



## Treehouse Grove's Refund Policy

### Guest Satisfaction & Refund Policy:

At Ayres Lodging Collective, we are dedicated to providing a memorable stay for every guest. We understand that unexpected issues can arise, and we are here to help. Our goal is to address any concerns promptly and ensure your comfort throughout your stay. Please review our guidelines below for how we handle on-site guest issues and potential refunds.

### Non-Refundable Fees:

Please be aware that certain fees—including the Administrative Fee, Concierge Fee, Credit Card Processing Fee, and Generali Trip Insurance—are non-refundable.

### Reporting an Issue:

If you encounter a concern during your stay, please notify us within **6 hours of the incident** by **SMS or email**. This documentation allows our team to respond promptly and work towards a satisfactory solution. We aim to have a team member on-site within **3 business hours** (during regular business hours) to address the issue.

### Resolution Process:

Our staff is dedicated to resolving concerns to your satisfaction. We kindly ask that you allow us the opportunity to address and resolve any issues before requesting a refund. If, after our efforts, the issue cannot be resolved to your satisfaction, the following options are available:

1. **Alternative Accommodation:** If a similar listing is available nearby, we will offer you the option to transfer to this accommodation at no additional cost.
2. **Refund Options:**

3. If you prefer to vacate the property, we will issue a **full refund** for the remaining nights of your stay.
4. If you choose to continue your stay in the current property, you may receive a **partial refund of up to 50%** of the accommodation fare for the remaining nights.

**Our Commitment to Your Experience:**

We deeply value your feedback and are committed to ensuring an enjoyable stay. Thank you for allowing us the opportunity to address your needs. We are here to make your experience with Ayres Lodging Collective as comfortable and pleasant as possible.