

Intro to Airbnb for Vacation Rental Managers

For API connected partners



Airbnb Overview

1

Building & Managing Inventory

How your inventory is built, accessed, and managed on Airbnb

2

Communicating With Potential Guests

How to manage guest communication and confirmed reservations

3

Reservation Management

Dealing with cancellations, security deposit claims and more

AIRBNB TRAINING MANUAL FOR PMCS

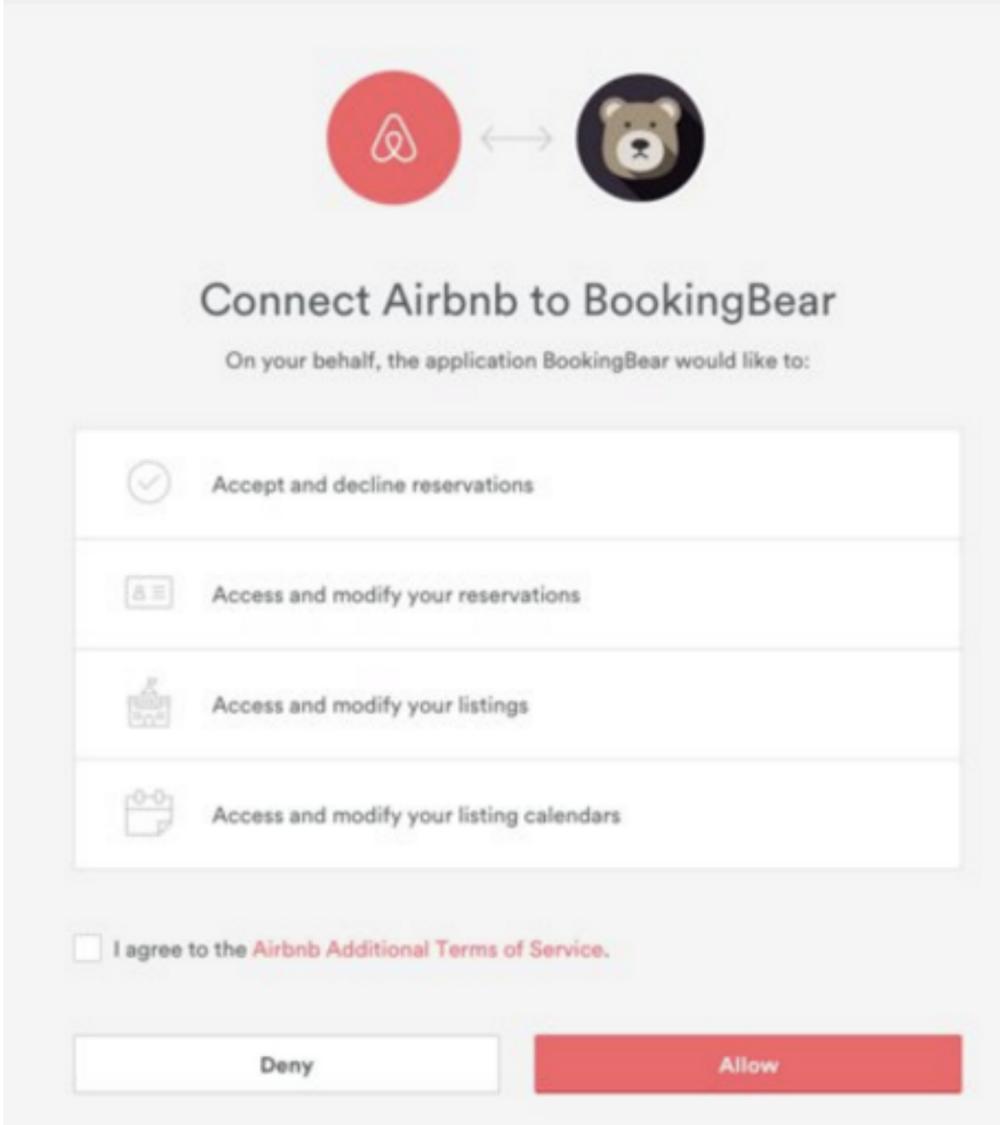
Building & Managing Your Listings

IMPORTANT: If you are connecting through an API partner you **must create a new Airbnb account.
Even if you already have an existing Airbnb account.**

Talk to your Regional Market Manager about transferring reviews, star ratings and previous Superhost status from your old account to your new API-updated account

Authorize your Channel Manager

- Notify your Channel Manager that you'd like to distribute your properties via Airbnb
- They should direct you to a page that allows you to authorize your Channel Manager to access your Airbnb account
- Review the Additional Terms of Service, and select "Allow"
- This will redirect you to your Channel Manager, where you can select listings to publish to Airbnb



The screenshot shows the Airbnb authorization interface for the BookingBear application. At the top, the Airbnb logo (a red circle with a white 'A') and the BookingBear logo (a brown bear head in a black circle) are connected by a double-headed arrow. Below this, the heading reads "Connect Airbnb to BookingBear" followed by the text "On your behalf, the application BookingBear would like to:". A list of permissions is shown in a white box with a light gray border, each with a small icon and a text label: "Accept and decline reservations" (checkmark icon), "Access and modify your reservations" (calendar icon), "Access and modify your listings" (house icon), and "Access and modify your listing calendars" (calendar icon). Below the permissions list is a checkbox labeled "I agree to the [Airbnb Additional Terms of Service](#)". At the bottom, there are two buttons: a white "Deny" button and a red "Allow" button.

Complete a new profile

- **Name:** Use the name of your business
- **Birthday:** Enter the birthday of the owner or principal of the company
- **Email:** This should be where you want all correspondence to go. Must be an email that can receive and respond-to messages.
- **Phone number:** Needs to be a landline or mobile phone that you have access to, as it will be used for verification. It can't be an answering service.
- **Describe Yourself:** share background about your company
- **Profile photo:** Logos are acceptable, though ideally you should use photo of the owner or main POC

Required

First Name

Last Name
This is only shared once you have a confirmed booking with another Airbnb user.

I Am

We use this data for analysis and never share it with other users.

Birth Date

The magical day you were dropped from the sky by a stork. We use this data for analysis and never share it with other users.

Email Address
We won't share your private email address with other Airbnb users. [Learn more.](#)

Phone Number

+ Add a phone number

This is only shared once you have a confirmed booking with another Airbnb user.
This is how we can all get in touch.

Where You Live

Describe Yourself

Airbnb is built on relationships. Help other people get to know you.

Tell them about the things you like: What are 5 things you can't live without?
Share your favorite travel destinations, books, movies, shows, music, food.

Tell them what it's like to have you as a guest or host: What's your style of traveling? Of Airbnb hosting?

Dashboard Inbox Your Listings Host Assist Your Trips Profile Account

Edit Profile

Photos, Symbol, and Video

Trust and Verification

Reviews

References

View Profile

Profile Photo

Clear frontal face photos are an important way for hosts and guests to learn about each other. It's not much fun to host a landscape! Please upload a photo that clearly shows your face.

Take a photo with your webcam

Upload a file from your computer

Understanding the Verified ID Process

What to Expect

Verified ID connects your Airbnb profile with other sources of information about you. While you're completing the Verified ID process, you might be asked to:

- Take a photo or upload an image of your government-issued ID, such as your driver's license or passport.
- Connect another online profile to your Airbnb account, such as a Facebook, Google, or LinkedIn account.
- Upload an Airbnb profile photo and provide a phone number and email address.
- We take privacy seriously, so the information you provide during this process is encrypted and governed by our Privacy Policy.

Where to Start

First, make sure you have the latest version of your Internet browser installed. Then, visit airbnb.com/verify and click the Verify Me button. We'll guide you through each step.

