



Airbnb Response to COVID-19

We are in regular contact with the Government to ensure we are providing our community with information on travel restrictions, government regulations and the latest health guidance¹.

Below is a summary of our actions to date:

- As advised by the UK Foreign Office Travel Aware team, we have provided hosts and guests with resources on up to date FCO travel advice and guidance on COVID19 from the NHS².
- On March 14, 2020, we applied our extenuating circumstances policy globally, allowing guests to receive a full refund on stays and Experiences for a limited time.
- On March 25, 2020 we shared information about the latest UK government travel guidance and accommodation provider closures by email with over 4 million hosts and guests in the UK. We also shared non essential travel guidance on our social channels on March 30, 2020³.
- On March 28, 2020 we launched localised UK product messaging to guests and hosts.
- On March 29, 2020 we launched a programme to help connect UK medical professionals on the frontline with hosts offering free places to stay during the COVID-19 pandemic⁴
- On March 30, 2020 we announced we would pay \$250 million to hosts to help cover the cost of COVID-19 cancellations, created a \$10 million Superhost Relief Fund, and made it easy for guests to send financial support directly to hosts.
- Today (2 April, 2020), we will be introducing product changes and sharing further updates about Government guidance and regulations with both hosts and guests:
 - All spare room and shared room listings will be blocked for new bookings, in line with the government's social distancing guidelines.
 - For all remaining listings, guests will have to request a booking (rather than doing so instantly) so that the host can verify that the guest meets an exception in the applicable regulations before accepting the bookings.
 - We will continue to review these measures in line with the Government's guidance.

Product changes for hosts and guests

All hosts see a reminder to review the latest government guidance and regulations before they are able to accept any new bookings⁵. This reminder is very clear in the 'host dashboard' on the platform.

Requests

Nothing you need to do right now—you're all set!

Stats

N/A ★ Overall rating	0 Total reviews	0% Response rate
\$0.00 March earnings	0 30-day views	0 30-day bookings

Local hosting restrictions

Due to concerns about the coronavirus, the UK government has issued temporary restrictions on hosting. Please review the latest guidance before accepting new bookings.

[Review restrictions](#)

¹ <https://www.airbnb.co.uk/resources/hosting-homes/t/coronavirus-updates-34>

² <https://www.airbnb.co.uk/resources/hosting-homes/a/coronavirus-travel-zadvisories-other-local-information-150>

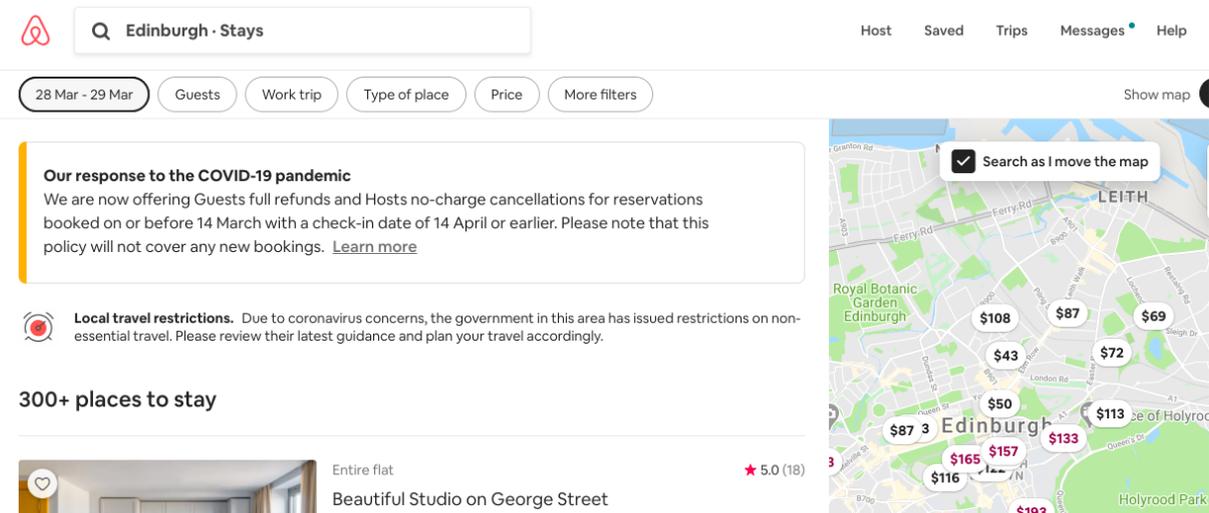
³ https://twitter.com/Airbnb_uk/status/1244643044118409217?s=20

⁴ <https://www.airbnb.co.uk/d/medicalstaysuk>

⁵ <https://www.gov.uk/guidance/covid-19-advice-for-accommodation-providers>



We've been keeping guests informed through emails about the latest travel advice from the government and the restrictions that apply. This information appears in banners on the platform in the guest booking flow, in emails and on our COVID-19 advisory pages.



Refunds and host support

On March 14, 2020, we applied our extenuating circumstances policy globally, allowing all guests with eligible reservations to cancel and be refunded 100% of the cost—including all fees.⁶ This followed the application of our extenuating circumstances policy to specific regions when the coronavirus outbreak began earlier this year. When the “extenuating circumstances policy” applies, hosts and guests have the option of cancelling eligible reservations without charge.⁷

Reservations for stays and Airbnb Experiences made on or before March 14, 2020, with a check-in date between March 14, 2020 and May 31, 2020, are covered by the policy and may be cancelled before check-in. All Airbnb Experiences will now be paused until April 30, 2020 and we will waive our fees for 2 months when the platform goes live again.

We know the COVID-19 pandemic will mean a significant loss of bookings and a large number of cancellations for hosts, and as a result we have announced a \$250 million company investment⁸ to help hosts cover the cost of COVID-19 cancellations, to mitigate the impact on accommodation hosts under our cancellation policies. We also announced a \$10 million Superhost Relief Fund⁹, and will make it easier for guests to send financial support directly to hosts.

Medical stays

Hosts on Airbnb are offering NHS and other frontline health professionals free places to stay, and Airbnb will waive all fees associated with the stays. Hosts with entire homes that comply with safety and cleanliness protocols can opt in.

NHS trusts, NHS hospitals, or eligible UK healthcare organisations, can set up an Airbnb account to register eligible staff and enable them to book accommodation. A member of Airbnb staff will help onboard local health services and will provide them with support throughout the process. The scheme is a local expansion of Airbnb’s global ambition to provide accommodation to 100,000 COVID-19 responders. For more information, visit our website¹⁰.

⁶ <https://news.airbnb.com/extenuating-circumstances-policy-activated-around-the-world/>

⁷ <https://www.airbnb.com/help/article/2701/extenuating-circumstances-policy-and-the-coronavirus-covid19>

⁸ <https://www.airbnb.co.uk/resources/hosting-homes/a/250m-to-support-hosts-impacted-by-cancellations-165>

⁹ <https://www.airbnb.co.uk/d/host-message>

¹⁰ <https://www.airbnb.co.uk/d/medicalstaysuk>