

Airbnb for Work Traveler guide



Airbnb for Work

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- [Work Collection](#)
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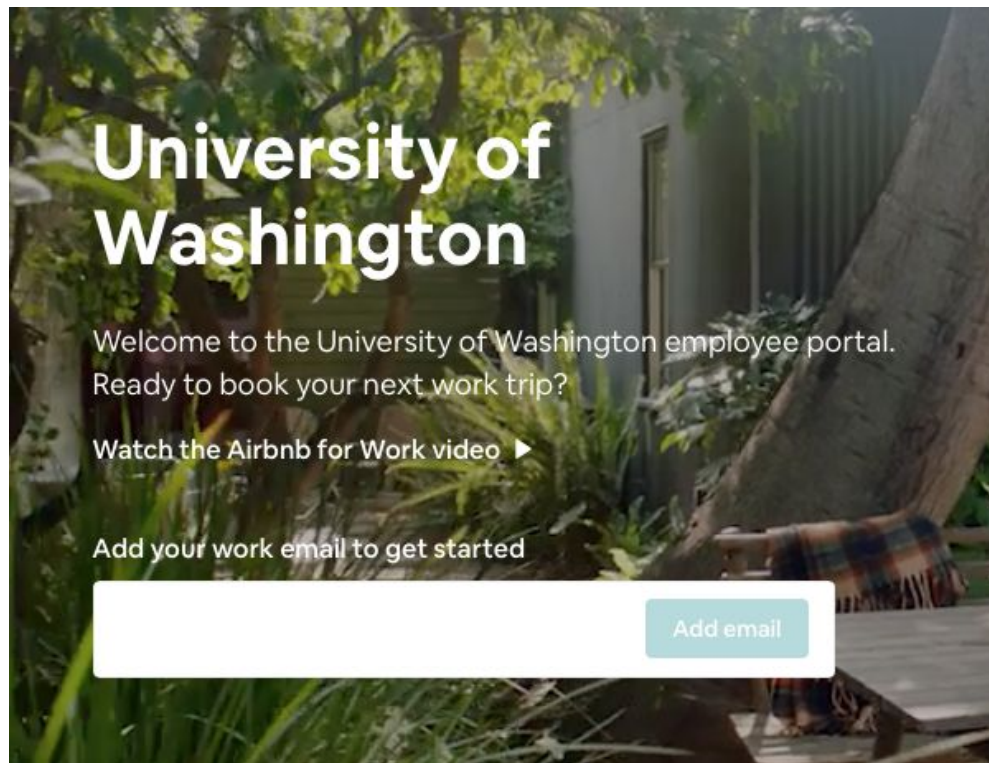
Create an Airbnb account or log in to your account

Go to the **University of Washington** employee portal [here](#). Add your work email, and follow the instructions.

You will be given the option to log in to your Airbnb account or create an Airbnb account.

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

Once you have confirmed your work email you are ready to start using Airbnb for Work!



Work collection

Work collection listings have flexible or moderate cancellation policies so you can choose the perfect home for your trip

- 4.8+ star overall rating
- Flexible or moderate cancellation policies
- Wifi
- Laptop-friendly workspace
- Self check-in
- All the essentials (toilet paper, clean towels, fresh linens)
- Smoke detector and carbon monoxide detector

Airbnb Plus

Airbnb Plus listings are perfect for travelers who want added reassurance of the quality of where they'll stay

- Airbnb Plus homes are visited in person to ensure comfort, consistency, and design
- 100+ point quality inspection to ensure your comfort
- Self check-in

