

What is Airbnb?

Airbnb is a community marketplace for people to list, discover, and book unique accommodations around the world – online or from a mobile phone. Airbnb offers 3.5M+ property listings (many private homes or apartments) in over 91,000 cities around the world (2017). This offering includes a unique experience and access to amenities that might not be available at hotel type properties such as a full kitchen, garage, washer/dryer, expanded cable tv offerings, and properties located in more suburban areas.

What is Airbnb for Business?

Airbnb has been added to our preferred travel program and is now available for travelers as a complementary lodging option. Here are some of the benefits of Airbnb for Business:

- As part of our corporate partnership, associates will receive priority customer service support and issue resolution. Please escalate any issues you encounter immediately. The 24/7 support line contact information can be found in your Airbnb itinerary.
- Associate trips are centrally tracked and recorded. This allows you to have a secondary reporting option in case of expense audit. It also allows your company's travel and security departments visibility to help locate and assist you in the case of an emergency.
- As a business traveler, you have access to Business Travel ready listings. To learn more, got to: <https://www.airbnb.com/business-travel-ready>

How do I Sign Up?

Go to airbnb.com/work and select "Get Started"; Enter your work email address in your profile under the Business Travel Section; Once entered, you will receive a verification email. Select "Verify Business Email" link to verify your account.

For step by step instructions, view the Airbnb [User Guides](#).

What should I look for when booking accommodation?

- As part of the Airbnb for Business program, filters are put in place to only show entire homes (not shared spaces) with wifi. You can adjust additional filters to broaden or limit your search results.
- If you are booking last minute or need a quick confirmation, look for "instant book" listings. No additional messaging or communication is needed in order to confirm an instant book listing.
- If you have questions about a listing, you should message the host prior to booking it. Once a host has confirmed their availability, you can go ahead and submit your [reservation request](#).
- If a host hasn't responded, consider reaching out to other hosts in the area. You can message as many hosts as you'd like, so it's up to them to respond to you in a timely fashion or risk losing their chance at having you as a guest. Unless you're planning on renting multiple locations for the same dates, make sure you do not submit more than one reservation request at a time, as you may end up booking multiple reservations during the same time period.

- Pay attention to [cancellation policies](#) as they vary by listing. If you already submitted a reservation request and want to cancel it, as long as it has not yet been accepted, you can [retract the request](#) without penalty.

What are Airbnb's Cancellation Policies?

Airbnb Cancellation Policies: [3 standard cancellation policies](#) (listed under property details on Airbnb)

- **Flexible:** Full refund 1 day prior to arrival/check-in, except fees; <24 hours cancellation results in non-refundable first night; remaining nights due to early departure are 100% refunded after reservation has been canceled for 24 hours.
- **Moderate:** Full refund 5 days prior to arrival/check-in, except fees; <5 day cancellation results in non-refundable first night and 50% refund on remaining nights; remaining nights due to early departure are 50% refunded after reservation has been canceled for 24 hours.
- **Strict:** 50% refund 7 days prior to arrival/check-in time, except fees; <7 day cancellation results in non-refundable entire stay; remaining nights due to early departure are non-refundable.

If a reservation must be cancelled due to [extenuating circumstances](#) such as serious injury or death in the family, Airbnb may override the host's cancellation policy (flexible, moderate, strict) and make refund decisions. Cases will be contingent on proper documentation.

How and when do I contact the Host?

- Use the messaging feature on Airbnb to find out more about a listing or host before submitting a reservation request. To send a message, click Contact Host on a listing page and enter the dates you'll be traveling. When it's time to book, you can adjust the dates if you need to.
- Asking questions is a great way to build a rapport, learn about your host's living preferences, and set your expectations. Make sure to review the listing's description, reviews, cancellation policy, amenities, and house rules to clarify anything you need with the host. Please remember to keep your communication on Airbnb.

How do I find specific amenities or nearby points of interest?

- All amenities provided will be outlined in the listing. You may also filter for many of these under the "Amenities" filter on the search results page. If you have specific questions about an amenity, contact the host.
- Often times a host will have a guest-guide that will provide helpful information and nearby points of interest. If you have specific questions, do not hesitate to reach out to your host.

What if I have a maintenance concern or need additional amenities during my stay?

- If you need additional support or have maintenance concerns during your stay, contact your host via message or phone. Their contact details will be provided once you have confirmed your booking.
- What do I do if my host is unresponsive once I get to the property?
 - If your host is unresponsive, please contact the Airbnb Prioritized Business Support Line.
- If alternate accommodation is needed, the Airbnb Support Line will rebook the associate at a nearby rental property or hotel. If these options are not acceptable by the associate, Airbnb will issue a refund.

How long does it take for the host to respond to my request?

