

Cancellation & Re-engagement

How leaving Nestr works, and how coming back works

Nestr is month to month. There is no long-term contract, no cancellation penalty, and no notice period longer than thirty days. This page explains exactly what happens when you cancel, so nothing about it is a surprise. It summarizes Section 15 of the Nestr Hosting Services Agreement, which governs if the two ever differ.

Cancelling

How to cancel. Send written notice by email to notices@nestrhost.com or to your Nestr account contact, who is named in your portal. Notice must be in writing. A phone call or a comment on a call does not start the clock.

Notice period. Thirty (30) days from the date your notice is sent. That date is your notice date, and thirty days later is your termination date.

What Nestr does during those thirty days. Everything it did before. Nestr continues to host your Property in full, honors guest stays checking out on or before your termination date, winds down cleanly, and hands your guest communications and account access back to you.

Why the thirty days exists. To protect you and your guests from a disruptive handoff mid-stay. It is not there to hold you in place.

Money

Your final fee. Your monthly fee applies through the end of the notice period and is not prorated. Recurring billing stops after that.

Amounts already advanced. If Nestr advanced funds for an emergency at your Property and has not yet been reimbursed, that amount remains payable after your final fee. Every advance is logged in your portal with its receipt.

Nothing else. There is no cancellation fee, no offboarding fee, and no penalty of any kind.

Your listings and your bookings

Your listings are already yours. They live on your own channel accounts. Nestr operates as a co-host with the access you grant, so there is nothing to transfer back and no account migration to survive.

Stays checking out on or before termination. Nestr hosts them through checkout.

Stays checking in after termination. They stay on your channel accounts and become your responsibility on your termination date. Nestr hands over the guest information it holds for each one.

Your data. Yours. Nestr provides a reasonable means of retrieving it and keeps only what legal, tax, and record-keeping rules require.

Coming back

If you return within 60 days	Your account is treated as continuous. No re-onboarding. Your prior terms, including any promotional discount, resume on their original schedule rather than restarting.
If you return after 60 days	You sign the Nestr agreement in effect at that time and pay the standard rate then in effect for your plan and door count. Prior pricing, promotional discounts, and other prior terms do not carry over.

The sixty-day line exists so that a short gap is not punished, and so that a promotional discount cannot be restarted by cancelling and re-signing.

If you are cancelling because something went wrong

Tell your account contact before you send notice. Nestr would rather fix the problem than lose the relationship, and you are not obligated to give the chance. But the offer is open, and the thirty-day clock does not start until you send written notice.