

Onboarding Kit

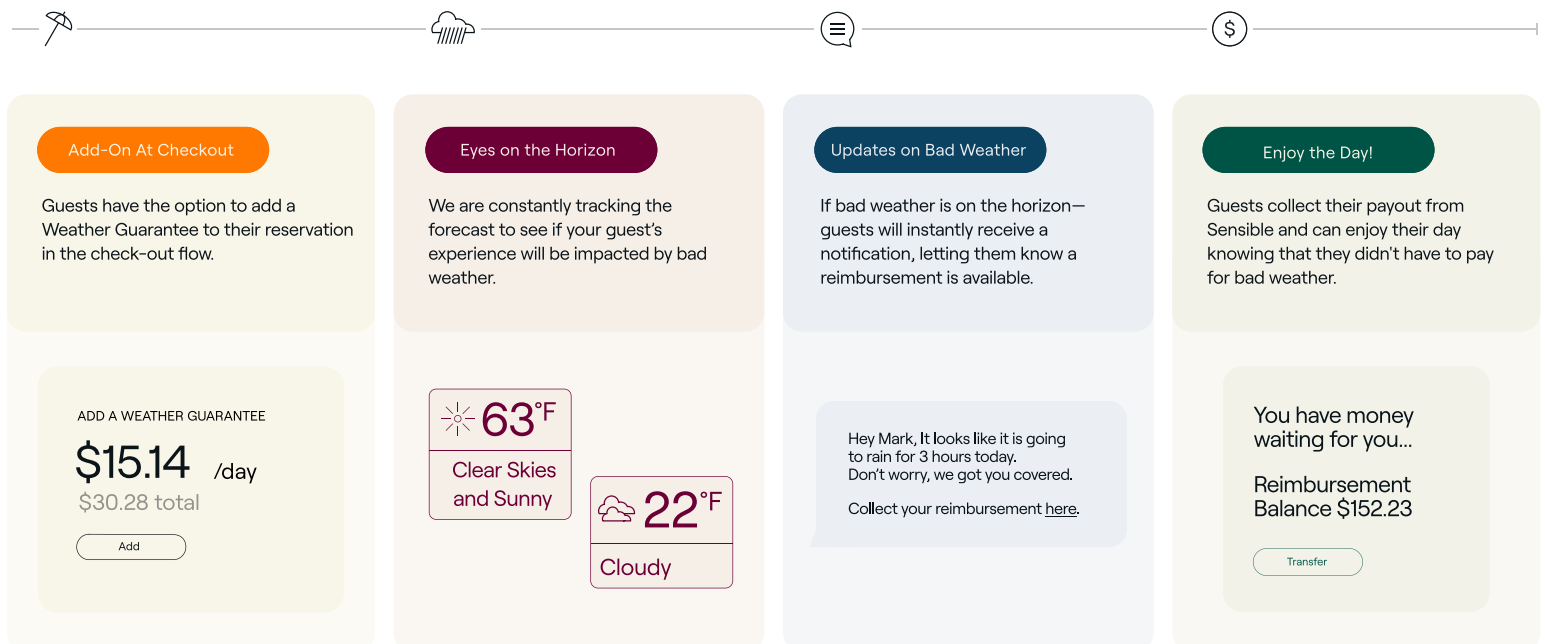
Welcome to Sensible Weather

 **sensible** weather

What is a Weather Guarantee?

Sensible's Weather Guarantee gives campers the option to protect their experience from the risk of rain in the forecast. When the daily forecast shows inclement weather, Sensible automatically issues a reimbursement, with no cancellations necessary. Partnering with Sensible Weather increases direct bookings, decreases cancellations due to rain, and generates ancillary revenue for operators.

How Weather Guarantees Make Guests Happy



FAQs

What if a guest cancels or modifies their reservation?

If a guest cancels or modifies their reservation, they will need to reach out to Sensible Weather and forward their cancellation/modification email to our support email prior to the start of their trip. For modified reservations, Sensible Weather will send the guest a link to re-purchase their Weather Guarantee for their new itinerary.

How do I respond to Weather Guarantee inquiries/reviews?

Sensible Weather manages customer service for all Weather Guarantee related issues. Please direct any guest inquiries to our customer support contact details listed below.

Questions?

Contact us at support@sensibleweather.com or give us a call at +1 (424) 367-1964

FAQs Continued

Do I have to change/remove my existing cancellation policy?

You do not need to change any of your existing policies. Reimbursements to guests from Weather Guarantees are paid for directly by Sensible Weather. This provides in-destination protection for guests, as opposed to protection against cancellation. In fact, the guest's reservation is not impacted or canceled at all, even if they receive a payout.

Who pays for the guest reimbursement?

Sensible Weather handles reimbursement to guests. Partners do not need to pay the guest or Sensible Weather. In fact, partners benefit from fewer cancellations since Sensible is reimbursing guests.