Book a Trip

Search - For work trips

Book your next trip

Go to airbnb.com/work

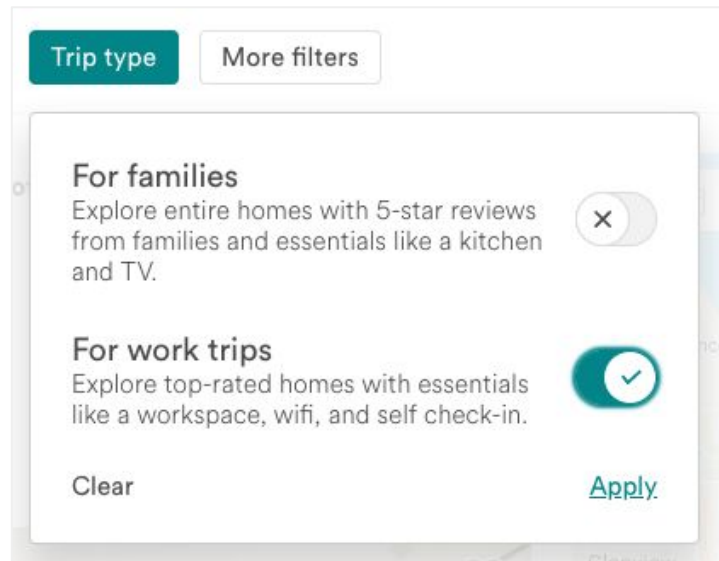
Now that you've added and confirmed your work email, select **Book a trip** and search for your desired destination and dates

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):

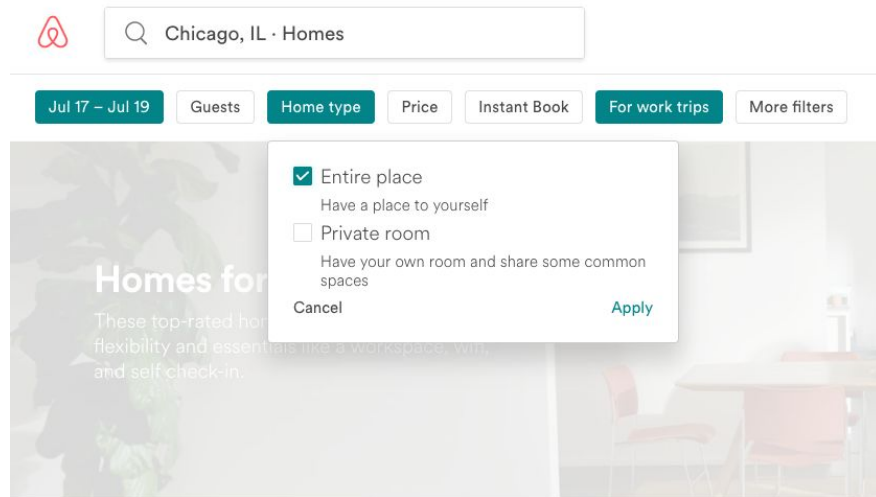
- Has all the essential amenities (i.e. wifi, shampoo, self check-in)
- Is top-rated (4.8+ star rating in the last 365 days),
- Offers flexible and moderate cancellation policies.
- Can either be an entire home or a private room with private bath



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

The screenshot shows the Airbnb search results page for 'Chicago, IL - Homes'. The search bar at the top contains 'Chicago, IL - Homes'. Below the search bar, there are filters for 'Dates', 'Guests', 'Home type', 'Price', 'Instant Book', 'For work trips', and 'More filters'. The page displays a map of Chicago on the right side, with various neighborhoods and landmarks labeled. The map shows the city's layout, including the lake and surrounding areas. On the left side, there are four property listings, each with a photo, title, and details. The first listing is 'ENTIRE APARTMENT - 2 BEDS' titled 'LUXURY Top-Floor Downtown River North 1BR/1BA Apt' with a price of 'From \$98 per night - Free cancellation' and a rating of '★★★★★ 76 · Superhost'. The second listing is 'ENTIRE SERVICED APARTMENT - 1 BED' titled 'West Loop Luxury Suite No.2 by Zency' with a price of 'From \$99 per night - Free cancellation' and a rating of '★★★★★ 31 · Superhost'. The third listing is 'ENTIRE LOFT - 2 BEDS' titled 'Huge modern loft at Chicago/Halsted' with a price of 'From \$125 per night - Free cancellation' and a rating of '★★★★★ 128'. The fourth listing is 'PRIVATE ROOM - 2 BEDS' titled 'Shared Artist Loft Own Private Room' with a price of 'From \$100 per night - Free cancellation' and a rating of '★★★★★ 300 · Superhost'. The map on the right shows the locations of these listings and other nearby areas like Wrigley Field, Lincoln Park Zoo, and Grant Park.

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 Zency
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

Chicago


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
Stayed on November 2017

Featured review

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

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.

Host Guarantee & Host Protection Insurance: [Host Guarantee](#) and [Host Protection Insurance](#) information.

