These are the Vrbo guest terms of service. The Vrbo host terms of service can be found here

VRBO GUEST 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 are a binding contract between you and us and 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 through our Service.

Your use of our Service (including any of the content or other services made available through it) 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 when you make a booking.

Section 15 (Disputes and arbitration, contact us and complaints) 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 HomeAway.com Inc., having its office at 11920 Alterra Pkwy, Austin, TX 78758, USA, and company registration number 3909505, which provides our Service and is the company that contracts with you under these Terms

"**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, Expedia, Inc., and each of our respective subsidiaries and corporate affiliates

"**our Service**" refers to our websites, apps and services, including user support, that assist you in researching, planning, and booking a Travel Service

"**Travel Provider**" refers to the property owner, manager, and/or other travel supplier making available the Travel Services to you through our Service and anyone else who acts on behalf of such parties

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

"**you**" or "**Guest**" refers to you, the traveler, or anyone using our Service or making a booking through 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 separate or additional terms imposed by the Travel Provider, including any house rules, cancellation policies or rental agreements) also apply to your booking ("**Rules and Restrictions**"). The relevant Rules and Restrictions are provided to you before you make a booking.

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 services, etc.).

If you violate a Travel Provider's Rules and Restrictions, your booking may be canceled 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.

Rental agreements are concluded only between a Guest and a Travel Provider. We are not a party to any such agreements. Any such agreement:

- will apply to your booking of a property
- will govern your right to occupy and use such property, and
- may limit or exclude a Travel Provider's liability.

You are therefore advised to read any such rental agreement before booking a property.

We are not obliged to mediate between a Guest and a Travel Provider in any dispute arising between them.

You acknowledge and agree that:

- you and the Travel Provider are responsible for performing the obligations of any rental agreements between each other
- we are not, and do not become, a party to any contractual relationship between a Guest and a Travel Provider
- Travel Providers are not our service providers, and
- Travel Providers are responsible for complying with all laws, rules and regulations applicable to the listing and rental of their property and to the conduct of their rental property business.

Section 2 Using our Service

Verification and security

While we:

- request Travel Providers to provide accurate and complete information, and
- conduct certain vetting processes for Travel Providers (including, as may be required by law),

we are not responsible for the accuracy of any information regarding the purported identity of a Travel Provider or Guest.

We encourage Guests and Travel Providers to communicate directly with each other through the services available on our Service (such as secure messaging). However, even this does not assure you of the identity of the person with whom you are communicating. Please raise any concerns to us immediately.

Our rules

We provide our Service to you only as a venue allowing:

- you to view listings of, and obtain information about, properties offered for rent, and
- you to select and book properties with a Travel Provider.

We do not own or manage, nor can we contract for the rental of, any property listed on our Service.

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 comply with, such terms, and
    - you are responsible for paying any amounts due, for making any change/cancellation requests and for all other matters relating to the booking
- you are responsible for, and will abide by, all laws, rules and regulations applicable to:
    - your use of our Service, and
    - any transaction that you enter into either through our Service or in connection with your use of our Service, and
- you will be respectful of any property that you book through our Service (as well as the property's neighbors and the general neighborhood), and refrain from any disruptive behaviors and actions.

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, or
- "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 into 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 Hotels.com) 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.

Information sharing

Even though we:

- are not a party to any rental agreement between you and a Travel Provider, and
- to the maximum extent permitted by law, assume no liability for legal or regulatory compliance relating to any property listed on our Service,

there may be circumstances where we are nevertheless obligated to provide information relating to any property listing, booking, Guest or Travel Provider to comply with legal obligations, or with governmental or regulatory bodies investigations, litigation or administrative proceedings. By using our Service, you consent to the sharing of your information with government or regulatory bodies as required.

Tax regulations may also require us to collect appropriate tax information from Guests.

Guests are responsible for ensuring that all information provided is accurate, complete and kept up to date.

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

We, or the Travel Provider, will send your Booking Confirmation(s) 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.

Payment processing

Payment services allowing Guests to pay for property bookings made through our Service are handled by:

- third-party payment providers, or
- in the case of some Travel Providers, by such Travel Providers' own third-party payment providers.

