

This document sets out the terms and conditions for the Revolut Stays feature ("**Stays**"). It also sets out other important things that you need to know.

These terms and conditions (the "**Terms**"), along with the Fees page and any other terms and conditions that apply to our services, form a legal agreement (the "**agreement**") between:

- you, the Stays user; and
- Revolut Ltd. ("**Revolut**") .

Stays allows you to select and book in Expedia Inc ("**Expedia**") accommodation through the Revolut app ("**the app**"). Throughout these Terms we refer to Expedia accommodation as "**Stays**" or as a "Stay" where we're referring to a singular booking. You must follow these terms whenever you book a **Stay** in the app.

As a Stays user, you must also follow the terms and any booking and cancellation policy that apply to your chosen Stay. In most cases, this means you need to follow Expedia's Terms and Conditions which you can find [here](#). For all Stays, you will also need to follow the relevant Stay's booking and cancellation policy (keep reading these terms for more information) each time you make a booking.

Booking a Stay through the Revolut app

When you book a Stay through the Revolut app, make sure you've read the relevant Stay's booking and cancellation policy so you understand what your rights are if you want to cancel or amend your booking. You'll be able to see the policy for your chosen Stay in the app before you book.

Any payment you make at the property for a Stay using your Revolut card may be eligible for RevPoints. You can access the terms and conditions [here](#). RevPoints is a feature provided to you by the entity with which you hold your Revolut account. Where we refer to "we" or "us" in these Terms in the context of RevPoints, this is a reference to the Revolut entity with which you hold your Revolut account.

We'll show you how many RevPoints you're entitled to in the app. If you have made a booking, but then cancel or modify it, the RevPoints you received will be reversed or updated to reflect the new amount of the booking, as set out in these Terms.

"Pay Now"

If you choose the "pay now" option for your Stay when you book it, you can use your RevPoints and/or a Revolut account in BRL. Revolut Sociedade de Crédito Direto S.A., the entity that provides your Revolut account, will process the payment and debit the amount of the Stay from your Revolut account (exchange fees may apply). You will be able to see the transaction in your Revolut account. It will say "Revolut Stays" to help you identify that the payment relates to your booking. Expedia (as applicable) will pass your information onto the relevant accommodation provider to confirm your Stay.

You will receive a confirmation email from Expedia (as applicable) once your Stay is confirmed.

In order to proceed with your bookings, Expedia requires you to share your personal data during the booking process.

“Pay at the Property”

You will need to agree to providing Expedia with your Revolut card details to secure the booking. Expedia will log your booking but you won't pay for your accommodation until you arrive at the accommodation. This means that if you do not show up for your booking, or if you cancel outside of the Stay's cancellation window (see below) your card will be charged the amount you owe.

It's up to you whether you want to pay for your Stay with your Revolut card, or with another card, but you will only receive RevPoints if you pay with your physical or virtual Revolut card. The number of RevPoints you'll be entitled to will be shown in the app before you confirm your Stay.

Need to cancel your booking?

Each Stay's booking and cancellation policy explains what happens if you cancel, and it will vary from provider to provider. Revolut has no control over the relevant Stay's booking and cancellation policy.

Cancelling a booking

All bookings can be cancelled for free where the cancellation is made within the free cancellation window. If you cancel your booking within the free cancellation window, your Revolut card will not be charged by the relevant Stay. If you're looking to cancel a booking outside of the free cancellation window, you may have to pay for all or some of the booking. This will be set out in the Stay's policy at the time you book. We'll also tell you how much this will be at the time you cancel in the app. This amount will be charged to your Revolut card.

Need to change your dates, room, or number of guests?

If you want to change your dates, room, or number of guests, or your check-out time, it is up to the relevant Stay how they manage your booking amendments and/or cancellation. You can manage your Stay booking through the app, and we will confirm with Expedia whether your Stay agrees to your requested change/s. You will only be able to make a change if the Stay has availability for your new choice.

You may have to pay more if the price of what you are changing to is greater or if there are fees associated with your change/s (for example, if the Stay has a fee for a late check-out). Please refer to Expedia's Terms and Conditions and the relevant booking and cancellation policy for your Stay for more information. Revolut has no control over whether your requested change/s will be approved by Expedia.

What happens if my Stay becomes unavailable?

If your booked Stay can no longer guarantee your accommodation, our Support team will assist based on the urgency of your relocation.

For urgent relocations (when you are already at check-in, approaching the property, or if the booking is within one week):

Our partner, Expedia, will search for alternative properties and cover any price difference (however you won't receive any more RevPoints than the original amount). If the new amount is less, we won't refund you the difference or recoup the difference in Revpoints.

