

Airbnb for Work

The trip planner's guide to Airbnb for Work

Learn how to book great places to stay for your travelers, for any type of trip.



airbnb.com/work

Easily book places to stay for any work trip, whoever is traveling

Search, pay for, and manage trips with Airbnb for Work.

Keep your budget in check

Stay in control of nightly rates & manage bookings across teams.

See the big picture

Track all trips in one place, enjoy simplified reporting, and let the traveler provide the reviews.

Easily manage trips

With access to the full trip details and messages with the host, you'll be able to support your travelers easily. No travel expense reports necessary.

Choose work-friendly boutique hotels, serviced-apartments, or entire homes

With over 7 million listings worldwide, it's easy to find places your travelers can call home for conferences, projects, and more.



“Adam and his assistant Danny were great hosts for our team working in Dallas. They have accommodated all of our requests quickly and professionally. The apartments were clean and stocked with essential items for our business travelers to stay here for extended periods [...] Adam and his team made it possible for us to complete our project in Dallas comfortably.”

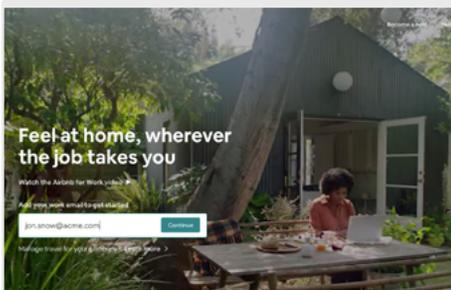
CLARK H.
Dallas, TX



How to set up access to trip planning

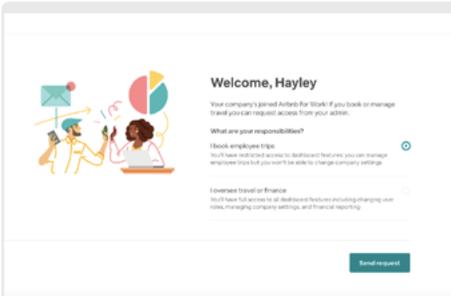
Follow these quick steps to start booking work trips for others.

Step 1

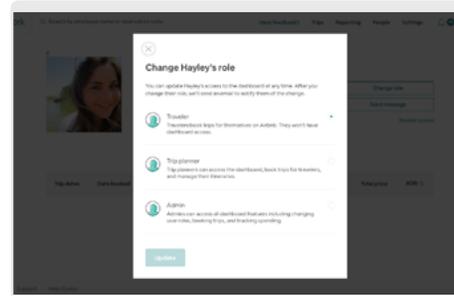


Join Airbnb for Work. You and all travelers will need an account. Go to airbnb.com/work, add your work email address, then confirm your account from the email Airbnb sends you.

Step 2

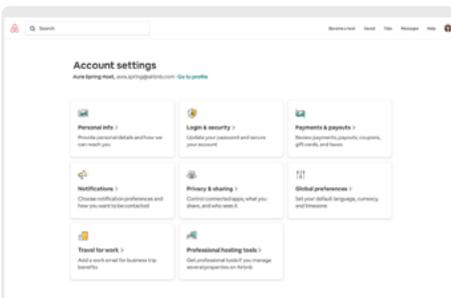


Get designated as a trip planner. Request that your company admin designate you as the trip planner after you confirm your work email.

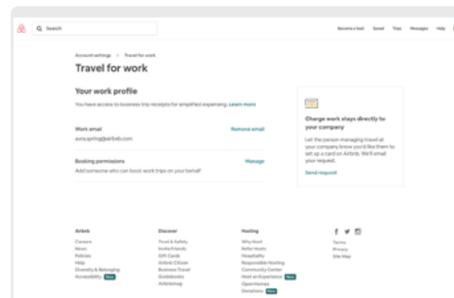


And/or Have your company admin designate you as a trip planner. From the company dashboard, they need to type your name in the search bar, select **Change Role**, then select **Trip Planner**.

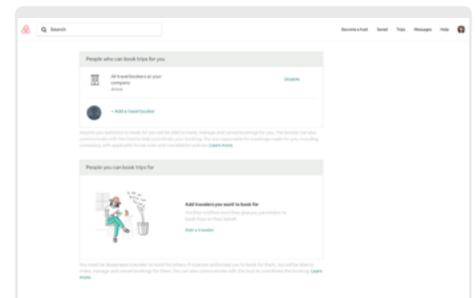
Step 3 Get permission to book for any non-employees (or anyone with a different company email domain) who are traveling.



Log in to Airbnb. Select your profile photo in the top right. Select **Account**, then select **Travel for Work**.



Under **Booking Permissions**, select **Manage**.



Scroll down to **People you can book for**. Select **Add Traveler**. Enter the traveler's email and select **Send request**



If the reservation doesn't go through or the traveler is being asked to verify anything, have them go to airbnb.com/verify to check verification.