Payment for your booking may be taken at the time of booking or collected after booking in accordance with the applicable payment schedule presented to you at checkout.

To help avoid you being the target of a dishonest fraud and potentially losing money, when using our Service, you must not book a property or pay a Travel Provider by means other than those offered on, or authorized through, our Service. Doing so constitutes a breach of these Terms.

Payment verification

You authorize our Group of Companies (or our Group of Companies' third-party payment providers, or the relevant Travel Provider's own third-party payment providers) (as applicable) 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 or for currency conversion. For example, if you make a booking in a currency different to the currency of your payment card, your card issuer may convert the booking amount to the currency of your payment card and charge you a conversion fee and/or a foreign transaction 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

The currency in which you pay for a booking may be different from the currency used for price display on our Service. In any event, the currency and exact amount you will pay will be displayed clearly before you make a booking.

Display currencies on our Service are generally based on publicly available currency rates and are not guaranteed to be the best rate available.

Our overall compensation may be affected by the currency in which you pay.

Service Fee

We may charge a service fee to Guests (a "**Service Fee**") when booking a property through our Service, ordinarily calculated as a percentage of the total rental amount (which may include additional fees, taxes and damage deposits that might be charged by the Travel Provider). The Service Fee varies based on a variety of factors depending on the booking.

The Service Fee, plus applicable Transaction Taxes (defined below) on such Service Fee, will be displayed to you at the time of booking and before final check-out.

Taxes

Depending on the laws of the jurisdiction where the Guest and/or Travel Provider resides and/or where the property is located, the Service Fee (as defined above) may be subject to (or may include):

- Value Added Tax ("**VAT**"), Goods and Services Tax ("**GST**"), Japan Consumption Tax ("**JCT**"), sales tax, or any other equivalent indirect taxes that are applicable on the transaction ("**Transaction Taxes**"), or
- Occupancy Taxes (which refers to transient occupancy taxes, hotel taxes, lodging taxes, city taxes, room taxes or tourist taxes "**Occupancy Taxes**"),

which we may be required to collect and remit to the relevant tax authorities.

Where required, we will provide you with an invoice or Booking Confirmation stating the amount of Transaction Taxes and/or Occupancy Taxes charged on such Service Fee.

If you are entitled to an exemption from Transaction Taxes or Occupancy Taxes on the Service Fee, you must provide us with the required documentation and support for such exemption so the correct tax treatment can be applied to the Service Fee.

The laws in jurisdictions may vary, however Transaction Taxes and/or Occupancy Taxes may also be required to be collected and remitted as a percentage of the total rental amount set by Travel Providers, a set amount per day, an amount based on the number of guests, or other variations.

Guests are liable for the payment of such applicable Transaction Taxes and/or Occupancy Taxes. In certain jurisdictions, where the law requires or taxing authorities otherwise authorize, we may directly collect and remit such applicable Transaction Taxes and/or Occupancy Taxes on behalf of Travel Providers.

In certain jurisdictions, only Guests above a specified age are liable for the payment of Occupancy Taxes. Other exceptions to the payment of Occupancy Taxes may apply. In such events the Guest may claim a refund from the relevant authority in charge of collecting the Occupancy Taxes or by submitting a request to us.

Reserve Now, Pay Later

Our Service may provide you with the option to Reserve Now, Pay Later for a stay at a property. If you select the Reserve Now, Pay Later payment option, you may make a booking for a property 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.

To use the Reserve Now, Pay Later payment option, you must place a valid payment card on file and authorize us) to charge your payment method 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 options .

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 Travel Provider's cancellation policy (see Section 5 (Canceling 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 canceled.

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 Canceling or changing a booking

Cancellation or change by you

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).

If you cancel a booking, to the maximum extent permitted by law:

- any amount refunded to you will be determined by the Travel Provider’s cancellation policy
- our Service Fee (as defined in Section 4 (Payment) above) will only be refunded to you if your booking is eligible for a full refund under the Travel Provider’s cancellation policy, and
- whether tax applies to any amounts retained by the Travel Provider or us depends on the applicable law in the taxing jurisdiction.

The Travel Provider’s cancellation policy will be displayed to you before you make a booking through our Service. Please review this policy prior to booking, to ensure it is acceptable to you.

