



whimstay

Welcome to Whimstay:

New Host Next Steps



Guest Support

Whimstay is the Merchant of Record for all bookings. That means:

- Travelers should reach out directly to Whimstay for cancellations or changes.
- Our team responds quickly, and we ask you do the same to provide the best experience for our mutual guests.



Email: support@whimstay.com

Call or Text: 415-799-1128

Response time:

For non-urgent requests, please reply within 24 hours, and for urgent matters, as soon as possible. If we don't hear back promptly, we may need to take action that could affect your payout. **Please ensure your contact details are up to date so we can reach you quickly.**

Cancellation Policies

The Whimstay cancellation policy you selected overrides any other platform's policy. Travelers may cancel and receive a refund if their request aligns with your selected policy.

Learn more here: [Whimstay Cancellation Policy](#)

Payout Process

Whimstay collects full payment from guests at the time of booking—regardless of your property management software’s status.

- Payouts are sent 24 hours after guest check-in
- Funds will arrive in your bank account 2–3 business days later
- Make sure your bank details are accurate from onboarding.



Questions About Billing?

Direct guests to: hostsupport@whimstay.com

Note: Before any payout is deposited into your bank account, **Whimstay’s commission is automatically deducted from the total reservation amount.**

This means the amount you receive reflects the net earnings after our service fee has been applied. You’ll be able to view the full reservation details—including commission breakdown—in your Host Portal for full transparency

Property Damage Protection

You’ve either chosen your own Damage Protection Plan or opted into Whimstay’s Protection Plan.

To check your selection:

- Go to your Host Portal → “Property Damage Protection”

If you’re using Whimstay’s plan:

- Submit any damage claims within 14 calendar days of guest check-out.



Questions About Protection?

hostsupport@whimstay.com



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www.whimstay.com

Be sure to follow us!

