of travel in California does not constitute the State’s approval.

New York State tax registration

New York sales taxes and New York City occupancy taxes, where applicable, are due on your property stay. For Pay Now stay bookings, Travelscape, LLC’s New York sales tax vendor registration number is 880392667 and its New York City hotel occupancy tax registration number is 033960.

Please click below for additional information:

New York State Certificate

New York City Certificate