



Over 30 million guests have had a safe and positive experience on Airbnb. We help to promote these experiences with several key features and programs that build trust in our community:



A global team of more than 150 people that focus only on trust and safety, and work in every time zone to help protect our community. This team:

- Is available 24/7 via email and direct phone.
- Includes people from a wide range of expertise, including former government investigators and law enforcement.



Guests pay through Airbnb's secure payment structure when they book a listing. Hosts receive payment through Airbnb at least 24 hours after guests check in.



24/7 customer support is available in multiple languages, all over the world, to everyone in the Airbnb community.



We provide tools for guests and hosts to review and research each other before a reservation:

- **Detailed profiles.** Customers can fill out a description, add photos and video, and list their schools and workplaces.
- **Reviews.** Both guests and hosts review each other, and unlike some travel sites, all Airbnb reviews are authentic—you can candidly review someone you've transacted with on Airbnb.
- **Verified ID.** Customers can connect their offline identification (like a drivers license or a passport) with the online profile they've created on Airbnb.
- **Other Verifications.** Customers can verify their email, phone number, and look for listings with verified photos taken by a professional photographer.
- **Social networks.** Customers can connect their social media accounts and see if guests or hosts have mutual Facebook friends.
- **Communication.** Our messaging platform makes it easy to communicate on web or mobile, and we encourage guests and hosts to communicate before their trip begins.



There are several features that help give our hosts peace of mind.

- **The \$1 Million Host Guarantee.** When you host through Airbnb, your property is covered against damage up to \$1,000,000. It's free for all hosts, for every booking, in covered countries.
- **Host Protection Insurance.** If a guest is injured in a listing or elsewhere on the building property during a stay, the Host Protection Insurance program provides coverage for Airbnb hosts up to \$1 million.
- **Home Safety Program.** We've given away free smoke and CO detectors, emergency safety cards, and first aid kits to hosts.
- **House Rules.** In addition to agreeing to comply with all local laws and building codes, hosts establish their own house rules that guests must agree to follow.