

FAQ's - Existing Users

Who does the new user fee impact?

The ONE-time administrative new user fee applies only for new users who joined Warmshowers after June 15th. All current and active users are exempt from the fee.

Fee proceeds will benefit all users by improving the entire platform, decreasing spam, reducing time spent reviewing user profiles, and increasing host accuracy.

Where will 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 my account change?

No. We recently asked users to review and ensure their account is up to date as a current and active host or touring user. Inactive user accounts will be cancelled and will be required to re-join. Every user profile costs us money to maintain, update, and sustain communication.

For all active users - nothing will change. If you have not logged in for the last 12 months, login to maintain your active status.

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.

Who manages the technology?

We will continue to work with outside specialized technical vendors as needed.

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.