Earn the Verified ID Badge

When you've completed Verified ID  you'll earn a badge on your profile. As a host, you can require that your guests complete the verified ID process.



Thanks for choosing to verify your ID!

Welcome back, Michael.

Verifying your ID is an easy way to help build trust in the Airbnb community. We believe anonymity erodes trust, so we verify the IDs of our guests and hosts to help ensure the safety of our growing community. [Learn more](#)

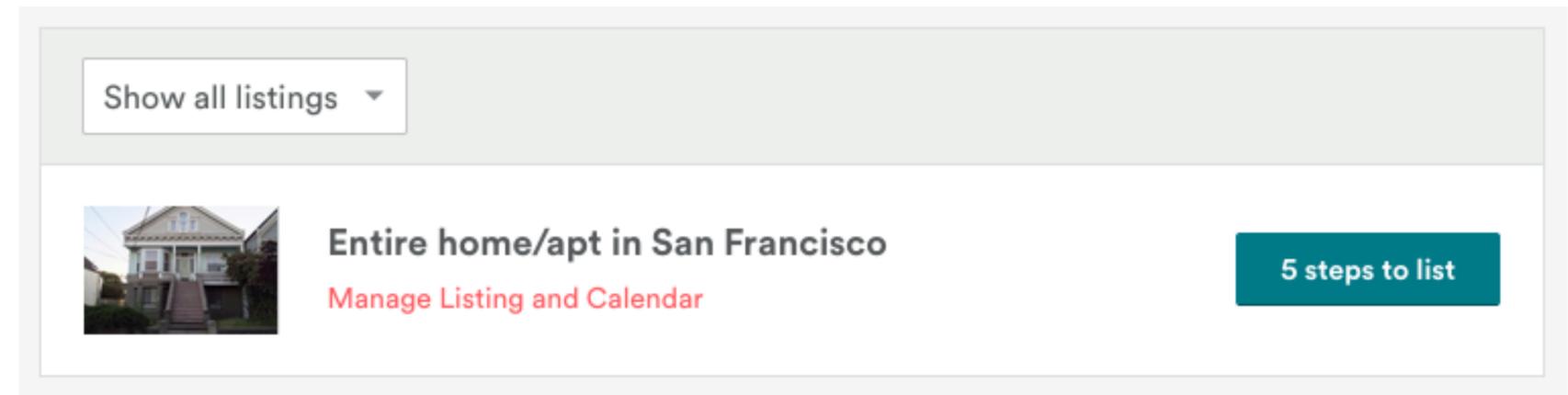
Verify Me

Verification Complete

Suppliers with API Integration

If you distribute your inventory through one of our select channel partners:

- You will not make any changes to your listings on Airbnb
- All content, rates, and inventory will be push to Airbnb dynamically through your PMS Software w/ direct API integration into Airbnb



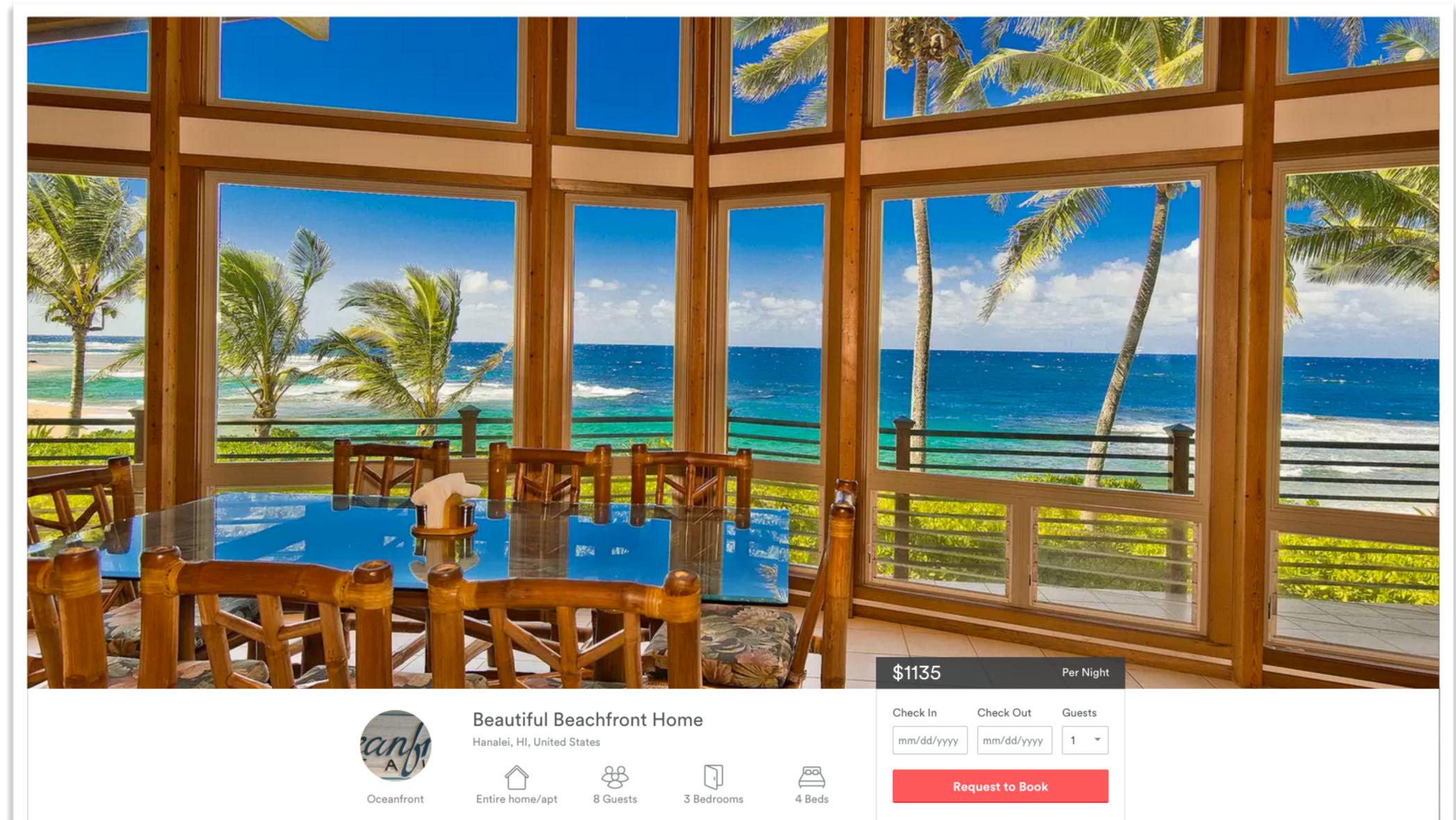
The screenshot shows a user interface for managing Airbnb listings. At the top, there is a dropdown menu labeled 'Show all listings'. Below this, a listing card is displayed for 'Entire home/apt in San Francisco'. The card includes a small image of a house, the title 'Entire home/apt in San Francisco', and a red link 'Manage Listing and Calendar'. On the right side of the card, there is a teal button that says '5 steps to list'.

↑
Not Available for PMCs distributing through a Channel Manager

Listing Photography

General photo tips:

- High resolution photos look best; 4200x2700 pixels @ 300 dpi.
- Do not put watermarks, logos, or text on top of your images.
- Our analysis shows that listings with at least 20 photos convert at a higher rate.
- We offer free professional photography in many markets. Request at airbnb.com/photography.
- Choose your best photo for the lead image slot.
- Include photos of each bed and/or bedroom



Checklist: Confirm the Details of Your Listing

To ensure that all of your policies are current and accurate have transferred through the API connection, check your listing on [airbnb.com](https://www.airbnb.com).

