

Flex Terms

1. What is the Cancellation Option?

Roomer Travel Inc. offers you to purchase a Cancellation Option (as defined below) also known as “**Roomer Flex**”, for a certain fee, that will allow you to activate the Option to cancel your hotel reservation up to 24 hours prior to flight departure date or hotel check-in date (local time) and receive a refund in a certain amount from your total booking fee.

2. How to Activate the Cancellation Option:

The Activation of the Cancellation Option can be made via: (a) the email sent to you upon purchase of the Cancellation Option; such email includes a button which allows you to activate the Cancellation Option subject to these terms; (b) by contacting Roomer’s help desk at help@roomerflex.com or +442038268089 | at least 24 hours before the check in/flight time (date and hour) of the reservation.

3. What will you receive a Refund for:

Once you paid the fee upon the booking of your reservation, and later activated the Cancellation Option in accordance with the terms herein, you shall be entitled to receive a refund as stated in the reservation details.

4. When will you receive the refund:

Following the activation of the Cancellation Option, the refund will be paid to you by Roomer within 14 days of the activation. Refund shall be made to your bank account or PayPal account, at your choice.

5. What happens after you activate the Cancellation Option?

Roomer may use the Reservation in its sole discretion, including selling the Reservation to a third party through Roomer’s online platform/web site or any other channel or third-party channel. In such case and for the avoidance of doubt, you shall not have any right to receive any commission from Roomer.

6. What You will Not receive a refund for:

You shall not be entitled to receive a refund upon:

- Detection by Roomer of fraudulent activity in connection with the Cancellation Option.
- Activation of the Cancellation Option less than 24 hours before the check in date/flight departure time (local hotel time/flight time) of the reservation.
- In the event the laws of your country of residence obligate the applicable hotel and/or holiday operator in certain circumstances to refund you the cost of the reservation even though such reservation is nonrefundable.

7. General Conditions:

These T&C do not, and shall not be construed as creating any partnership, joint venture, employer-employee, agency, or franchisor-franchisee relationship between the parties hereto. Any claim relating to the Cancellation Option and/or this agreement will be governed by and interpreted in accordance with the laws of New York, without reference to its conflict-of-laws principles. Any dispute arising out of or related to the Cancellation Option and/or this Agreement will be brought in, and you hereby consent to the exclusive jurisdiction and venue in, the competent courts of New York. These T&C may be amended by Roomer from time to time in its sole discretion. In the event that any portion of this agreement is held to be invalid or unenforceable, then such portion shall be construed in accordance with the applicable law as nearly as possible to reflect the original intentions of the parties, and the remainder of this agreement shall remain in full force and effect. You may not assign this agreement. No waiver shall be effective unless in writing.

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