To cancel or change a booking, follow the instructions provided through our Service or contact us via our Help Center. Please note that changes to a booking are entirely at the Travel Provider's discretion and may result in additional amounts, fees or taxes.

Other cancellation or change

In rare instances and acting reasonably, we may need to cancel your booking to comply with our legal obligations. We will work with you, where possible, to rebook your stay at a comparable property.

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.

Refund

Timing to receive any refund will vary based on the payment method and applicable payment system used. Refunds are processed in the currency of the original payment and will be sent to the original form of payment.

Any currency conversion will be done by the relevant bank using their current exchange rate which may be different to the exchange rate used when you originally paid.

In addition, bank charges incurred by you during the booking process or as part of the refund process may be deducted by the bank from the refunded amount and in such cases will not be refunded by us.

Section 6 Travel Service specific terms

We are not:

- an organizer or retailer of travel packages, or
- in respect of distribution of Travel Products on any non-Vrbo branded sites, acting as a trader and/or facilitator for the purpose of linked travel arrangements,

under Directive (EU) 2015/2302 (Directive on Package Travel and Linked Travel Arrangements).

A. Stays at a property

All bookings you make through our Service are made directly with the Travel Provider and your rental agreement will be only with the Travel Provider.

Please refer to Section 1 (Rules and Restrictions) above for more information regarding rental agreements with Travel Providers.

You can instantly book a property online through our Service, except where a Travel Provider opts to approve or decline a booking within 24 hours of a booking request.

B. Non-Vrbo travel service bookings

When you book any accommodation or other Travel Service distributed through our Service from Expedia or another Expedia Group brand (referred to as a "**Non-Vrbo Travel Service**"), the applicable terms presented to you during the booking process apply to your payment and booking of such Non-Vrbo Travel Service. In such an instance, your use of our Service remains subject to these Terms.

Section 7 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 minimize 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 cruise ship (if applicable), even if you do not leave the aircraft, airport or cruise ship.

Some governments require airlines to provide personal information about all travelers on their aircraft. The data will be collected either at the airport when you check in or, in some circumstances, when you make your booking. If applicable, please contact the relevant airline you are traveling 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 and provide 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.

Our Group of Companies makes no guarantees about the availability of specific Travel Services.

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 accessible 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.

We do not guarantee (other than pursuant to any guarantee that may be offered on our Service) the safety of any property or the truth or accuracy of any property listing or other content provided on our Service.

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
- your use of links from our Service
- any Content, and/or
- any actual or attempted transaction, communication or dispute between you and a Travel Provider,

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. For the avoidance of doubt, this paragraph does not apply to any contractual relationship made between you and a Travel Provider.

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 the rights of a third-party
- your use of our Service
- your use of the Travel Services booked through our Service, and/or
- any Content, material or other content you provide or submit in connection with our Service,

but only to the extent that the Losses are not directly caused by 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

Content submitted by Travel Providers and third parties

Our Service contains Content relating to properties that is provided by Travel Providers and other third parties.

We ask Travel Providers and third parties to ensure that their Content:

- complies with our Content Guidelines, and
- is accurate, complete, up to date and (where relevant) correctly translated,

however, we are (to the maximum extent permitted by law and subject to paragraph headed "Content removal" in this Section below), not responsible for such Content.

We are merely providing access to the Content as a service through our Service. Travel Providers (and third parties, as applicable) are solely responsible (to the maximum extent permitted by law) for their Content.

Where any Content is linked to an automated translation facility, such as Google Translate, it is the Travel Provider's responsibility to ensure that the resulting translation is accurate, complete and to correct any deficiencies.

Our Group of Companies will not be liable for any Content, unless and only if our Group of Companies directly caused inaccuracies in any such Content. If you suspect that a Travel Provider has supplied inaccurate or false information, please notify us.

For more information, please see our Content Guidelines.

Content submitted by you

By submitting (or authorizing the submission of) any 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 hereafter 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
- 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.

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

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

Reviews

Subject to our Content Guidelines:

- Guests who have booked through our Service may submit reviews of a Travel Provider's property
- Travel Providers are given the opportunity to view a Guest's review, and to respond, and
- Travel Providers may also submit reviews of Guests' stays.

