

# Airbnb for Work Traveler guide



# Airbnb for Work

- Signup
- Booking
- Cancellations
- Resolution Center
- Support

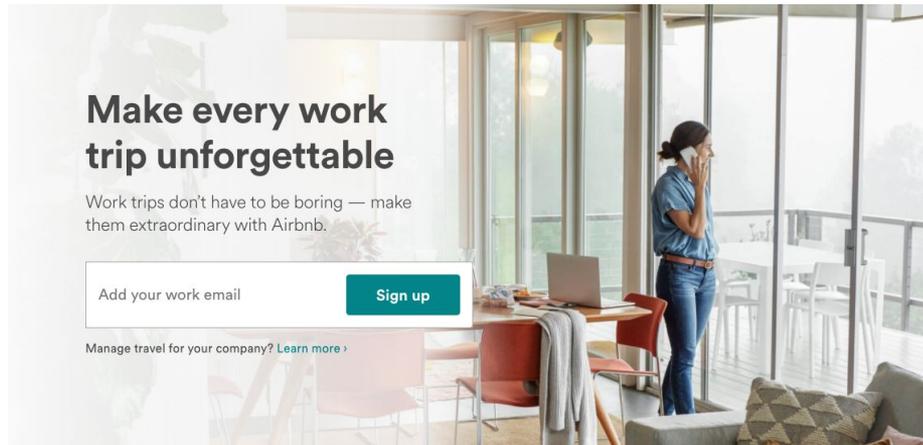
# Create an Airbnb account or log in to your account

## Go to [airbnb.com/work](https://airbnb.com/work)

Log in to your Airbnb account. If you don't have an account, [follow the steps](#) to create one by clicking "Sign Up." Make sure you review the [requirements to book on Airbnb](#).

Add your work email as shown in the image to the right

You will soon receive an email from Airbnb to verify your work email. Open it and select **Confirm work email**



# Search - For work trips

Book your next trip

Go to [airbnb.com/work](https://airbnb.com/work)

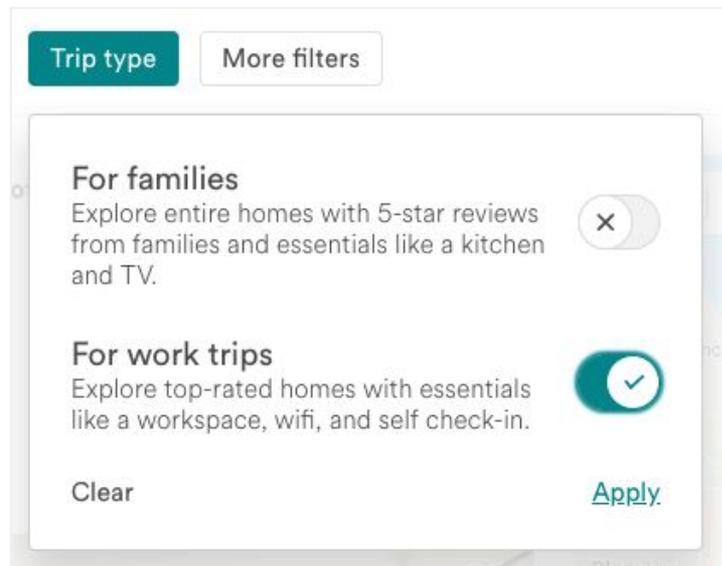
Now that you've added and confirmed your work email, select **Book a trip** and search for your desired destination and dates

Note that the **For work trips** filter is automatically selected. If you're on a mobile device, this Trip type will appear under **Other filters**

The **For work trips** filter shows types of listings we think business travelers will love

A work collection home (For work trips):

