

What is HomeAway Payments?

What is HomeAway Payments?

Paying online with credit card through HomeAway Payments is the most secure way to book a holiday rental on our sites. When a holiday rental owner or property manager sends an email invoice via HomeAway Payments, you are able to make immediate and secure payments by Visa or MasterCard. When you pay via HomeAway Payments, your payment is 100% guaranteed up to £10,000 against Internet fraud. Ask the owner or manager if you can pay with HomeAway Payments.

From the moment your payment information is entered, HomeAway Payments protects your credit card and personal information using encryption and advanced patented tokenization services to protect your credit card transaction.

What are the requirements?

Residents of Austria, Belgium, British Virgin Islands, Canada, Belgium, France, French Guiana, Germany, Gibraltar, Great Britain, Greece, Ireland, Isle of Man, Italy, Jersey, Martinique, Mayotte, Netherlands, Northern Ireland, Portugal, Réunion, Saint Pierre and Mirquelon, Spain, Switzerland, and U.S. Virgin Islands.

- Owner must be a citizen and a resident of one of the countries listed above.
- Owner must have a bank account in one of the countries listed above.

What is the difference between Standard Online payments and Express Online payments?

There are two different options available to accept online payments.

Standard Online Payments

When a holiday home owner or property manager is using online payments via ReservationManager™, a traveller sends a basic enquiry to a owner or property manager using the contact form on the listing.

The owner or property manager receives the enquiry via email or views it on their property dashboard.

The owner or property manager responds via the dashboard to the traveller to either confirm availability or decline the reservation.

In the reply confirming availability, the owner or manager would include a quote.

Once the owner or manager is ready to book the guest, they would manually send an online invoice, attach a rental agreement, and set up a payment schedule and the traveller then pays online.

Express Online Payments

Express Online Booking is an optional way for advertisers to automate some of the booking process, making it easier to manage enquiries. When a listing is enabled for Online Booking, the listing has all the functions of Standard Online Payments but the listing also displays the **Book Now** button.

When travellers click the button, they are enabled to identify available dates, view a detailed rental quote, agree

to a rental agreement and cancellation policy, and securely submit their payment information without sending an enquiry first.

Once a traveller submits payment, owners and managers have 24 hours to review and accept the booking. If the booking is not accepted, we automatically send the traveller a decline email so they may move on to other rentals. The traveller is not charged.

Traveller Booking Service Fee

On 31 May 2016, we're implementing a new service fee that will be charged to travellers when they book a property on our site. This fee is 4% to 8% of the booking value (**but never more than £249**) and is one of the lowest in the market.

A new Book with Confidence Guarantee™

Travellers want to book online, and when doing so they want peace of mind. To ensure added security and more protection, we're implementing this new guarantee that protects the full amount of a traveller's rental against things such as misrepresented or double-booked properties and fraud. Additionally, HomeAway has added 24/7 customer service for travellers should anything go wrong.

Can I receive a refund for my cancelled reservation?

Can I have a refund for my booking?

You need to communicate directly with the holiday rental owner or property manager to have your payment refunded. As the venue for advertisement we are unable to process refunds for travellers.

Does HomeAway automatically refund my security deposit?

It is the responsibility of the owner or property manager to ensure the refund of your security deposit.

If the owner or property manager is using HomeAway Online payments we do offer an automatic setting. Not all accounts have this set up and if the owner or property manager has not activated this setting they will need to action the refund from within their HomeAway account.

The owner has refunded me, how long will it take to reach my bank account?

Refunds through the HomeAway online payments system can take from 5 to 7 working days depending on the location of your bank.

I should have received a refund but I cannot see it in my bank account. Where is my refund?

If an owner or property manager is using HomeAway Online Payments, the refund will show on your bank statement as coming from HomeAway, not from the owner or property manager.