

## Airbnb for Work Traveler's Guide

Learn the basics for booking your first trip on Airbnb for Work. For any additional questions, please refer to our [help center](#).

### Before booking your first trip:

We recommend taking a look at this [link in the help center about Airbnb for Work](#). In it, you'll be able to find information on subjects like:

- [How do I join my company's Airbnb for Work account?](#)
- [How do I search for a place to stay when I travel for work?](#)
- [What type of listings appear under the "For work" filter?](#)
- [How do I identify a reservation as a business trip?](#)

***Verified your work email on your Airbnb account and ready to book your first stay?***

### Best practices for work trips on Airbnb:

1. **Review your Company's Travel Policy:** You'll find guidelines to make sure you're staying within budget and in an accommodation type (entire home vs. private room) that's company approved.
2. **Read Reviews:** 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.
  - o **Tip:** You can even see reviews that were marked as "Business Trip" to see if the home is the right fit for you.

The screenshot shows a review section for a listing. At the top, it displays '197 Reviews' followed by five teal stars. To the right is a search bar with the text 'Search reviews'. Below this, there are two columns of category ratings, each with five teal stars: Accuracy, Location, Communication, Check In, Cleanliness, and Value. A review card for a user named Peter is shown, with a profile picture, the name 'Peter', the date 'October 2017', and a 'BUSINESS TRIP' badge. The review text reads: 'exceptional location if visiting Seattle such a delightful residence to stay in in the northern part of the Capitol Hill neighborhood with great walkability to nearby Volunteer Park, Broadway (the main thoroughfare in Capitol Hill with numerous restaurants, cafes, stores, and sho...'. A 'Read more' link is at the end of the text.

3. **Review House Rules:** Each host is unique and while they want you to have a good time, they also want to make sure that you follow their house rules. See the example below:

### House Rules

- No smoking
- Not suitable for pets
- No parties or events
- Check-in time is 3PM - 2AM (next day)
- Check out by 11AM
- Self check-in with keypad

4. **Contact Your Host:** You can message a host on Airbnb before booking their place to ask them questions about their availability, their listing, and your specific needs.

✕

## 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

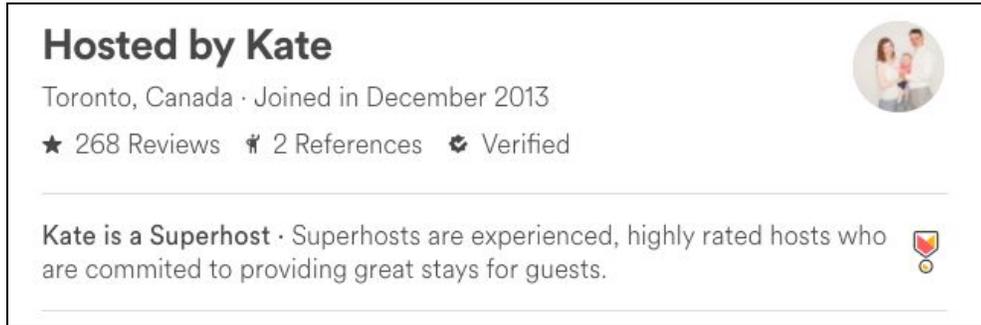
Start your message...

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

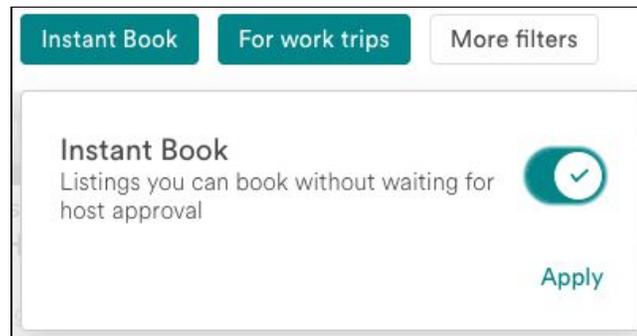
[Send Message](#) [Book](#)