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.

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](#)

*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.

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

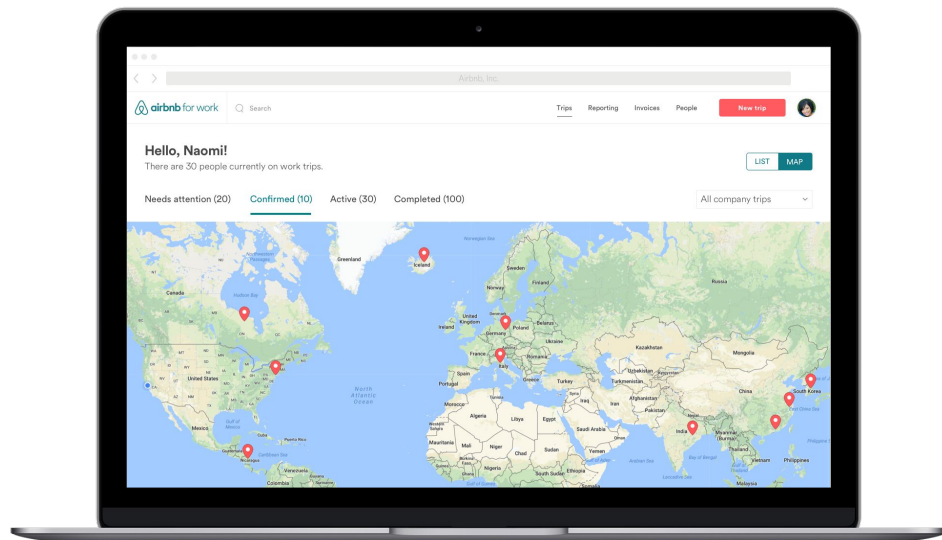
Plan trips for others

Why should I use this feature?

All booked trips roll up to one, central dashboard

Trips in the dashboard:

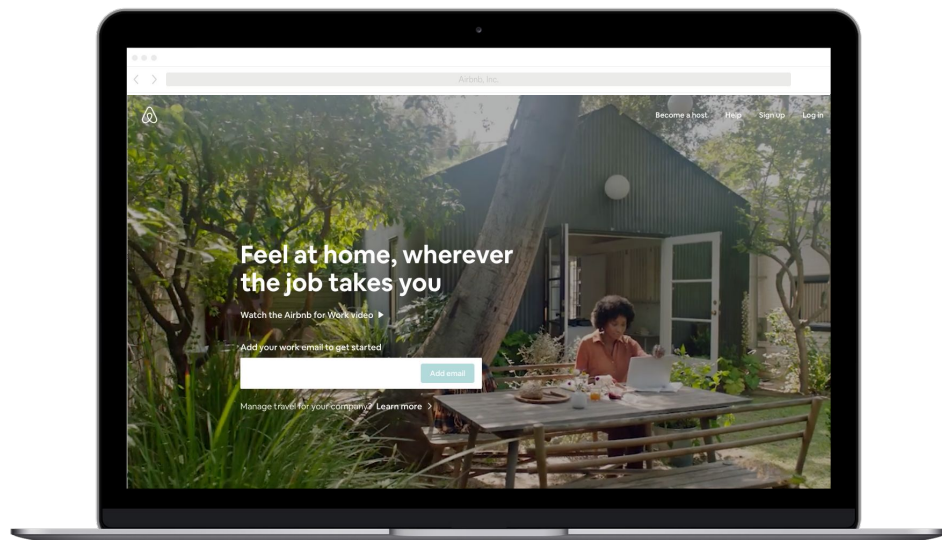
- Ensure that trip data is kept in one place and simplifies reporting
- Lets you keep tabs on travelers to ensure they're safe in case of an emergency
- Gives your travelers premium support in case they need help



How do I become a trip planner?