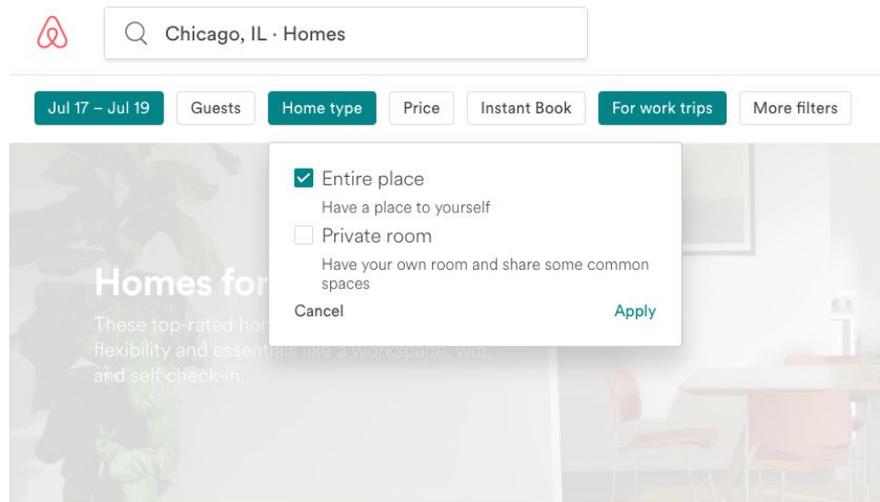
- Has all the essential amenities (i.e. wifi, shampoo, self check-in)
- Is top-rated (4.8+ star rating in the last 365 days),
- Offers flexible and moderate cancellation policies.
- Can either be an entire home or a private room with private bath



# Search - Refine your search

Book your next trip

If you want to have the entire place to yourself, click on the **Home type** filter and select **Entire place**



# Search - Refine your search

Book your next trip

To customize your search to fit your needs, you can refine your results by choosing from the **More filters** option

Chicago, IL - Homes

Become a host Saved Trips Messages Company travel Credit Help

Dates Guests Home type Price Instant Book For work trips More filters

Over 430,000 guest reviews in Chicago, with an average of 4.7 out of 5 stars.

**ENTIRE APARTMENT - 2 BEDS**  
**LUXURY Top-Floor Downtown River North 1BR/1BA Apt**  
From \$98 per night · Free cancellation  
★★★★★ 76 · Superhost

**ENTIRE SERVICED APARTMENT - 1 BED**  
**West Loop Luxury Suite No.2 by Zencyd**  
From \$99 per night · Free cancellation  
★★★★★ 31 · Superhost

**ENTIRE LOFT - 2 BEDS**  
**Huge modern loft at Chicago/Halsted**  
From \$125 per night · Free cancellation  
★★★★★ 128

**PRIVATE ROOM - 2 BEDS**  
**Shared Artist Loft Own Private Room**  
From \$100 per night · Free cancellation  
★★★★★ 300 · Superhost

Search as I move the map

Map showing search results in Chicago, IL, with price markers for various locations: \$94, \$79, \$75, \$85, \$95, \$67, \$125, \$62, \$99, \$75, \$70, \$100, \$18.

# Search - Review the listing

Book your next trip

As you look through listings, read the guest reviews, host profile, house rules and cancellation policy

Ask questions to your host by selecting **Contact Host**

If the home matches what you're looking for, select **Request to Book** or **Book**

✕

## Contact Kate

Languages: English, Français

Once you send a message, Kate can invite you to book their home.

Kate shares hosting responsibilities with other hosts. All hosts for this listing can manage reservations and message guests.

- Mike

When are you traveling?  
Check In → Check Out

Guests  
1 guest

Tell Kate a little about yourself  
What brings you to Toronto? Who's joining you?  
What do you love about this listing? Mention it!

Message host

Start your message...

Don't want to wait? Select "Book" to add your payment information and confirm your reservation instantly.

Send Message Book

# Search - Book the listing

## Book your next trip

After clicking **Book** or **Request to Book** on the listing page, you'll be guided to complete the booking process

**Important:** Be sure to select '**Business travel**' when asked, What's the main purpose of this trip?

- You've ensured this trip will roll up to to your company's dashboard

Please follow your company's travel and expense policies when selecting, paying for, and receiving reimbursement for an Airbnb reservation

 **People are eyeing this place.** 29 others are looking at it for these dates.

### Who's coming?

Guests

1 guest 

What's the main purpose of this trip?

Personal travel

Business travel

Are you staying at this listing?

Yes

No, I'm booking for someone else

Say hello to your host 

Let Stefanos know a little about yourself and why you're coming.

Hello Stefanos! Can't wait to spend 1 night in your home.

 Stefanos has never cancelled a reservation.

[Continue](#)

### Miamo - Amazing view in Imerovigli

Entire home/apt in Imerovigli

★★★★★ 174 reviews 

 1 guest

 Mar 8, 2018 → Mar 9, 2018

\$128.29 x 1 night	\$128.29
Service fee 	\$15.84

---

Total (USD) **\$144.13**

The quoted fees include any applicable exchange rate.