- After submitting your request, you will receive an email response within 24 hours from Airbnb confirming your reservation. If you book an “instant book” listing, your request will be immediately confirmed.

How do I check-in/check-out during my stay?

- The property host will contact you via the Airbnb platform inbox to discuss check-in/check-out procedures and discuss any questions you may have about the listing. You will receive an email notification that the host has reached out.
- If your listing offers “Self Check-in” this means that guests should be able gain access to the listing using a key lockbox, smartlock, keypad, or doorman any time after the designated check-in time on their arrival date. If doorman is selected as an option, the doorman must be available 24 hours a day to provide a key or access to the listing. Hosts must offer self check-in for their listing to be [Business Travel Ready](#).

What insurance is included with my Airbnb booking?

- There are two \$1million dollar insurance coverage programs built into every booking.
 - [Host Protection Insurance](#) (more info [here](#)) - This covers hosts in case of guest liability. If a guest is injured at a property, this insurance can help cover the costs up to \$1M per claim. This insurance program also covers hosts for certain third party claims of property damage.
 - [Host Guarantee](#) (more info [here](#)) - This covers our properties up to \$1M in coverage in case of guest damage (e.g. setting fire to the kitchen).

What do I do if I break something at the place I'm staying?

- If you break something in your host's place during your trip, contact your host to let them know as soon as possible.
- Once you've agreed on an amount for the repair or replacement, you can send your host money through our [Resolution Center](#). If you aren't able to come to a resolution with your host, you'll be able to involve Airbnb in your Resolution Center case.

Where can I find my bill and will there be any additional charges?

- Log into [Airbnb.com](https://www.airbnb.com), click on your name/picture in the top right corner > select **Your Trips** > select **See Trip Details** > select **View Receipt**
- You may owe more money if:
 - You [change your reservation](#) — for example, you need to add another guest
 - Your host makes a [claim on your security deposit](#)
 - Your host require [taxes](#) to be paid at check-in—this needs to be clearly stated on the listing prior to booking
- If a host asks you for more money than what you paid on the site and the extra charge wasn't stated in the listing or in the message thread, you can dispute the charges in the [Resolution Center](#). Never pay a host directly for these charges.

How do Airbnb reviews work?

All the reviews on Airbnb are written by hosts and travelers from our community, so any review you see is based on a stay that a guest had in a host's listing. You have 14 days after checkout to write a review for a trip.

- **Writing a review**
 - To leave a review for a recent trip, go to [your reviews](#). Reviews are limited to 500 words and must follow Airbnb's [review guidelines](#). You can edit your review for up to 48 hours, unless your host or guest completes their review.
- **Review history**
 - To see reviews you've written or reviews about you, go to [your reviews](#). You'll also see any private feedback that people have left you. Our community relies on honest, transparent reviews. We will [remove or alter](#) a review if we find that it violates our [review guidelines](#).
- **Group reviews**
 - If a reservation has more than one confirmed guest, the host's review will appear on all of the guests' profiles.

What if I have other questions?

You can always visit the [Airbnb Help Center](#) to search and ask other questions.

Local Emergency Lines

North America:

USA and Canada – 911

Mexico – 066, 060, or 080
(some areas direct 911 to local services)

Asia:

China – 999 in most large cities. Elsewhere, 120*

Hong Kong – 999

India – 102

Indonesia – 118/119*.

Search and Rescue – 115.

Natural disaster – 129

Iran – 110 (112 from mobile)

Israel – 101* (112 from mobile)

Japan and Korea – 119*

Malaysia – 999

Mongolia – 103

Philippines – 117 (112 and

911 redirect to 117)

Saudi Arabia – 997*. Rescue emergency – 911, 112, or 08

Singapore – 995

Thailand – 1669*. “Tourist” police (English speaking) – 1155

UAE – 998* or 999*

Vietnam – 115*

Africa:

Egypt – 123*. Tourist police – 126

Ghana – 999
Morocco – 15*
Nigeria – 199
South Africa – 10177*.
Police and Fire – 10111
(112 from mobile)
Zambia – 991* (112 from
mobile)
Zimbabwe – 999
Europe:
United Kingdom – 999 or
112

European Union and many
other European nations –
112

Oceania:

Australia – 000
New Zealand – 111
Fiji – 911
Vanuatu – 112

Central America and

Caribbean:

Guatemala – 120*
Barbados – 511*
Jamaica – 110*

Nicaragua – 118*

Honduras – 199*

South America:

Argentina – 107* (911 will
work in certain areas as
emergency dispatch)

Bolivia – 118*

Brazil – 192*

Chile – 131*

Colombia – 112 or 123

Paraguay and Uruguay – 911

Suriname – 115

Venezuela – 171