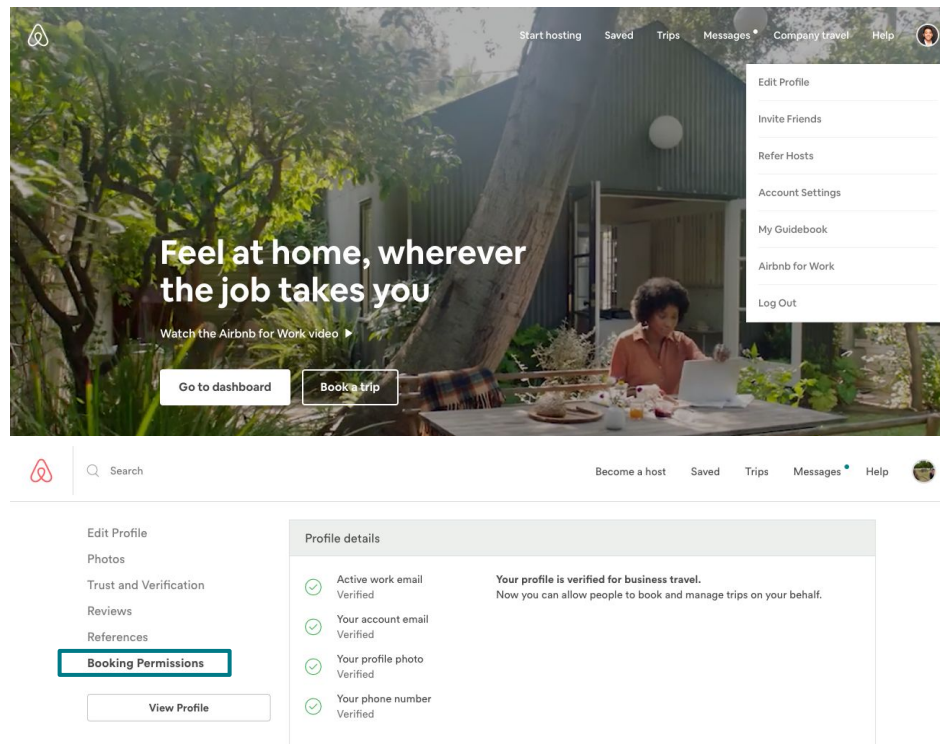
If you haven't signed up for Airbnb for Work yet, go to airbnb.com/work and enter your work email address. After you confirm your email, you can request a role change to trip planner. Please email: uw-trip-planner-request@airbnb.com to notify the team of your request. Be sure to include your name, email address, and department in the request.

If you've already signed up for Airbnb for Work, and would like to become a Trip Planner, please email: uw-trip-planner-request@airbnb.com with your request. Be sure to include your name, email address, and department in the request.



How do I ensure I have the proper permissions?

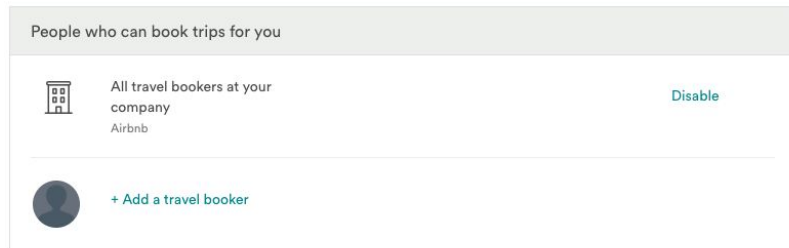
- Go to **airbnb.com/work**
- Click on the profile logo on the top right of the screen and click **Edit Profile**
- Click on **Booking Permissions** as shown in the photo to the right



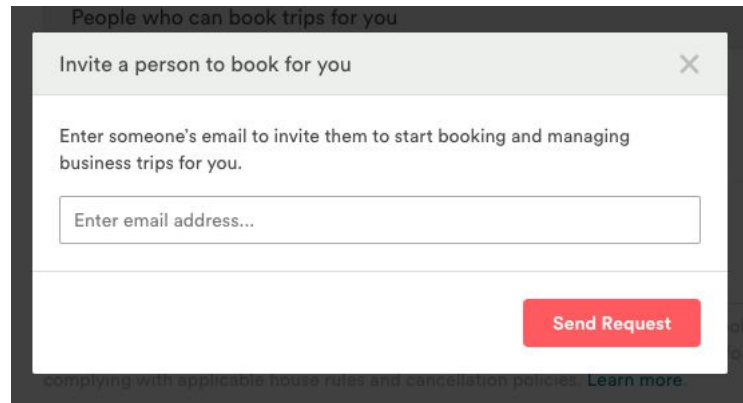
To invite a person to book for you

On the Booking Permissions page,

- Find the section that mentions **People who can book trips for you** and click **Add a travel Booker**
- Enter the email address for the trip planner you want to book for you and click **Send Request**
- The trip planner will receive an automated email asking to accept the invite. Once the trip planner accepts the request, they will be able to book trips for you