All reviews and responses must comply with our Content Guidelines. We may remove any review or response if we become aware or are notified that they do not comply with our Content Guidelines.

We expressly disclaim any liability for any review or response subject to our regulatory obligations (for example, deletion of content notified, and subsequently found, as being illegal).

We will not edit or otherwise modify reviews or responses on a Guest's or Travel Provider's behalf.

A Guest or Travel Provider may contact us via our Help Center to request to remove their published review or response.

For more information on reviews and responses, see our Content Guidelines.

Content removal

Without prejudice to any other available remedies and pursuant to our regulatory obligations, we:

- do not endorse, support, represent or guarantee the truthfulness, accuracy, or reliability of any content
- will remove content if we become aware or are put on notice that the content is illegal
- may reject or remove content that does not comply with these Terms or our Content Guidelines (notice may be provided to you if required under applicable law), and
- may suspend or terminate a Guest's account in certain circumstances, including as set out in our Content Guidelines.

If applicable, you will be notified of the reasons why these measures have been taken and, in most cases, you can send us a complaint if you disagree, which we will consider.

You may appeal the decision to remove any Content, or to suspend or terminate your account, by contacting us via our Help Center.

For more information, including on how to notify us about potentially illegal Content, please see our Content Guidelines.

Communications

Any communications sent through our Service must only relate to genuine booking enquiries or bookings.

We do not tolerate spam or unsolicited commercial electronic communications of any kind.

You agree that, with respect to a Travel Provider's or other third party's personal information that you obtain directly or indirectly from or through our Service or through any site-related communication, transaction, or software, you will use such information only for the following permitted purposes:

- service-related communications that are not unsolicited commercial messages
- using the services made available through our Service, and
- inquiring about or otherwise facilitating a financial transaction between you and the Travel Provider related to a booking made, or to be completed, through our Service (such as inquiring about, or booking, a property or charging a personal payment card).

You must not:

- misuse any information derived or obtained from our systems in order to send spam or unsolicited commercial communications via any medium (including email, SMS or physical mail) to Travel Providers or any other third party

- input any personal information about a Travel Provider or other third parties into our systems, or
- disclose any personal information about a Travel Provider or other third parties that you may access or obtain from our systems,

in each case, unless you have the valid consent of the applicable Travel Provider or other third party or other appropriate lawful basis to do so in accordance with applicable data protection and anti-spam laws.

You must not:

- use our Service or third-party personal information for any unlawful purpose or with any unlawful intent or in any other way that would violate these Terms, or
- include email addresses or phone numbers in any communications between you and any Travel Provider using our Service.

Any communication through our Service (or through any services provided through our Service) are available for review by:

- the Guest and the Travel Provider who are a party to such communication, and
- our employees and representatives to:
    - comply with our legal obligations
    - educate Guests and Travel Providers on how to use our Service correctly
    - address any query or complaint or dispute
    - identify potential fraud, and/or
    - ensure compliance with these Terms.

In accordance with our security and account requirements, we may remove or redact information from any such communications (for example, email addresses, phone numbers or other content we deem to be inappropriate or non-compliant with these Terms or applicable laws and regulations).

You agree that Travel Providers and Guests are each solely responsible for the content of their respective communications with each other.

Section 10 Intellectual property policy and notices

Content IP

All contents of our Service are © 2026 HomeAway.com, Inc., an Expedia Group company. All rights reserved. One Key and OneKeyCash are trademarks of Expedia, Inc., an Expedia Group company. Vrbo and the Vrbo logo are trademarks of HomeAway.com, Inc. 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.

IP infringement policy

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 found on our Intellectual Property Infringement Complaints page.

Patent notice

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 Guests 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 pages on phone call scams, gift card scams and email scams (phishing).

Section 11 Software available on our Service

Software available on our Service

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 ActiveX 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 Travel Providers' and other 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 into your account.

Section 15 Disputes and arbitration, contact us and complaints

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 Guest 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 we 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 are 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 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.

Guest 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.

Or you can write to us at: Attn:

Vrbo Customer Support, 11920 Alterra Pkwy, Austin, TX 78758, USA.

Section 16 General

Governing law

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

Colombian National Tourism Registry Number (RNT): 137969.