Moderate — free cancellation 

Cancel within 48 hours of booking to get a full refund. [More details](#)

---

 Paola Featured review

Stayed on November 2017

"As if the amazing view and location weren't enough, our hos...+ [More](#)

# Search - Book the listing

Book your next trip

If your company has opted in to central billing or invoicing, you will have the ability to charge your trip directly to your company

Select the correct **Charge to [company]** option and add any notes necessary for your expense

## Confirm and pay

Pay with      

Charge to Acme ▼

[Redeem a coupon](#)

Add an optional note for expensing purposes.

#8675309

# Booking Tips

**Contact Host:** Before you book, feel free to “Contact the Host” through Airbnb’s message platform if you have questions about their listing or want to discuss details about your trip.

**Reviews:** After guests stay at a listing, they have the opportunity to review the host and the accommodations. Be sure to read some of the host’s reviews on their listing page to make sure the general sentiments of other guests align with your needs.

**Cancellation Policy:** Carefully read the host’s cancellation policy. If your travel dates may change, look for listings with a “Flexible” cancellation policy.

**Work Collection:** When searching for a listing, add the search filter >> Trip Type >> “For work trips” These listings have all the amenities you expect on a work trip like wireless internet, a laptop friendly workspace, shampoo, an iron, and more. Find a complete list [here](#).

**Superhost badge:** The Superhost program celebrates hosts who have reached a set of qualifications that reflect their commitment, responsiveness to travelers, hosting experience, and the quality of their listings. So you can identify these extraordinary hosts more easily, a Superhost badge will automatically appear on their listing and profile.

**Instant Book:** Instant Book listings don't require approval from the host before you can book them. Instead, you can just choose your travel dates and discuss check-in plans with the host. You can filter your search to only view listings that are available through Instant Book. You can distinguish an Instant Book listing by the lightning rod icon next to the nightly rate. To be eligible for Instant Book, your Airbnb profile [must be complete](#).

**Introduce Yourself:** Once your booking is confirmed, reach out to introduce yourself to your host and coordinate details such as the key exchange and arrival/departure times.

# Request or send additional money to your host

The [Resolution Center](#) lets you request or send additional money for things related to your Airbnb trip. Maybe you need to pay for a broken glass or the Host agreed to give you a special discount for booking multiple stays. To open a refund or payment request, go to [www.airbnb.com/resolutions](https://www.airbnb.com/resolutions).

You have up to 60 days after your reservation's checkout date to submit a Resolution Center request.

## Need to send or request money?

Use our Resolution Center to send or receive money for hosting help, refunds, or any damages.

Send money

Request money

# What to expect when plans change

## Guest Cancellation

Before cancelling a reservation, you should check your host's cancellation policy to see if you're eligible for a refund.

- Go to Your Trips.
- Next to the reservation you want to cancel, click View Itinerary.
- Under "Cancellation Policy", find the host's policy.

See more information on the different [cancellation policies](#).

## Cancel a reservation

- Go to Your Trips.
- Next to the reservation you want to cancel, click Change or Cancel.
- Choose Cancel Reservation.

## Host Cancellation

Cancellations by hosts are rare but can happen. In the event that your host cancels, you have two options:

### Transfer your payment to a new Airbnb reservation

Your money is immediately available to use towards a new reservation. Once you've found a new place, we'll automatically transfer your original payment to your new reservation request, along with any eligible credit from Airbnb.

### Request a refund

If you'd prefer not to book another place on Airbnb, you can ask for a full refund online at any time. To get a refund:

- Go to Your Trips.
- Find your canceled reservation.
- Click Request a refund.

# Want to make changes or need help?

The fastest way to resolve your issue is to search for answers in our [help center](#)

- [How to modify an existing reservation\\*](#)
- [How to cancel a reservation](#)
- [My host canceled the reservation](#)
- [Cancellation policy description](#) (flexible, moderate, strict, etc.)
- Need to request a refund? Go to our [resolution center](#)

For help via the Airbnb app, go to **Profile** -> **Get help**

\*Note: If your trip was booked by someone else (trip planner), you cannot modify your reservation. The trip planner would have to make those changes.

## **Who to reach out to for additional assistance**

**Contact Airbnb:** [http://www.airbnb.com/help/contact\\_us](http://www.airbnb.com/help/contact_us)

**Airbnb for Work FAQ:** <https://www.airbnb.com/help/topic/371/travelers>

**Prioritized Support for Reservations:** 1-415-644-5360

**Happy Travels!**