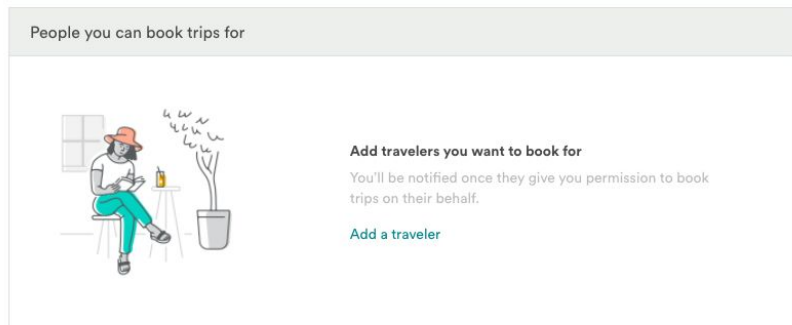
Anyone you authorize to book for you will be able to make, manage and cancel bookings for you. The Booker can also communicate with the host to help coordinate your booking. You are responsible for bookings made for you, including complying with applicable house rules and cancellation policies. [Learn more](#)



To book trips for other people

On the Booking Permissions page,

- Find the section that mentions **People you can book trips for** and click **Add a traveler**
- Enter the email address for the trip planner you want to book for you and click **Send Request**
- The traveler will receive an automated email asking to allow you to book trips for them. Once the traveler accepts the request, you will be able to book trips for them



You must be designated a booker to book for others. If a person authorizes you to book for them, you will be able to make, manage and cancel bookings for them. You can also communicate with the host to coordinate the booking. [Learn more.](#)

This is a modal form titled "Add a person to book for" with a close button (X) in the top right corner. The form contains the instruction "Enter someone's email address to request permission to book and manage their business trips." Below this is a text input field with the placeholder text "Enter email address...". At the bottom right of the form is a red button labeled "Send Request".

Search - For work trips

Book your next trip

Go to airbnb.com/work

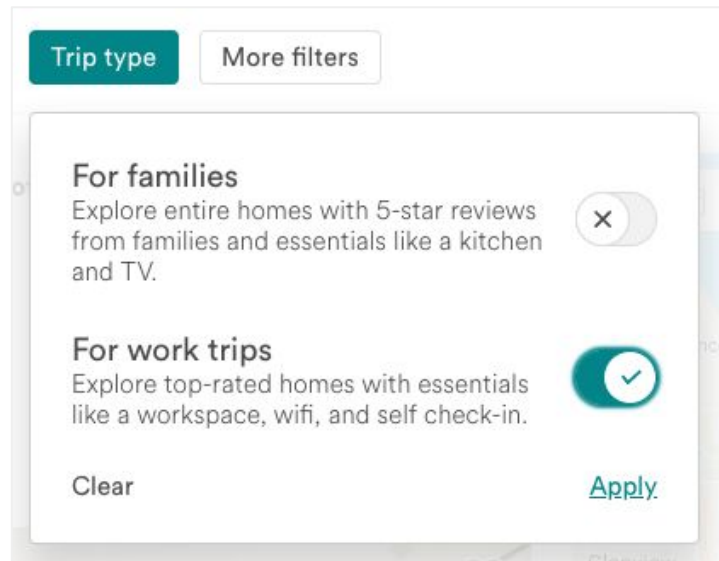
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- Has all the essential amenities (i.e. wifi, shampoo, self check-in)
- Is top-rated (4.8+ star rating in the last 365 days),
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Search - Book the listing

Book your next trip

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

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



1. Review house rules > 2. Who's coming? > 3. Confirm and pay

Who's coming?



This is a rare find. Mary's place is usually booked.

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

Which traveler will check in and communicate with the host?