How many hours does it have to rain for guests to get reimbursed?

Weather Guarantees are dynamic based on the dates and location. The coverage is clearly stated when the guest books, in confirmation emails, and in pre-arrival emails so they know what to expect. A Weather Guarantee will reimburse guests based on the official NOAA day-of-forecasted hours of rain. Guests are covered each day of their stay, and may receive reimbursement multiple times. For example, during a 7 day stay, a guest may be reimbursed their daily rate on the 3rd day and on the 5th day if there are enough hours of forecasted rain.

Do guests need to submit a claim?

No, guests do not need to submit a claim. When guests are eligible for reimbursement, they will receive a text message to start the reimbursement process. No complex claims process or proof of loss is required to receive a reimbursement.

How much are guests reimbursed for forecasted bad weather?

Weather Guarantee reimbursement amounts vary based on the guest reservation and are communicated at the time of purchase. Most Weather Guarantees cover the average daily or nightly cost of the qualifying reservation.

If your guest qualifies for a guarantee payout, how will they get their money back?

Sensible Weather will notify the guest automatically via SMS if they are eligible for reimbursement and ask them to submit bank account details so we can send them money via ACH or PayPal. No claims, no hassle.

How long does it take to get paid?

We trigger the payment right away once the guest has confirmed their payout method, but processing time depends on the bank. Typically funds arrive within 3-5 business days.

What is the difference between a Weather Guarantee and Travel Insurance?

Weather Guarantees are warranties, not insurance products. Traditional travel/ticket insurance policies cover catastrophic events that result in cancellation. While traditional insurance products typically cover cancellations leading up to a trip (such as sickness or injury), Weather Guarantees are designed to help guests plan their trips and protect guests from experiential loss due to weather once their trip or event is underway.

What if a guest should have been paid a guarantee but was not notified?

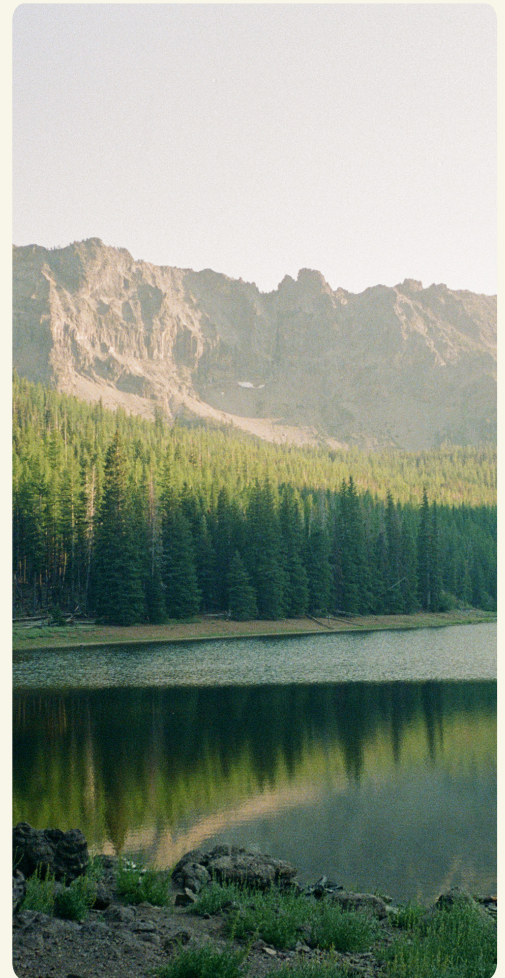
It is very unlikely that a guest will experience rain and not be notified beforehand. However, forecasts are not always right. In the event a guest is still not notified, they can contact Sensible Weather's Customer Support.

About Us

Sensible Weather is a climate technology company that develops consumer products to help manage climate risk.

Sensible's first product, a Weather Guarantee for travelers, built upon cutting-edge satellite imagery and climate analytics, offers guests the option to protect their experience against the risk of bad weather. Designed to give guests confidence when booking travel plans or outdoor experiences, a Weather Guarantee issues a partial or full reimbursement when their day is impacted by weather. The service increases conversion on direct bookings, decreases cancellations in weather-sensitive destinations, and generates ancillary revenue for Sensible's partners.

The company was founded in 2019 by climate scientist, Nick Cavanaugh Phd, and is backed by the National Science Foundation, leading VCs, as well as executives from pioneering hospitality and fintech companies.



Marketing Resources

If you're interested in telling your guests about Sensible's Weather Guarantees to drive awareness, from assets to guidelines, we have everything you need to spread the word.

SENSIBLE EMAILS

[Email Campaign Guide](#)

[Email Assets](#)



SENSIBLE CONTACT

Phone: +1 (424) 367-1964

Email: support@sensibleweather.com