Cancellation Policy:

Prices	Extra people: No Charge	Cancellation: Super Strict 60 Days
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Minimum Length of Stay:

Availability	7 nights minimum stay	View Calendar
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House Rules:

House Rules

VILLA POLICIES

- Maximum 4 guests
- Non-smoking villa
- Pets are not allowed
- Children welcome
- Social events permitted (only upon request)
- Please note that a 4 wheel drive is required.

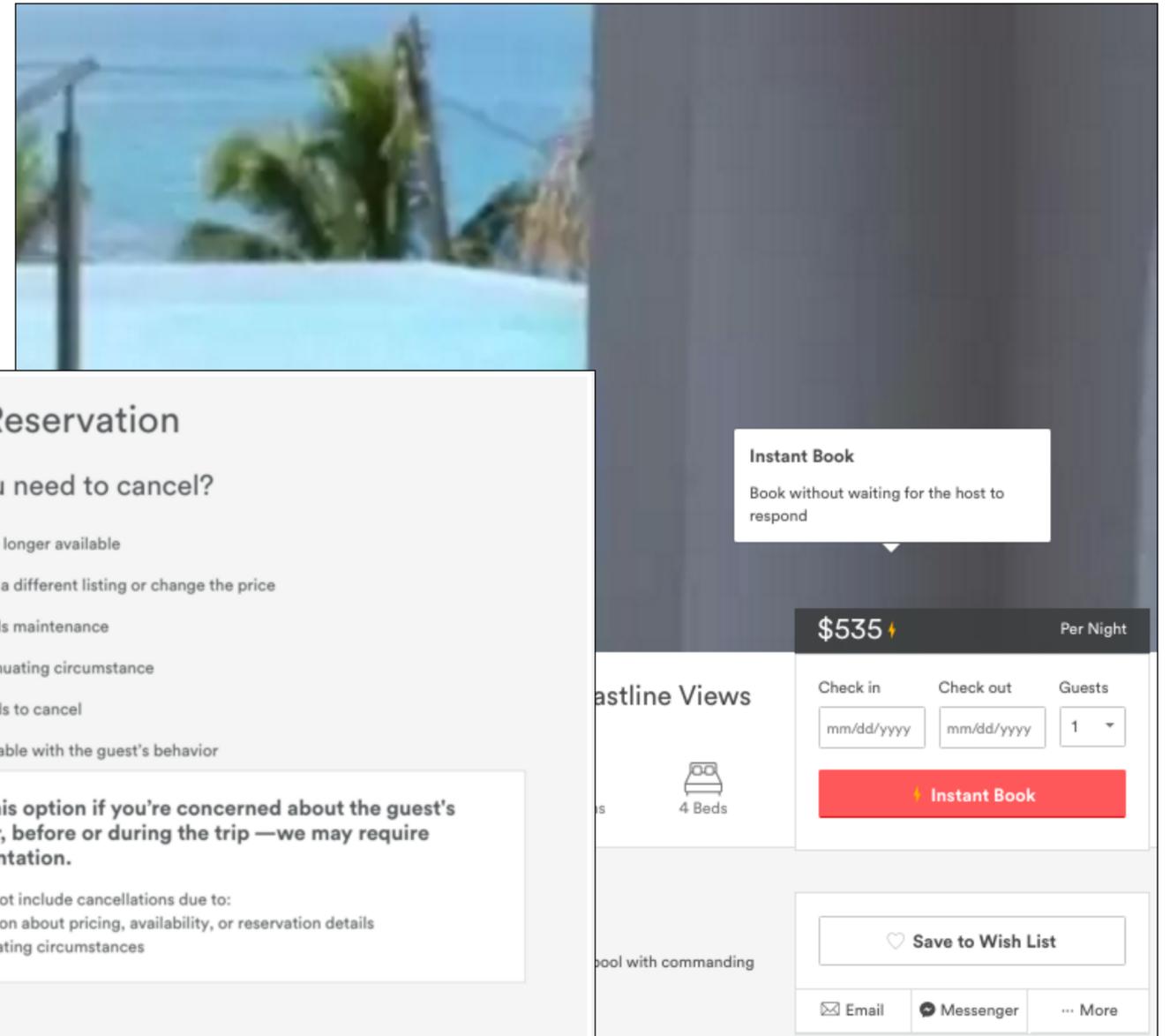
Cleaning Fee & Security Deposit:

Prices	Extra people: No Charge Cleaning Fee: \$150 Security Deposit: \$500	Weekly discount: 0% Monthly discount: 0%
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Instant Book: How it works

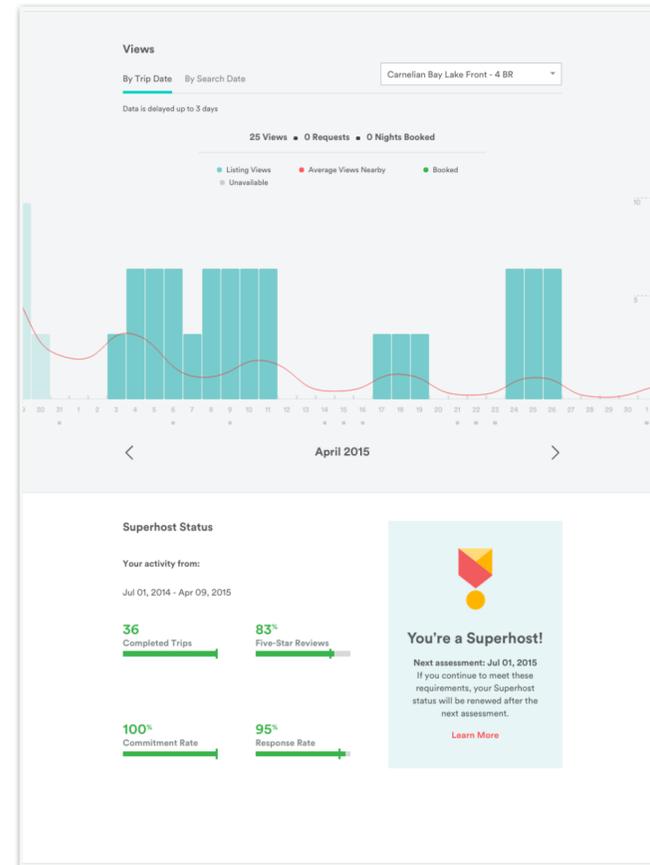
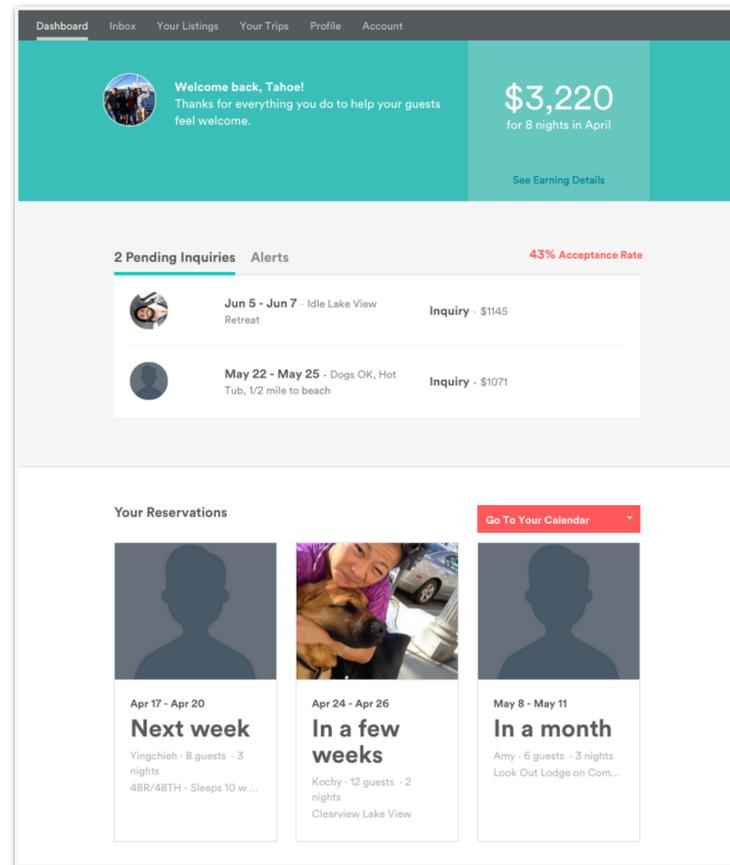
All API-connected partners are automatically enabled for **Instant Book**, which means:

