How to plan trips for others on Airbnb

Overview: Your company’s trip planners can search, book, and pay for trips on behalf of others while linking their profile directly to the reservation. This allows your company or organization to track these trips on their dashboard for visibility, get access to itineraries/receipts, and run reports.

Before making your first reservation, let’s get you started on the basics about Airbnb listings.

About Airbnb listings

Search: Finding the right home for your traveler can be intimidating, but knowing these basics will help your traveler have a more delightful stay. Here is some information about our search filters:

- **Work collection**: We’ve limited the work collection to types of listings we think business travelers will love. 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 flexible and moderate cancellation policies. These homes can either be an entire home or a private room with private bath - choose homes that best fit your traveler’s needs. To view work collection homes, go to ‘Trip type’ -> ‘For work trips.’
- **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 that added reassurance of the quality of where they’ll stay.
- **Entire Home**: If you want to ensure your traveler is staying in a home all to themselves, simply click on “Home type” in the search results and select “Entire place.”
- **Instant Book**: Find places that you can book instantly without waiting for the host to confirm.
- **Amenities**: Select the amenities you want for your stay, such as breakfast or a hot tub.
- For more, [read here](#).

In order to easily book for the traveler, please have these two steps completed before making your first reservation: **signing up the traveler for Airbnb for Work** and **being granted booking permission**

Signing up the traveler for Airbnb for Work

In order for your traveler to join your company’s Airbnb for Work account, make sure your traveler has their work email added. You can [direct them here](#) on how to sign up.

If you are already a trip planner for your company...

If you are already a trip planner for your company and your traveler has already added their work email to their profile, skip to “**Booking your reservation - if you already set up Booker Permission.**”

Booking Permissions
For a more seamless booking experience, make sure the traveler grants you ‘Booking Permission’ in advance. They can do so by following these steps:

1. Have the traveler go to airbnb.com/work, log in, and click “Edit Profile” as seen below

2. Click on “Booking Permissions” on the left hand side and select “Add a travel booker” under “People who can book trips for you.”

3. Once the traveler adds your email address, you can now book on their behalf.

Alternatively, you can request to book trips on the traveler’s behalf. Follow these steps:

1. Go to airbnb.com/work, log in, and click “Edit Profile”
2. Click on “Booking Permissions” on the left hand side and select “Add a traveler” under “People you can book trips for”
3. Enter the traveler’s work email address
4. The traveler will receive an email to confirm this request. Once they confirm the request, you will be able to book and confirm trips for your traveler.

**Booking your reservation - if you already set up Booker Permission**

1. Have your traveler search for a listing that they would like to stay at by applying the desired search filters on [www.airbnb.com](http://www.airbnb.com)
2. Once your traveler finds the right listing for them, have them copy the website URL of the listing and send it to you
3. Confirm that the dates are entered correctly prior to booking and click “**Book**” or “**Request to Book**”
4. Review the house rules for the traveler and click “**Agree and continue**”
5. When prompted with “**What is the purpose of this trip?**” be sure to select “**Business travel.**” This ensures that the trip will be reported in the dashboard
6. After selecting “**Business travel,**” you will be asked “**Are you staying at the listing?**” Select “**No, I’m booking for someone else**”
7. Enter the traveler’s email in the search box. Because Booking Permissions were set up, the traveler will automatically populate and your booking will successfully link to their profile
   - If this isn’t working, you will need to request Booking Permissions. Refer back to the **Booking Permissions** section.
8. Fill out anything you want to communicate to the host and then click “**Continue**”
9. On the payment page, be sure to **add an optional note for expensing purposes.** Also, select **Charge to COMPANY.** See example below.
   - If you don’t see the option for Charge to **COMPANY,** you will need to pay with a credit card.
   - **Note:** This information will only show up on the trip receipt and on the report in the dashboard (it will not be shared with the host).

**Booking your reservation - if you have not set up Booker Permission**

1. Have your traveler search for a listing that they would like to stay at by applying the desired search filters on [www.airbnb.com](http://www.airbnb.com)
2. Once your traveler finds the right listing for them, have them copy the website URL of the listing and send it to you
3. Confirm that the dates are entered correctly prior to booking and click “Book” or “Request to Book”
4. Review the house rules for the traveler and click “Agree and continue”
5. When prompted with “What is the purpose of this trip?” be sure to select “Business travel.” This ensures that the trip will be reported in the dashboard
6. After selecting “Business travel,” you will be asked “Are you staying at the listing?” Select “No, I’m booking for someone else”
7. Enter the traveler’s email in the search box. Because Booking Permissions were not set up, their email address will not be found. Click “Add this person”

8. Fill out the traveler’s email address again and then click “Send request”
9. The email notification will be sent to the traveler. (Note: the listing is not put on hold during this time. The listing may be booked by someone else between entering your traveler’s email and getting the confirmation.)

10. After the traveler confirms that you can book trips on their behalf via the email invite, you will receive this email to continue with the booking process. Click “Finish Booking”
11. Re-enter your traveler’s email address in the **Who's coming** page and fill out anything you want to communicate to the host and click “**Continue**”

12. On the payment page, be sure to **add an optional note for expensing purposes**. Also, select **Charge to COMPANY**. See example below.
   - If you don’t see the option for Charge to **COMPANY**, you will need to pay with a credit card.
   - **Note**: This information will only show up on the trip receipt and on the report in the dashboard (it will not be shared with the host).

After booking your reservation

1. By selecting “Business travel” during the booking process, you’ve ensured this trip will roll up to your company or organization’s dashboard.

2. By linking the traveler’s profile to the booking, you and the traveler will both have access to:
   - The itinerary
   - The receipt
   - Messages with the host on Airbnb

3. If your company is set up on invoicing, Airbnb will issue an invoice at the end of the month that outlines all work trips booked.

4. To view the dashboard for active and upcoming trips, reporting (exportable to .CSV), and billing information, make sure you are logged in to Airbnb and visit [https://www.airbnb.com/business/company_dashboard](https://www.airbnb.com/business/company_dashboard)