## Features to be aware of on Airbnb:

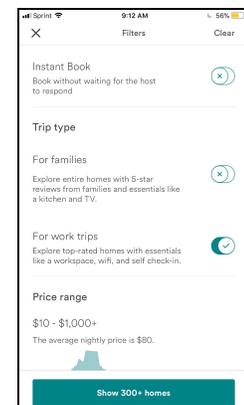
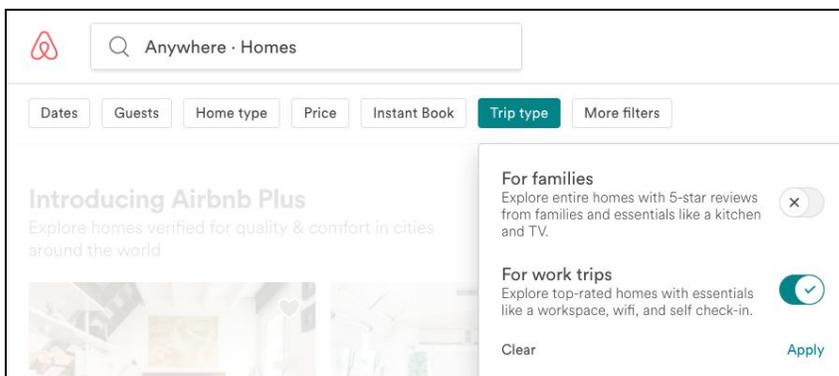
1. **Superhost:** Superhosts are experienced hosts who provide a shining example for other hosts and extraordinary experiences for their guests. Once a host reaches Superhost status, a badge will automatically appear on their listing and profile to help you identify them.



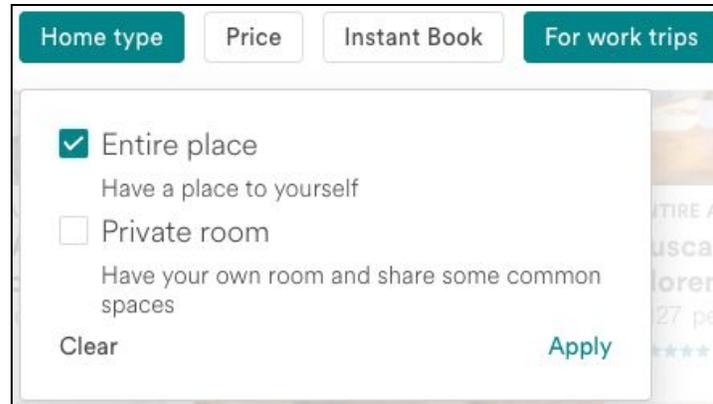
2. **Instant Book:** Reservations of Instant Book listings are automatically accepted - no approval from the host is required



3. **Work collection:** Homes that offer amenities that business travelers love are now in the Work collection. A Work collection home contains all the essential amenities (i.e. wifi, shampoo, self check-in), is top-rated (4.8+ star rating in the last 365 days), and offers moderate and flexible cancellation policies.
  - o When you search for a place, choose the 'For work trips' filter under Trip type. If you're on a mobile device, Trip type will appear under 'Other' filters.



- A Work collection home can be an entire home, a private room with a private bath, or a private room with an ensuite bath. If you want to search by entire home only, you can edit your search results by filtering by “Home type.”



4. **Airbnb Plus:** Airbnb Plus listings — a new tier of homes on Airbnb that have been verified in person for quality and comfort — provide even more choice for companies. Airbnb Plus listings are perfect for travelers who want added reassurance of the quality of where they’ll stay.
  - Learn more at [airbnb.com/plus](https://airbnb.com/plus)
5. **Cancellation Policy:** A listing’s cancellation policy is listed under the “Cancellations” section of the listing. Click on the cancellation policy and you’ll see the details ( fees charged if any, etc). If your plans are likely to change, we recommend looking for [flexible](#) or [moderate](#) listings. Our Work collection listings must have either flexible or moderate cancellation policies.

***You’ve booked your stay, but you want to make changes or need help. What are your options?***

## Need help?

- **Help center:** get answers to commonly asked questions, including:
  - [How to modify an existing reservation](#)
  - [How to cancel a reservation](#)
  - [Cancellation policy description](#) (flexible, moderate, strict, etc.)
- **Want to request a refund?** Go to the [Resolution Center](#).
  - If a host asks you for more money than what you paid 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.**
- **Premium Support, designed for business travelers:**
  - The best way to resolve your issue is to search for answers in our [help center](#). If you cannot find the answer or if the issue requires immediate attention, reach out to customer support.
  - You can reach our premium support team:

- In the Airbnb app via **Profile** -> **Get help**
  
- If you're not sure where to go for questions, your Customer Success Representative can help point you in the right direction. They can also help with:
  - Setting-up/updating invoices
  - Proactive outreach campaigns (sample communications, on sites)