- When the listing is available, all reservation requests are automatically accepted
- If you are uncomfortable with your Instant Book guests' behavior or they violate your House Rules, you can **cancel up to 3 times penalty free**
- You can set parameters on how far in advance guests can book
- You can write an automated message to a guest who is attempting to Instant Book your property



Reservations and Communicating with Potential Guests

The Dashboard



The Dashboard acts your one stop shop in which you can view the following information:

- Pending inquiries from guests and potential guests
- Alerts & notifications regarding reviews, payouts, security deposit claims, and other information
- Upcoming Reservations
- Metrics focused on listing performance and quality of guest experience

Guest Inquiries: An Overview

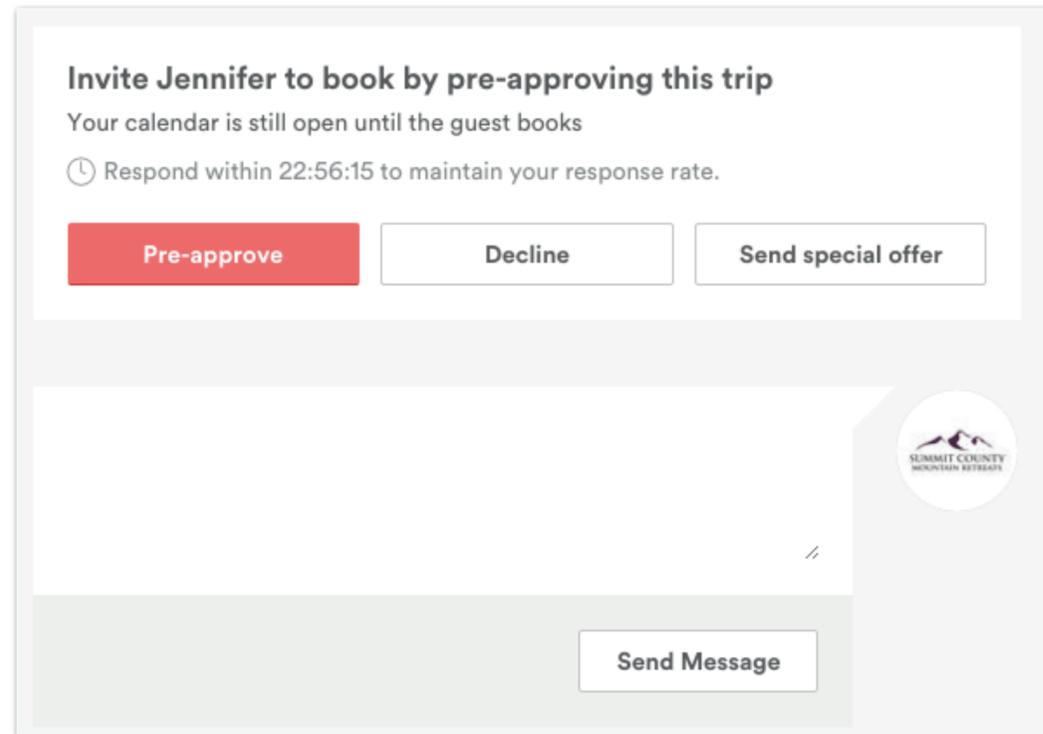
Each message will have a status associated with it. Some definitions:

- **Inquiry:** An initial message that has yet to be answered
- **Accepted:** For guests with a confirmed reservation
- **Cancelled:** A reservation that you or your guest cancelled
- **Special Offer:** An instance in which you responded to the guest with a new quote. Quote can be used to raise rates, provide discounts, or cross-sell to another listing
- **Closed:** Guest has booked with another property

	Chris Yesterday	Conversation with Chris Worth Ridge North Ridge Drive, Carnelian Bay, CA (Jun 12 - 14, 2015)	Pre-Approved \$1168	
	Pete Yesterday	Conversation with Pete Marlette Drive, Tahoe City, CA (Sep 18 - 21, 2015)	Declined \$669	
	Sarah Yesterday	Hi Sarah, The bed configuration is as follows: BR 1: Quee... Tahoe National Forest, 7442 North Lake Boulevard, Tahoe Vista, CA (Jun 19 - 26, 2015)	Special Offer \$3579	
	Joanna Yesterday	Hi Joanna, Unfortunately Sandy Way Chalet is not available.... Tahoe National Forest, 2207 Bear Creek Drive, Alpine Meadows, CA (Apr 10 - 12, 2015)	Special Offer \$918	☆ Star 🗳 Archive
	Lauren Yesterday	Hi Lauren, Outside of 60 days, we have a 10% cancelation fe... Hilo Avenue, Tahoma, CA (Sep 19 - 22, 2015)	Special Offer \$1167	
	Don 2 days ago	This home is brand new and rates have not been updated yet. I ... Marlette Drive, Tahoe City, CA (Jun 21 - 27, 2015)	Special Offer \$2686	
	Ana 3 days ago	Hi Ana, Unfortunately we do require a 3 night minimum in Ju... Tahoe National Forest, 227 Squaw Valley Road, Olympic Valley, CA (Jul 17 - 19, 2015)	Declined	
	Mitchell 3 days ago	Hi Mitchell, Thank You for booking on our homes. Within a fe... Tahoe National Forest, 5732 Uplands Road, Carnelian Bay, CA (Jun 25 - 28, 2015)	Accepted \$1128	
	Dylan 3 days ago	This is another great option, walking distance from downtown T... Bunker Drive, Tahoe City, CA (May 15 - 17, 2015)	Pre-Approved \$825	

