



Vrbo COVID-19 (Coronavirus) Information

March 12, 2020 — [Read the letter \(https://www.vrbo.com/discoveryhub/news-and-events/industry-and-news/president-message-covid-19\)](https://www.vrbo.com/discoveryhub/news-and-events/industry-and-news/president-message-covid-19) from Vrbo® president Jeff Hurst to homeowners.

AUSTIN, Texas - March 10, 2019 — Vrbo® advises travelers to follow travel advice from the [World Health Organization \(https://www.who.int/emergencies/diseases/novel-coronavirus-2019/travel-advice\)](https://www.who.int/emergencies/diseases/novel-coronavirus-2019/travel-advice) and local authorities. Refunds of payments made for vacation home rentals are based on the homeowner's cancellation policy. If a homeowner or property manager refunds a booking due to COVID-19 (coronavirus) concerns, Vrbo will automatically refund the traveler service fee. Travelers who have purchased travel insurance should contact the insurance company for any claims processing.

Information for homeowners can be found in the [Discovery Hub \(https://www.vrbo.com/discoveryhub/tips-and-resources/improve-performance/covid-19\)](https://www.vrbo.com/discoveryhub/tips-and-resources/improve-performance/covid-19).

More information for travelers can be found [here \(https://help.vrbo.com/articles/What-can-I-do-if-my-reservation-is-affected-by-the-Coronavirus\)](https://help.vrbo.com/articles/What-can-I-do-if-my-reservation-is-affected-by-the-Coronavirus).

About Vrbo

In 1995, Vrbo introduced a new way for people to travel together, pairing homeowners with families and friends looking for places to stay. We were grounded in one purpose: To give people the space they need to drop the distractions of everyday life and simply be together. Since then, we've grown into a global community of homeowners and travelers, with unique properties around the world. Vrbo makes it easy and fun to book cabins, condos, beach houses and every kind of space in between.

Vrbo is part of Expedia Group and offers homeowners and property managers exposure to over 750 million visits to Expedia Group sites each month. To learn more, visit www.vrbo.com.

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