

# The Hide Collection | Guest Policies

## Cancellation Policy

At The Hide Collection, every stay is reserved with intention. Because each property offers a private, limited experience, cancellations impact our availability for other guests.

### Our policy is as follows:

- **Full Refund:** Cancel within **48 hours of booking** and at least **14 days before check-in** for a full refund.
- **Partial Refund:** Cancel **14 or more days before check-in** (but outside the 48-hour window) and receive a **50% refund** of the total stay.
- **No Refund:** Cancellations made **within 14 days of check-in** are **non-refundable**.

Please note: once a reservation is confirmed, we are unable to make exceptions to this policy.

## Rescheduling Policy

Due to the exclusivity of our collection and limited booking calendar, we are unable to offer rescheduling outside of the cancellation policy. We'll always do our best to assist, but in most cases, rescheduling requires canceling the existing reservation and rebooking your preferred dates in accordance with the policy above.

## Trip Insurance

We strongly encourage all guests to consider trip insurance to protect against unforeseen circumstances — including illness, weather, or personal emergencies. You can explore options through our trusted partner at [Squaremouth.com](https://www.squaremouth.com). Simply click “Start a New Search” to compare coverage and choose a policy that fits your needs.

Trip insurance allows you to book with confidence, knowing your stay — and peace of mind — are protected.