Minimizing the impact of COVID-19 on your hosting business

Airbnb's guide for software-connected hosts

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We're here to help

We know this is a challenging time in the travel business, and there's a lot of uncertainty around COVID-19 and how it will impact you and your hosting business. Understandably, many guests are concerned about booking future travel right now.

We've found that there are still many guests making reservations, but under different circumstances. We've noticed a much higher demand for longer stays and flexible cancellation policies, and many hosts are opening their properties to COVID-19 responders.

We want to partner with you to help you get through this difficult time. We're working to support you by giving you resources to do what you do best— providing excellent hospitality for guests around the world. We also launched a new site, **Airbnb.com/COVID**, an online resource for hosts with valuable info including frequently asked questions, updates, and more.

Read on to discover how you can adapt your business, including tips for updating your settings to encourage guests to book now, cleaning guidelines, and how to open your space to COVID-19 responders.

Frontline stays

Open your spaces to COVID-19 responders

We're launching a program to provide stays to 100,000 COVID-19 responders around the world. If you have one or more spaces that are entire places without any other guests present, you may be eligible to host healthcare staff and first responders.

We'll ask you to commit to an extensive cleaning and disinfecting checklist for preventing the spread of COVID-19

Opt in with individual listings via Manage Your Space, or select multiple properties via the **Listings page**

During the opt-in process, you'll be able to set your price at your full rate, at a discounted rate, or for free

For deep cleaning purposes, we require a 72-hour gap between any two consecutive reservations for all listings, which will be automatically applied to your calendar

We're waiving Airbnb fees for the first 100,000 stays through this program

Help by hosting

You can find frequently asked questions **here**. Learn more about eligibility requirements **here**

Offer flexibility to encourage guests to book now

Give guests the confidence to book your properties by offering a flexible cancellation policy on your listings. If you currently have a strict cancellation policy in place, consider switching to a flexible or moderate one—you can always go back to your strict cancellation policy as needed

☆ We'll highlight listings with flexible and moderate cancellation policies so guests can more easily find them

▨ Soon, we're launching a new feature that will let you apply a temporary flexible cancellation policy to new reservations that take place within a specific timeframe

⌂ This is becoming a popular option for hosts: The share of bookings with a flexible policy is 15% higher right now than it was before COVID-19

Update your settings

Think about hosting guests for longer stays

Many guests may be considering **longer stays** that are closer to home. You can easily add weekly or monthly discounts to some or all of your listings, which may encourage guests to **book a longer stay** at one of your properties.

- We're noticing more guest searches for nearby stays for seven or more nights

- If your space offers things like fast wifi, a comfortable workspace, and/or is **suitable for children**, it's a good idea to update your amenities accordingly

- API hosts can now set weekly or monthly discounts directly on Airbnb

- Ask your partners whether stays 28 days or longer are supported by your software

- For more ideas about how to update your listing, head **here**

<div style="border:1px solid; border-radius:8px; display:inline-block; padding:8px 24px">**Update your listings**</div>

Find out how Airbnb is supporting hosts right now

Airbnb CEO Brian Chesky recently announced new programs to support hosts, including **$250 million USD that we've set aside** to help share the cost of COVID-19 cancellations. We've also worked together to secure support for hosts in the U.S. government's recent COVID-19 stimulus bill. For more information, head **here**.

Discover helpful cleaning resources

Cleanliness is more critical than ever as we all aim to reduce the spread of infection. We've assembled **what you need to know about cleaning and disinfecting** in one place, including guidelines from the CDC, methods you can adopt to help guests maintain a higher standard of cleanliness and hygiene, how to encourage social distancing by offering self check-in and checkout, and more.

Head to Airbnb.com/COVID when you need answers

Our new site answers many **frequently asked questions**, from what to do when guests cancel to how to find the help you need online. You'll also find:

☂   Tips on how to **minimize the impact on your hosting business**

✈   **Answers about travel advisories**

💬   Guidelines about our **extenuating circumstances policy**

❓   How to get **answers you need about COVID-19 and hosting**

We'll continue posting there with important updates, so please **bookmark the site** and check back often.

Thank you for your continued partnership

As always, thank you for hosting and for being part of the Airbnb community. As **our founders** put it recently:

While it's clear to all of us that the coronavirus has deeply impacted our community, we know that this moment will pass and travel will be back. As people are starting to use Airbnb for long-term bookings and stays close by, it's clear that we need to be a part of helping all of us get through this as quickly as possible. The desire to connect is in all of us, and we will be together again, but for now our priority is to do our part to keep everyone safe.

We are partners, and we will get through this together.