Choosing the Right Response

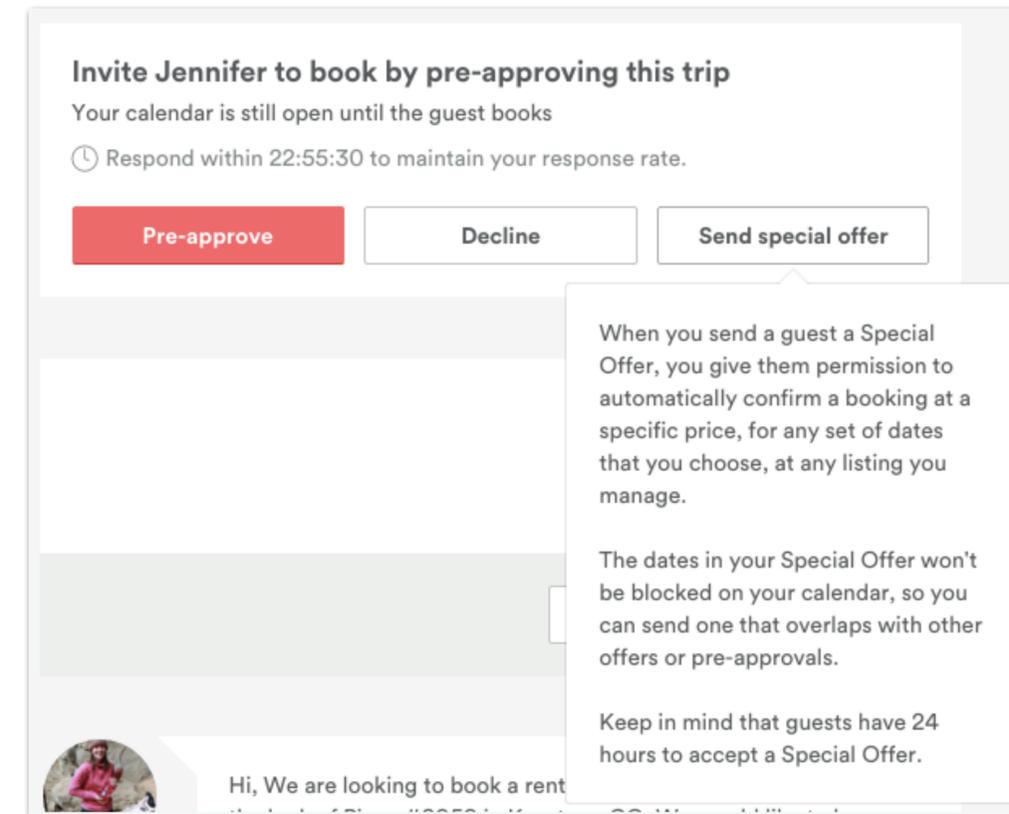
Respond



Responding to the inquiry will:

- Answer questions or concerns the guest may have about the accommodations
- Give you the opportunity to learn more about your potential guest

Special Offer



Special Offers will:

- Override your existing price and allow you to send your potential guest a new quote for the same listing

Managing Your Reservations

Dashboard Inbox **Your Listings** Your Trips Profile Account

Your Listings

Your Reservations

View multi-calendar

Reservation Requirements

Your Reservations Print this page

Status	Dates and Location	Guest	Details
Accepted	May 8 - 10, 2015 Eco View - LakeView Home w. Hot Tub 7169 Antelope Way Tahoma, CA 96142	 Meenal Agarkar ✉ Send Message unknown phone number Contact by Email	\$838 total Print Confirmation Alter or Cancel Report A Problem Message History
Accepted	May 8 - 11, 2015 Lookout Lodge - 4BR, views, hot tub Tahoe National Forest, 1320 Kings Beach, CA 96143	 Amy Salgo ✉ Send Message unknown phone number Contact by Email	\$1517 total Print Confirmation Alter or Cancel Report A Problem Message History
Declined	May 21 - 25, 2015 Evans- Lake Across Street + Hot Tub Tahoe National Forest, 4425 Lucerne Road Homewood, CA 96141	 Brian J M	\$1480 total Message History
Accepted	May 22 - 25, 2015 Sunnyside Lodge Tahoe National Forest, 645 Balsam Lane Tahoe City, CA 96145	 Chris Peetz ✉ Send Message +1 650 575 8033 Contact by Email	\$1074 total Print Confirmation Alter or Cancel Report A Problem Message History

‘Your Reservations’ tab will allow you to:

- View details for all reservations
- Contact guest via email or phone
- Print confirmation page
- Alter or cancel reservation
- Report a problem
- View message history

Confirmation Emails & Guest Details

Reservation & Guest Details

Rim Drive Lake View Cabin + Hot Tub
House - Entire home/apt • 6 Guests 

Arrive

Fri, May 22, 2015

>

Depart

Mon, May 25, 2015

View itinerary

Your Guest



Venkatesh Santhanagopalan

+1 607 379 4245

Message your guest

Payment

On the day after the guest checks in, the payout method you supplied will be credited. For details, see your Transaction History.

Cancellation Policy

Super Strict: 50% refund up until 1 month prior to arrival, except fees

Customer Support

We're here to help! If you need assistance with your reservation, please visit our [Help Center](#). For urgent situations, such as check-in troubles or arriving to something unexpected, please visit www.airbnb.com/contact or call 855-4-AIRBNB.

Rental agreements, check-in guides, and house manual can all be sent to guests either through the Airbnb platform or their personal email.



Hosts with Super Strict cancellation policies will receive payout 30/60 days prior to arrival, while all other hosts will receive payout 24 hours after check-in.



Confirmation Intro



Hi Tahoe,

We're excited to tell you that a guest just booked Rim Drive Lake View Cabin + Hot Tub! To help make check-in seamless, we suggest you continue the conversation with Venkatesh through Airbnb's message system to confirm their arrival time, ask any questions you may have, and help them figure out how to best get to your listing.

Thanks for sharing your space through Airbnb!



Guest & Host will receive confirmation email with reservation details and contact information.

Invoice

\$334 x 3 Nights	\$1002
Cleaning Fees	\$185
Airbnb Service Fee	-\$59
Total Payout	\$1128

Receiving Payments

Select your preferred payout method in 'Account Settings'

Add Payout Method

Payouts for reservations are released to you the day after your guest checks in, and it takes some additional time for the money to arrive depending on your payout method.

We can send money to people in **United States** with these payout methods. Which do you prefer?

Payout method	Processing time	Additional fees	Currency	Details
<input type="radio"/> Direct Deposit (ACH)	Up to 3 business days	None	USD	Business day processing only; weekends and banking holidays may cause delays
<input checked="" type="radio"/> PayPal	3-4 hours	PayPal withdrawal fees	USD	Connect your existing PayPal account
<input type="radio"/> Payoneer Prepaid Debit MasterCard	3-4 hours	ATM withdrawal fees	USD	A physical card will be mailed to you after creating your Payoneer Prepaid Debit MasterCard account. Existing accounts may also be used.

Next

Payout options vary by region. Main options are: Direct Deposit (ACH), PayPal, Prepaid Debit Cards and Western Union. More on payouts [here](#).



Hi Tahoe Getaways,

We've issued you a payout of \$1062 via Bank Transfer. This payout should arrive in your account by May 05, 2015, taking into consideration weekends and holidays.

Date	Detail	Amount
05/22/2015 - 05/25/2015	E9293C - Jesse Jokerst - Kings...	\$1062

You can view the status of your payouts in your [transaction history](#).

Thanks,
The Airbnb Team

Frequently Asked Questions

- When do I get paid?
- What will my payout be?

If you have more than one payout method, you can add payout routing rules. These let you split your payouts among different payout methods or set a different payout method for each listing in your account. From Payout Preferences, scroll down and click Add Payout Routing Rule.

Please allow 2-3 business days for bank to process ACH transfer. If you have multiple check-ins on the same day your payout will be the sum of all reservations checking in that day.

You will be alerted by email when a payout is released. It will include total amount paid out as well as separate line items for each reservation amount

Collecting Taxpayer Information

Account Section → Payout Preference

Taxpayer Information

Any edits you make will not affect your 2014 tax forms. They will be applied to 2015 and beyond.

To comply with US Internal Revenue Service requirements, we're required to collect your taxpayer information. [Read more.](#)

[2014 US Income Tax Information - Frequently Asked Questions](#)

Name	Taxpayer ID	Form	Added	E-Statement
David Burden Default	xxx-xx-x724	W-9	02/24/2015	Download Your 1099-K Form Options ▾

[Add taxpayer](#)



What is your U.S. tax status?

W-9	W-8ECI	W-8BEN	Frequently Asked Questions How do taxes work for hosts? Why is Airbnb requesting my taxpayer information? How do I change my taxpayer information? Learn more
I am a U.S. person	I am not a U.S. person I have a U.S. taxpayer identification number	I am not a U.S. person I do not have a U.S. taxpayer identification number	

- Once payout method is set you can add taxpayer information
- As a US company, we're required to collect taxpayer information from Hosts who have US-sourced income
- Depending on your tax status, we'll provide you with a tax form showing your earnings for the year
- Without this information, we will automatically withhold 28% from all future payouts

Airbnb collects and remits taxes in select regions. It is the host's responsibility to assess all tax obligations, including state and city jurisdictions. For more information, visit: <https://www.airbnb.com/help/article/653/in-what-areas-is-occupancy-tax-collection-and-remittance-by-airbnb-available>

Altering an Existing Reservation

Airbnb's Alteration Tool allows hosts and guests to make changes to a reservation after it has been confirmed.

