

Business Travel Guest Guide



To start using Airbnb for Business, first verify your work email

OPTION 1

1. Visit airbnb.com/business and click “Get Started.” You will be prompted to log in to your existing Airbnb account or set one up if you don’t have one.
2. Next, you will be asked to enter your work email.
3. Be sure to verify your work email as soon as you receive the Airbnb verification email by clicking the “Verify Business Email” link.

OPTION 2

When you’re logged in to your Airbnb account, go to the “Edit Profile” section and scroll all the way down. There is a box to enter your work email. Be sure to check the “booking permissions” box and save.

Shipping Address
+ Add shipping address

Business Travel

Work Email Address
jenny.bulgrin@airbnb.com
Verified

Be sure to check the business travel box when you book a work trip. [Learn more.](#)

Booking Permissions
☒
I authorize my company’s travel manager to book, manage and cancel business trips for me.

I understand and agree that I am responsible for business trips booked on my behalf. I authorize company travel managers to accept house rules, cancellation policies, and refund policies on my behalf. For business trips booked on my behalf, I consent to sharing my reservation details with my company and its travel partners. [Learn more](#)

Save

Search for a place to stay on the Airbnb for Business search site airbnb.com/business-travel

(Important: Make sure your work email is verified. See slide 5.)

1. **Log in** - Go to airbnb.com/business-travel and log in (upper right-hand corner)
3. **Search:** Enter a location, dates, number of guests, and select desired filters (e.g. wifi, entire home/apt).
5. **Choose a Home:** Find a home that inspires you, read the reviews and review the house rules.
6. **Request to Book:** When you are ready, click the “Request to Book” or “Instant Book” button. You will then be directed to the Payment page.

The screenshot shows the Airbnb search interface for Seattle. The search bar at the top contains "Seattle". Below it, the "Dates" section shows "09/05/2016" to "09/07/2016" for "2 Guests". The "Room Type" section has three options: "Entire home/apt" (selected with a checkmark), "Private room", and "Shared room". The "Price Range" section features a slider from \$10 to \$300, with a "\$202 Average" marker. Below the filters, there are buttons for "Filters (1)" and "Sort Results (0) BETA". A note states "Additional fees apply. Taxes may be added." Two property listings are shown at the bottom: one for \$249 and another for \$223 with a lightning bolt icon. Each listing includes a heart icon for saving.

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.

Business Travel Ready badge: Look for a briefcase icon to identify a listing as “business travel ready.” These listings have all the amenities you expect on a business 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. There is no additional fee for confirming a reservation with Instant Book. You can filter your search to only view listings that are available through Instant Book. It’s a great feature especially when you are in a rush to book an accommodation. You can distinguish an Instant Book listing by the yellow lightning rod next to the nightly rate.

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.

Trip Confirmation & Payment

BOOKING FOR YOURSELF

1. About Your Trip

Business travel

Welcome to our garden oasis! We're so happy you'll be staying with us. Let us know if you have any questions or if we can help in any way. We will send you more information about the place soon!



Your host, Rashmi (Rita)

Who's coming?

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 and tell them why you're coming:

I am attending a conference in San Francisco and look forward to staying at your home.

✓ Click “Business travel”

✓ Click “Yes” I’m staying at this listing

✓ Include message to host

✓ Continue on to payment section

✓ If your company is set up with central billing, you may select the “Charge to [company name]” option

BOOKING ON BEHALF OF SOMEONE ELSE “THIRD PARTY BOOKING”

(Important: To get access to this feature, you first need to request “Booker access” from your company’s travel manager.)

re are you going?

1. About this trip

Who's coming?

1 adult

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

Who are you booking for? Add one traveler as the on-trip point of contact.

Ar



Arnaldo Silva
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Archie Adamson
archie.adamson@paperspace.com



Artimus Santona
artimusantona@paperspace.com

Self-Book Only

✓ Click “Business travel”

✓ Click “No, I’m booking for someone else”

