

FAQ's – New Users

How do I pay the fee?

Add payment information (all major credit cards and Paypal accepted) when you begin to create your profile. Once payment is complete, you will be directed to complete a full profile that will be displayed on the website. We review and approve all profiles before they are “LIVE” on the site. Approval can take up to three days.

Are refunds available if I decide to no longer host or tour?

No. The fee covers administrative costs for account approval and is non-refundable.

Where do the funds go?

Funds from the new user fee will support Warmshowers' daily operational expenses as a second stream of revenue for operational stability, site maintenance, and technology upgrades upon which all users depend.

The several critical technology upgrades include updating the website for long term usability optimization. Funding will also support new app development, forum improvements, brand expansion within the bike touring community, and partnership development with key stakeholders to expand our community and user resources. Click [HERE](#) to review our Annual Report including details on the strategic plan.

How did you decide on the fee?

After two years of consistently monitoring and evaluating funding and expenses, the board and staff discussed the model of a one-time fee. With the awareness of unpredictable donations at only 10% of users, the board decided to initiate a one-time fee for new users to provide a second stream of revenue in addition to donations to ensure more reliable and sustainable funding.

Is there a fee to stay with a host?

No. There is never a fee to stay with a host found through our site; charging guest fees is a violation of our terms of service. If a host charges you to stay, please notify us via our helpdesk. Warmshowers' goal is to facilitate a connection between a touring cyclist and a potential host via our profile listings, map, and communication features.

Will apps be available soon?

Yes. We hope to provide iOS and Android mobile apps by the fall of 2020. The apps will require a nominal annual fee. However, there will always be free access to the website through a browser.

How do I cancel my account?

If you no longer want to remain a part of Warmshowers.org Foundation, you can easily login to your account and cancel. We will be sad to see you go but hope you will join us again in the future.

Who owns and manages Warmshowers?

Warmshowers is managed by a board of directors and contracted staff. We are a non-profit community-based organization managed by a board of directors; there is no single owner. The organization's assets and revenue are held in trust and used in accordance with the purposes for which it was organized. The directors are responsible for ensuring the proper use of assets and operational functions.