NOTE: Reservations cannot be altered through your channel manager. All reservations alterations must be initiated in the Airbnb platform.

Alterations require the approval of **both** guest and host. If changes are accepted guest will be charged or refunded the difference.

Potential changes may include:

- Switching from one property to another
- Changing the number of Guests
- Modifying the check-in or check-out date
- Modifying the total cost of the reservation (excluding fees)

Your Reservations Page

Status	Dates and Location	Guest	Details
Accepted	May 8 - 10, 2015 Eco View - LakeView Home w. Hot Tub 7169 Antelope Way Tahoma, CA 96142	 Meenal Agarkar ✉ Send Message unknown phone number Contact by Email ?	\$838 total Print Confirmation Alter or Cancel Report A Problem Message History

Alter Reservation Page

Alter Reservation

Property	Check in	Subtotal
Eco View - LakeView Home ▾	05/08/2015	\$ 838
Guests	Check out	(USD) Enter the new price with no currency symbols or decimal points.
1 ▾	05/10/2015	

If the changes are accepted, the new reservation will be governed by the following policy:

Alterations are subject to availability and may require approval by both the guest and the host. If the changes are accepted, the guest will be charged or refunded the difference between the amounts of the original and new reservation. Airbnb service fees will update correspondingly with the change in price.

[Discard Alteration](#) [Submit Alteration](#)

Guest & Host Cancellations

Host Cancellation Page

Cancel Reservation

Meenal Agarkar's trip is only 10 days away

Airbnb takes host cancellations very seriously. We strongly discourage you from canceling reservations, as they can cause a big inconvenience to your guests. Please contact your guest on Airbnb to explain the reason for your cancellation.

When you cancel, the following penalties may apply:

1. An automatic review appears on your listing indicating that a reservation was canceled.
2. Your calendar will remain unavailable/blocked for the dates of the reservation.
3. You are subject to a cancellation fee if you cancel more than once in a six-month period.*

*\$50 USD for each canceled reservation after one in a six-month period or \$100 USD for each canceled reservation after one in a six-month period that begins in 7 days or less.

Reason for canceling:

*Cancellation is effective **immediately**.*

Cancel Reservation

We understand things come up that may require you to cancel on a guest. But when you cancel, the following penalties may apply:

- Automatic post on listing indicating that reservation was cancelled by Host
- Your calendar will remain blocked for the dates of the reservation
- Subject to a \$50 cancellation fee if you cancel more than once in a six-month period

Guest Cancellation Page

Cancel Reservation

- Number of nights: 2
- Non-refundable nights: 2
- Service fees are non-refundable.

Reason for canceling:

*Cancellation is effective **immediately**.*

Cancel Reservation

When a guest cancels through Airbnb, they are subject to cancellation policy

- Super Strict 30/60: No refund inside 30/60 days, 50% refund outside of 30/60 days
- Strict: No refund inside 7 days, 50% refund outside of 7 days

Airbnb has an Extenuating Circumstances Policy policy that apply to certain guest cancellations. An overview of that policy may be found [here](#).

Instant Book Cancellations

Guests must agree to the House Rules you write.
But if you're uncomfortable with your guest's behavior, either before or during their stay, you can cancel without penalty.



Cancel Reservation

Why do you need to cancel?

- My place is no longer available
- I want to offer a different listing or change the price
- My place needs maintenance
- I have an extenuating circumstance
- My guest needs to cancel
- I'm uncomfortable with the guest's behavior

Select this option if you're concerned about the guest's behavior, before or during the trip —we may require documentation.

This does not include cancellations due to:

- confusion about pricing, availability, or reservation details
- extenuating circumstances

Other

We're waiving the cancellation penalties.

Because you're uncomfortable with the guest's behavior, we'll allow you to cancel with no penalties. Your guest will still receive a full refund.

What penalties are being waived?

Next Step

Using the Resolutions Center

REFUNDS, REQUESTS, AND SECURITY DEPOSIT CLAIMS

Airbnb's Resolutions Center (airbnb.com/resolutions) is the most efficient way to resolve issues during a stay:

- Offer guest a partial reimbursement
- Request compensation for damages
- Request money for ancillary services (pool heating fee, private chef rental, etc)

The screenshot shows the Airbnb Resolutions Center interface. At the top, it says 'RESERVATION' and 'Hi Tahoe Getaways, Welcome to the Resolution Center! Here, you can resolve issues with your host or guest during or after a stay. To get started, simply select the reservation in question.' Below this, there are three main sections: 'Create a new Resolution', 'Select a reservation', and 'Select a reason'. The 'Select a reservation' section shows a list of reservations, with the first one being 'Emerald Club - Hot Tub &.. Mar 12, 2015 - 3 nights - #EFC5RE 8 guests - \$1350 USD - Accepted'. The 'Select a reason' section has a dropdown menu with 'Offer partial reimbursement' selected. To the right, there is a 'Next steps' section with a 'Continue' button. Red arrows point to the 'Offer partial reimbursement' dropdown, the 'Continue' button, and the reservation list, with labels 'Refund or Request?', 'Next Step - Submission', and 'Select Reservation' respectively.

Select Reservation

Security Deposit Claims

RESERVATION > DOCUMENTATION Close case

Details for item 1

? If you have multiple items, please add them individually using the "Add another item" button below.

What needs to be repaired or replaced?

What was the age and condition of the item?

What is the cost to repair or replace it?

\$ USD . 00

How did you determine that amount?

I already paid for the repair or replacement

I received an estimate for the repair or replacement

I found the same / similar product online

Security Deposit Claims Best Practices:

1. Make sure listing in question has a security deposit line item added (see Pricing section)
2. Submit claim immediately. Not all documentation is required immediately, but claim must be submitted with 48 hours in order to allow Airbnb to authorize the card on file
3. Document everything. The more photographic evidence you have the easier it will be for our customer experience team to authorize the claim.
4. Once claim is submitted the guest can either agree to pay charges or you can escalate claim Airbnb's customer experience team to mediate the situation.
5. Once customer experience team is involved you should prepare to submit additional documentation (i.e. Photos, invoices, or receipts).
6. If damages fall under our Host Guarantee Claim (i.e. vandalism, gross negligence, and theft) claim will be escalated to our Trust & Safety Team.

Transaction History

Account Section —> Transaction History

Completed Transactions Future Transactions Gross Earnings

Paid out: **\$4,556** [Export to CSV](#)

All payout methods All listings 2015 March

Date	Type	Details	Amount	Paid Out
03/21/2015	Payout	Transfer to ACH: *****1757		\$781
03/21/2015	Reservation	Mar 20 - 22, 2015 3D8SPM Casey Noonan Rim Drive Lake View Cabin + Hot Tub	\$781	
03/14/2015	Payout	Transfer to ACH: *****1757		\$1630
03/14/2015	Reservation	Mar 13 - 15, 2015 HP59QX Jason Fletchall Rim Drive Lake View Cabin + Hot Tub	\$781	
03/14/2015	Reservation	Mar 13 - 15, 2015 9FSDDR Ben Bryan Squaw Valley Condo -Walk to Lifts	\$849	
03/13/2015	Payout	Transfer to ACH: *****1757		\$1309
03/13/2015	Reservation	Mar 12 - 15, 2015 EFC5RE Christine Loh Emerald Club - Hot Tub & Sleeps 10	\$1309	
03/07/2015	Payout	Transfer to ACH: *****1757		\$836
03/07/2015	Reservation	Mar 6 - 8, 2015 9HQRR8 Ashley Meagher Rim Drive Lake View Cabin + Hot Tub	\$836	

Overview of Transaction History page:

- View & export information on every reservation
- Each payout amount is the total of all reservations that checked-in on the same day
- All amounts shown are the net value of the reservation after Airbnb commission
- Use Gross Earnings tab to export CSV of gross total of each reservation before Airbnb commission
- CSV export of Transaction History will provide you will additional information:
 - Reservation Start Date
 - # of Nights
 - Host Fee (commission)
 - Refunds & resolution adjustments
 - Cleaning fee

AIRBNB TRAINING MANUAL FOR PMCS

Account Management

Security Checks & Additional Verifications

Airbnb Account → Security

Login Notifications

Enable login notifications

When you turn on **login notifications**, we'll let you know whenever your account is accessed from a browser you haven't marked as trusted.

