Airbnb for Work
Traveler guide
Airbnb for Work

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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 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 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.
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.
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
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 your company’s dashboard.

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

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

*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.
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
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
Search - For work trips
Book your next trip

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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.
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.
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
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!