Licensed luxurious guesthouse with Parking Garage

Entire home/apt in Santa Monica
★★★★★ 188 reviews



1 guest

Feb 20, 2019 → Feb 22, 2019

\$179.00 x 2 nights \$358.00

Cleaning fee ⓘ \$60.00

Service fee ⓘ \$53.92

Occupancy taxes and fees ⓘ \$58.52

Total (USD) \$530.44

Strict with grace period – free cancellation

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



After the trip

Reviews

After the trip, the host and your traveler will be asked to leave a review about their experience

Note: The host's review will affect the traveler's profile, not the trip planner's

95 Reviews ★★★★★

🔍 Search reviews

Accuracy	★★★★★	Location	★★★★★
Communication	★★★★★	Check In	★★★★★
Cleanliness	★★★★★	Value	★★★★★



Chris

December 2017

BUSINESS TRIP

★★★★★

Stylish clean and walkable spot. Great bargain. Would love to stay there again.



Laura

March 2017

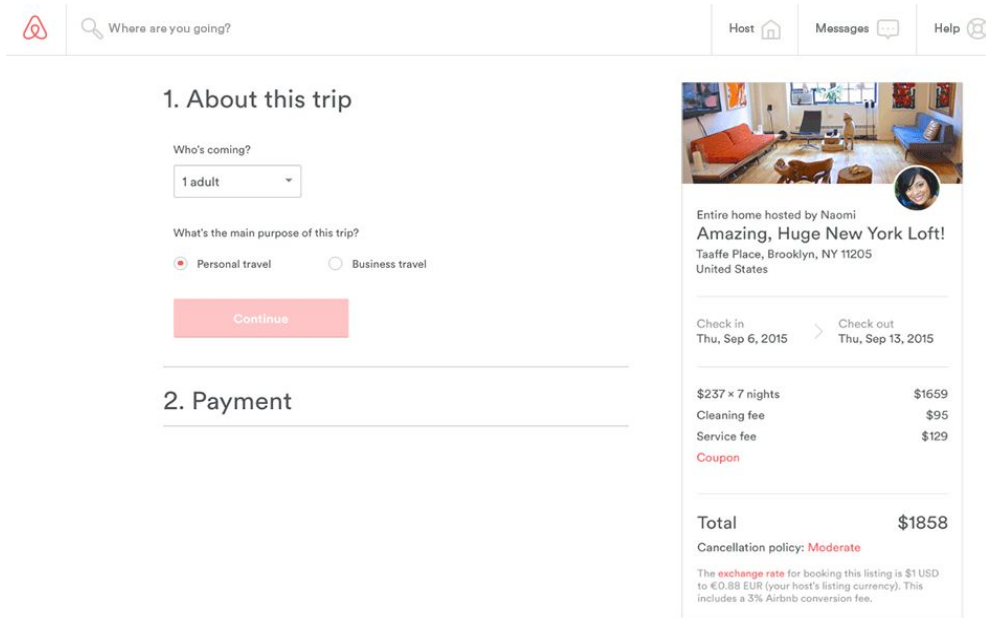
BUSINESS TRIP

★★★★★

Miao's place is very new, clean and spacious. We loved the high ceilings and roofdeck. We'll be back!

Recap: How do I book?

1. Go to **airbnb.com/work**
2. Select a listing that is compliant with your travel policy
3. When asked “What’s the main purpose of this trip?” select **Business travel**
4. When asked “Are you staying at this listing?” select **No, I’m booking for someone else**
5. Enter in your traveler’s email address, payment information, and confirm your booking



The screenshot shows the Airbnb booking interface. At the top, there's a navigation bar with the Airbnb logo, a search bar with the placeholder text "Where are you going?", and links for "Host", "Messages", and "Help". Below the navigation bar, the main content area is divided into two sections: "1. About this trip" and "2. Payment".

1. About this trip

Who's coming?
1 adult

What's the main purpose of this trip?
☒ Personal travel ☐ Business travel

[Continue](#)

2. Payment

Entire home hosted by Naomi
Amazing, Huge New York Loft!
Taaffe Place, Brooklyn, NY 11205
United States

Check in: Thu, Sep 6, 2015
Check out: Thu, Sep 13, 2015

\$237 × 7 nights	\$1659
Cleaning fee	\$95
Service fee	\$129
Coupon	
Total	\$1858

Cancellation policy: **Moderate**

The **exchange rate** for booking this listing is \$1 USD to €0.88 EUR (your host's listing currency). This includes a 3% Airbnb conversion fee.

Who to reach out to for additional assistance

Contact Airbnb: 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!