Alternatively, you may be provided with a budget to book a property yourself. If you choose this option, please book the property, collect the invoice, and submit it through the Revolut chat. A Revolut agent will forward it to Expedia, and their billing department will process any necessary refund for the price difference.

Please note that, according to Expedia's own terms and conditions, there may be a limit on how much they will cover or refund for the price difference.

For non-urgent relocations:

The property will contact you to inform you of the cancellation. In this case, no further action will be taken, and you will need to find alternative accommodation on your own. Should you be unable to find a suitable alternative through the app and decide to cancel your booking, you will have a free cancellation option. Please note that you won't receive any RevPoints in this case.

What happens if my booking is cancelled?

If we become aware that you are not complying with Expedia's terms and conditions, any booking and cancellation policies that apply to your Stay, these Terms, or the Personal Terms that apply to your Revolut account (together the **"Applicable Terms"**) we reserve the right to cancel your booking.

Warranties

By booking an accommodation provider through the Revolut app, you promise that the information you provide in order to book your accommodation is true and correct.

Permission for us to process your personal data in relation to Stays

When you book a Stay through the Revolut app, you will be asked to provide certain information in order to confirm the booking like your contact details, and other relevant information, so we can book the right type of room/accommodation provider for you. We will need to process this personal data and share it with Expedia.

If you are booking a Stay for more than one guest, including a child, we also require the child's age. If you want to request a specific type of room or type of facilities at your accommodation provider, we may also obtain additional information from you through the app booking form such as whether you require wheelchair access, what type of sleeping arrangements you require, and whether you would prefer a smoking or non-smoking room. Please note that we cannot guarantee that your room will meet your expressed preferences as these are subject to the property's availability and acceptance.

We will share all personal data with Expedia in encrypted form to ensure that it is safe and secure.

Expedia will also need to share your personal data and also your cardholder data (if relevant) with your chosen Stay - please read Expedia's Terms and Conditions and Expedia's Privacy Policy, to understand more about what personal data they will share with your Stay each time you book and how they protect your data.

Our Support team will process any personal data you provide to us as part of the process to rebook your accommodation if needed, and will share your personal data with Expedia so that we can confirm the new booking. Expedia will subsequently need to share your personal data with the new accommodation provider to prepare for your visit. If our Support team needs to call you to discuss the alternative accommodation, calls may be recorded for training purposes which means we'll store your conversations on our systems but only for as long as we need it to develop the way we interact with customers in relation to Stays.

We may also process your personal data where you submit a complaint (see the section below) or provide any feedback to us about your experience with the Stays product. We'll process this information so we can try to resolve any concerns you may have raised and so we can improve the Stays product going forward.

Revolut will process all personal data obtained as a result of your use of the Stays feature in compliance with the [privacy notice](#) that applies to your Revolut account.

Not happy with the Stays service?

If you're not happy about the service you've received in relation to Stays, whether you've booked a Stay or not, we'll do our best to make things right where it's within our control. If you have a complaint about Stays as a feature or about your booking experience, please reach out to Support and let them know you want to make a complaint. We'll look into your complaint and try to resolve things via email as soon as we can. This will be a complaint against Revolut Ltd as the provider of the Stays service even if you hold a Revolut account with another Revolut entity.

If your complaint relates to the underlying payment services you received in relation to Stays, please also reach out to Support and let them know you want to make a complaint. This will be a complaint against the Revolut entity in Brazil that provides

you with your Revolut account. Please refer to the [Personal terms](#) that apply to your Revolut account for more information on complaints related to payment services. Just so you know, Revolut Ltd can only handle complaints about the service we provide to you so we can help with anything to do with:

- the process for selecting and booking accommodation;
- the passing of your information to Expedia to confirm or amend bookings;
- the engagement with you to help you book alternative accommodation where your original accommodation becomes unavailable; and
- to manage any customer complaints you have about your Stay with Expedia on your behalf.

If you have a complaint about the Stays product, booking process, or the nature of or experience you had at your Stay, please reach out to Support. Support may refer you to Expedia or to your accommodation provider depending on which type of Stay you booked and the nature of your complaint.

Taking action against Revolut in relation to Stays

The law that applies to Stays terms, since the services are provided by Revolut Ltd., is that of England and Wales, and if you want to take legal action against Revolut in the courts, only the courts of England can deal with any matter relating to these terms. If you want to take legal action against the Revolut entity in Brazil that provides you with your Revolut account in relation to the underlying payment services provided to you as part of the Stays feature, legal action can be brought in the courts of São Paulo, Brazil.

If you want to take action against Expedia, please refer to the Expedia terms and conditions for information on your rights.

Amendment to these Terms

We reserve the right to amend these terms at any time and will try to give you notice ahead of doing so where we can.