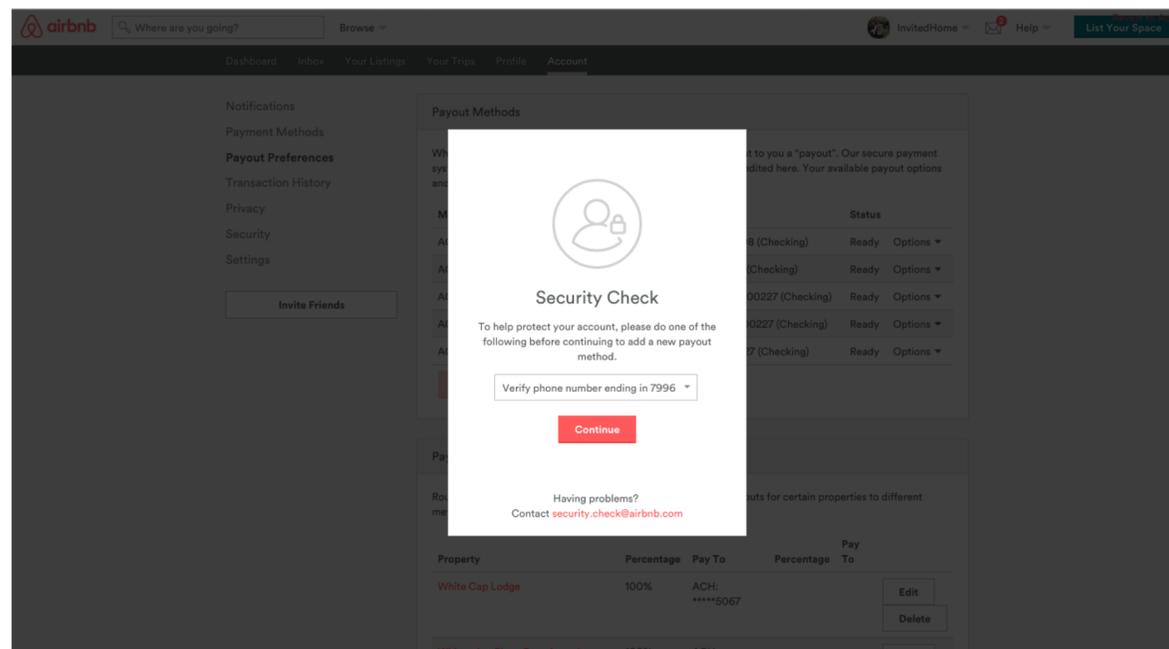
You can mark a browser as trusted the next time you use it to log in. We won't notify you when your account is accessed from a trusted browser.

[Save](#)

Setting up Trusted Browsers:

- We recommend enabling login notifications and marking your browsers as trusted if you plan on accessing your account from multiple browsers
- This will help prevent your account from becoming accidentally flagged for suspicious login - especially if multiple users are accessing your account from multiple locations

Sample Security Check



Security Checks:

- Occasionally when making changes to your account such as adding new listings and adding new payout methods Airbnb will ask you to verify your account
- Verifications will be in the form of text or phone call.
- It's important to have a phone number on file that can either receive text messages or doesn't have an automated answering system implemented

Guest & Host Reviews

Airbnb Profile —> Reviews

Dashboard Inbox Your Listings Your Trips Profile Account

Edit Profile

Photos, Symbol, and Video

Trust and Verification

Reviews

References

View Profile

Reviews About You Reviews By You 22

Reviews

You will see all past reviews here. Any hidden reviews indicate that you still need to complete a review and that the review period (14 days after checkout) is still open.

 **Review is hidden**
Please complete your part of the review to make it visible.
Complete review

Luke Ennis

 **Review is hidden**
Please complete your part of the review to make it visible.
Complete review

Pascal Lanz

 **Review is hidden**
Please complete your part of the review to make it visible.
Complete review

David Fox

 **Review is hidden**
Please complete your part of the review to make it visible.
Complete review

James Zoilon

 We found the condo exactly as advertised and thoroughly enjoyed our stay here. It was a close walk to the beach (5-10 minutes for our slow-walking young family), which we enjoyed multiple times a day. The two accessible pools were also great fun (though our four-year-old found it hard to abide by the property's "No Jumping" policy - we found that rule a little odd, to be honest). Our host called the day after we arrived, to ensure that we had everything we needed. And the condo itself was comfortable, a great place to rest in between activities and in the evenings.