✓ Search for coworker’s name or enter their email address and link to booking

✓ Include message to host

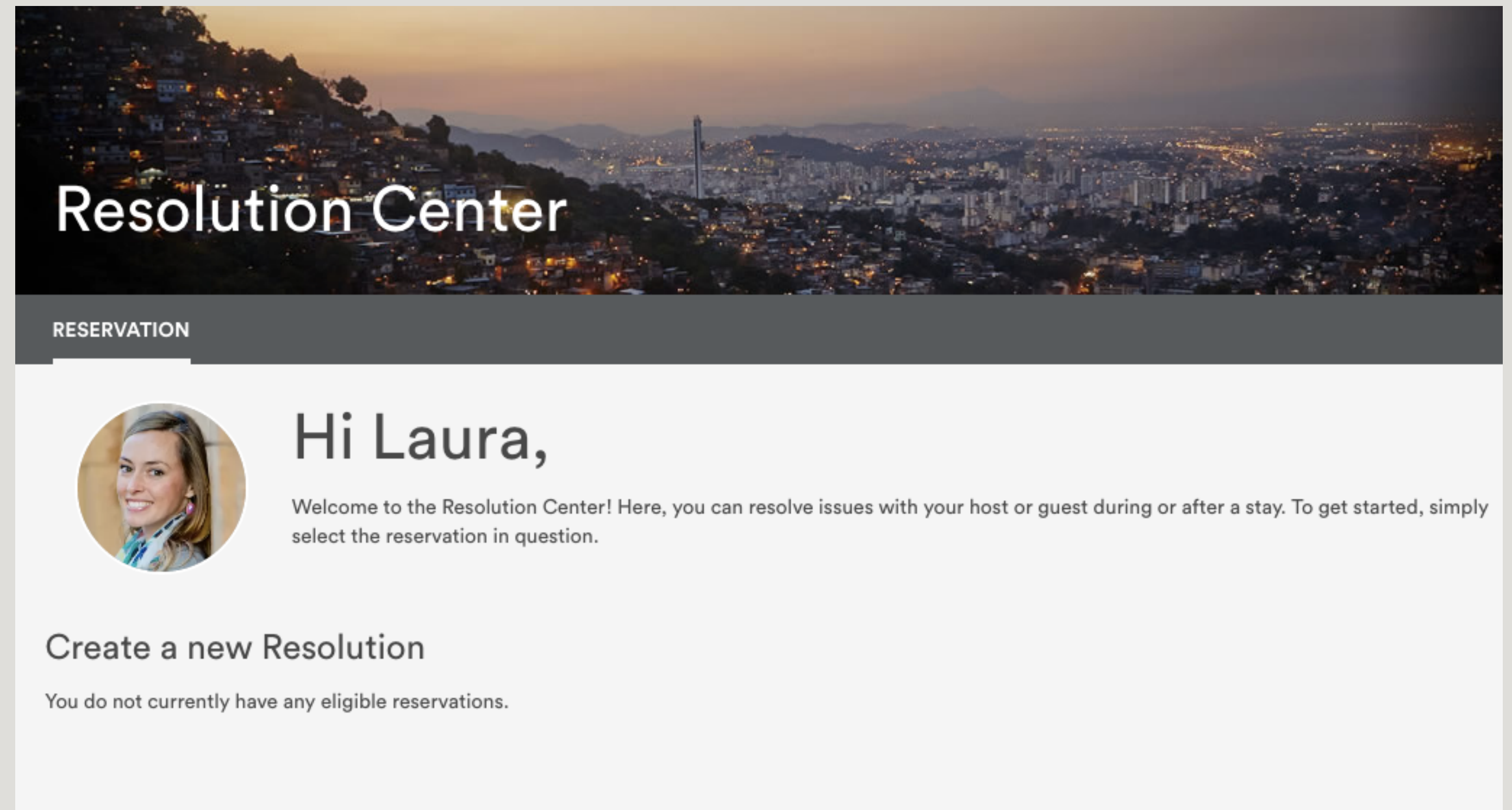
✓ Continue on to payment section

✓ If your company is set up with central billing, you may select the “Charge to [company name]” option

Request or send additional money to your host

The Resolution Center lets you request or send 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 airbnb.com/resolutions.

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



What to expect when plans change

GUEST CANCELLATION

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

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

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

Cancel a reservation

1. Go to Your Trips.
2. Next to the reservation you want to cancel, click Change or Cancel.
3. 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:

1. Go to Your Trips.
2. Find your canceled reservation.
3. Click Request a refund.

To ask for a refund, you'll need to log into your [airbnb.com](#) account on a computer. At the moment, refunds can't be requested using the Airbnb app or mobile website.

Who to reach out to for additional assistance

Contact Airbnb: www.airbnb.com/help/contact_us

Airbnb for Business FAQs: www.airbnb.com/help/topic/371/business-guests

Prioritized Support for Reservations: (415) 644-5360