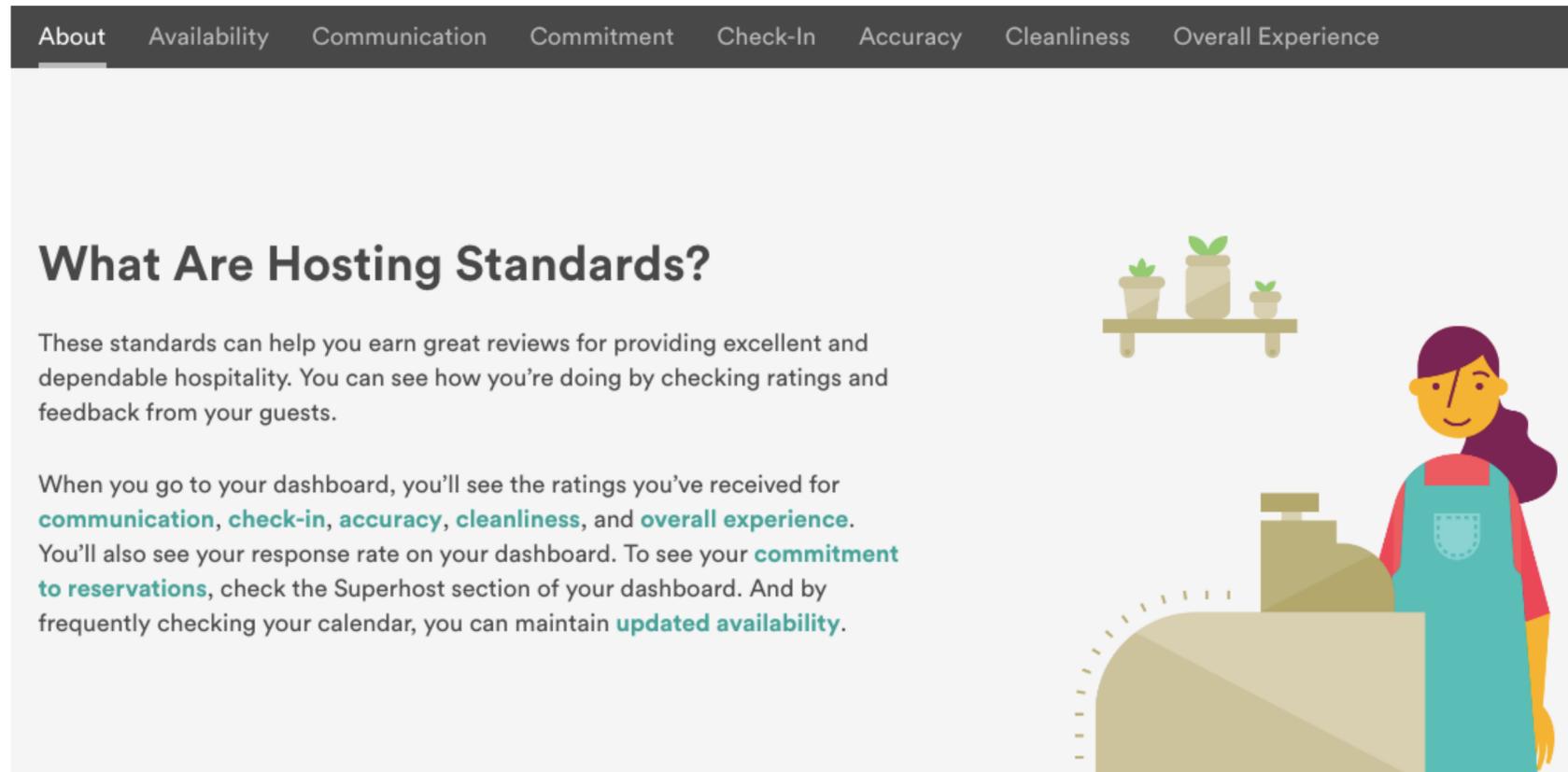
Jason Ewert

April 2015

Leave Public Response

- Reviews are your opportunity to build a great reputation in the Airbnb community. Since hosts and guests can only write a review after a reservation is confirmed on the site, you can trust that any review you see on a profile page is the result of an actual person booking with or hosting another member of the community.
- Both parties are notified to leave a review by email as well as in the Alerts section of their Airbnb Dashboard.
- Both parties have 14 days from check out to leave a review. Reviews are not posted until both parties leave a review or 14 day window passes.
- Hosts and guests may leave a public response to a review.
- In addition, hosts and guests are given the opportunity to leave private feedback for each other.
- More on Airbnb's [review guidelines](#).

Airbnb Hosting Standards



airbnb.com/hospitality

Failure to meet Airbnb's minimum hosting standards may result in temporary suspension of your account.

Poor Review Scores

- Below a 4.0 overall review score in the past year across all listings (active & inactive)
- Must have at least 2 total poor reviews (<4 stars) in the past year
- Suspension will only be triggered upon a negative review

Cancellations

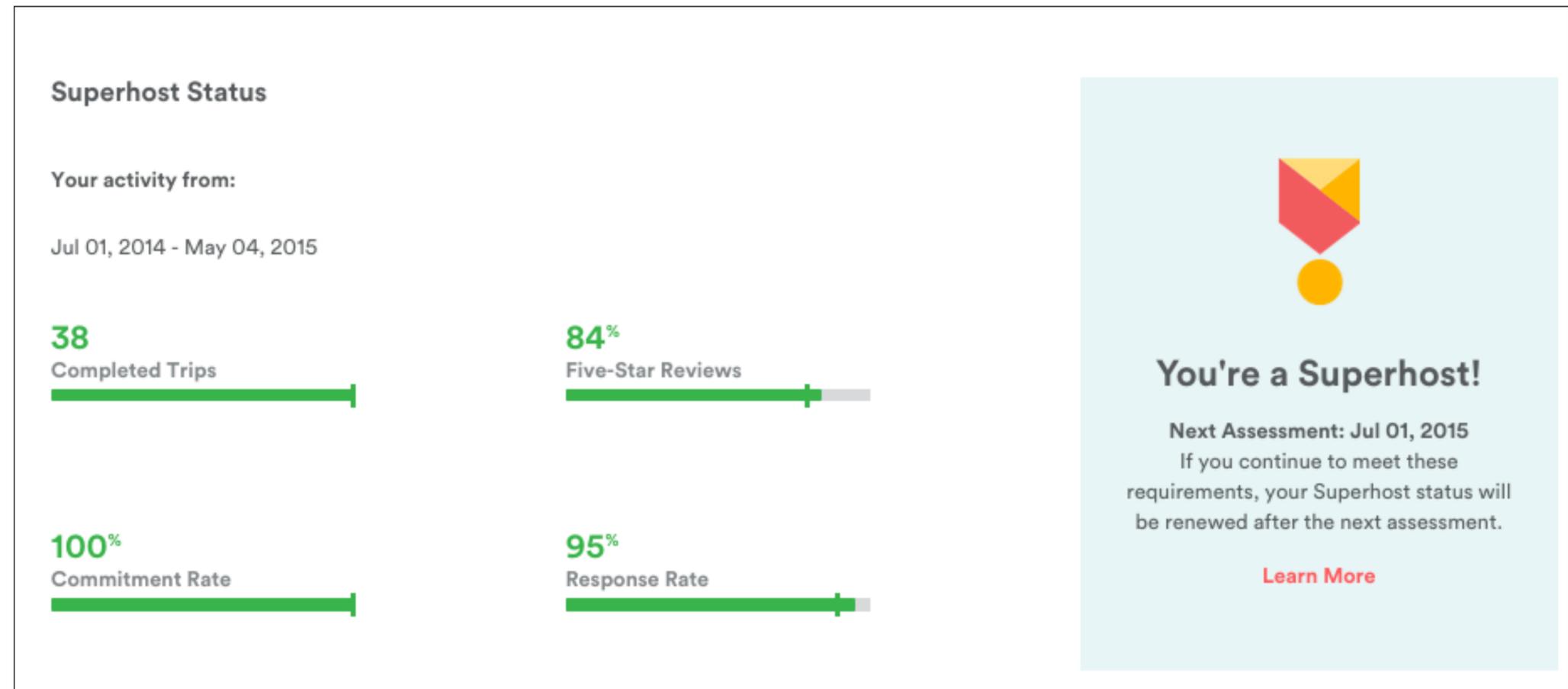
- Greater than 10% cancellation rate in the past year across all listings (active & deactivate)
- Must have at least 2 cancellations in the past year
- Suspension will only be triggered upon cancellation
- Cancellations from IB hosts uncomfortable with their guests or any host who verified an extenuating circumstance cancellation will NOT count toward the cancellation rate

Measuring Superhost Status

To become a Superhost, you need to meet a set of standards:

- Host at least 10 trips in the past 12 months
- Maintain a 90% response rate or higher
- Receive a 5-star review at least 80% of the time (as long as at least half of the guests who stayed with you left a review)
- Complete each of your confirmed reservations without canceling

* *The Superhost requirements are measured every 3 months, and are based on your activity in the past twelve months. Learn more [here](#).*



Contacting Customer Service

Contact Airbnb

Help us help you faster!

Accurately selecting your specific issue from the drop-down lists below will enable us to direct your question to the right department. Once you select your issue, you will be able to email or call us.

What is your question about?

Reservations

Hosting

Traveling

Select a reservation

Select a reservation ▼

What can we help you with?

Please select an option above.

Your Account Manager is responsible for all questions regarding your account setup. If you have questions about anything else, you can browse the Airbnb Help Center (www.airbnb.com/support).

- Airbnb's Help Center can help you learn what Airbnb is all about, and discover the tools that help make distributing easy and reliable.
- If you still have questions, you can contact Airbnb's Customer Experience team at www.airbnb.com/contact.
- When contacting Airbnb, please select the appropriate topic—it ensures that your question is escalated to the the team best suited to answer it.

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Regional Market Managers are your direct POC at Airbnb. They are responsible for:

- The on-boarding and integration of your inventory onto Airbnb
- The education on how to efficiently use Airbnb
- Consultation regarding the performance and quality of your account

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AIRBNB TRAINING MANUAL FOR PMCS

Appendix