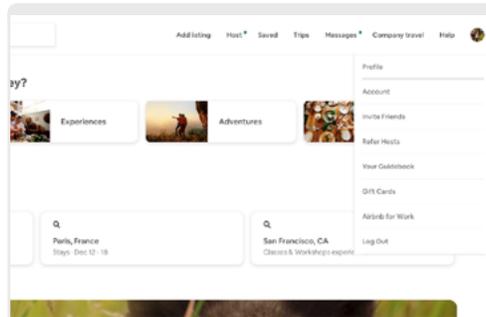


How travelers can allow a trip planner to book for them

Travelers who have a different company email domain than the trip planner can follow these steps.

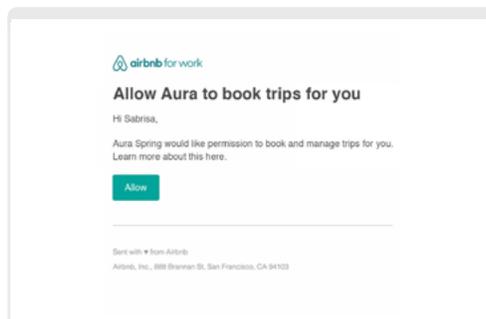
Step 1

Travelers need a complete Airbnb profile. To make sure it's complete, travelers should log in to Airbnb and select **Profile**. The account should be filled out and include a photo. (To get an account, they should go to airbnb.com/work, create an account with a work email address, then confirm the work email address from the email Airbnb sends them.)



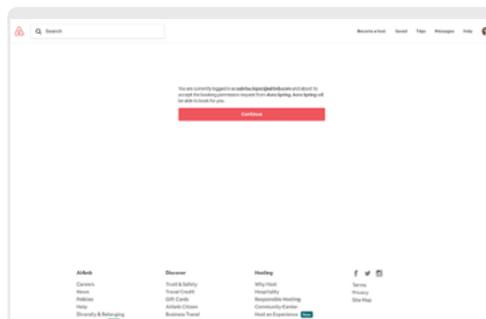
Step 2

Follow the instructions in the email from Airbnb to grant the trip planner booking permissions.



Step 3

The traveler needs to log in and then accept the booking permission request from the trip planner.



Travelers can also designate trip planners outside of their company to book for them

Here's how:

1. Log in to Airbnb
2. Select the profile photo in the upper right and click **Account**
3. Select **Travel for Work**
4. Go to Booking Permissions and select **Manage**
5. Under People who can book trips for you, select **Add a travel booker** and enter that person's email address. (Once that person accepts the invitation, they'll be able to book trips for you)



How to find and book just the right place for your travelers

Experience locally inspired, work-friendly stays on Airbnb.

1

A quick guide to the filters you'll need to find the right place

- **Work trip** Choose this toggle to find work-friendly homes and boutique hotels with 5 star-ratings from business travelers
- **Type of Place** Filter by entire home or hotel room
- **Price** Search within the price range of the company's travel policy
- **Amenities** Make sure the place has amenities your traveler cares about like wifi, washer & dryer, kitchen, self check-in, and more
- **Airbnb Plus** Find places verified for quality and design with hosts known for great reviews and attention to detail
- **Superhosts** Search listings with the top rated and most experienced hosts
- **Instant book** For last minute trips, see places you can book without waiting for host approval

2

Choose a listing

- Select **Reserve**, **Request to Book**, or **Book** after you pick the place that's right for the traveler.
- Next, you'll be asked **Who's Coming?** Select **Traveling for Work**. That way, you'll be able to manage the trip from your company dashboard.
- Under the question **Are you staying at this listing**, choose **no, I am booking for someone else**, and then add the email address of the traveler you are booking for. If you don't have booking permission for the traveler, select **add this person**. The traveler will get a request that they'll need to accept.

3

Confirm and pay

Bill the company or add a payment card (if you don't see the option to charge to the company). You can also add a note about the booking for expensing purposes. That's it - you're done!



Pro tips for trip planners

- Read the guest reviews. Our community of travelers can provide the scoop on listings.
- Review the cancellation policy. Flexible or moderate cancellation policies might be easier to work with if your plans change. For stays of 28+ days, make sure to read the [long-term stays cancellation policies](#), and be aware that the first month is non-refundable.
- Contact the host if you have questions about the place.
- To save a listing, select the **Heart** icon at the top right. This will add it to your wish list. To see listings you saved, go to airbnb.com/wishlists.
- Get help when you need it. Specialized agents are available 24/7. Visit airbnb.com/help then select **Contact Us** or view the [Trip Planner FAQs](#) in the help center.



How to modify or cancel a booked trip and get support

Sometimes plans change. We've got you covered when they do.

1

Visit the Airbnb for Work dashboard

To make changes to an existing reservation for a traveler, login to your Airbnb account, select **Company Travel** and then select **Manage my bookings**.

2

Message the host

Once you're in the dashboard, enter the reservation code in the search field. Select the itinerary when it comes up, then **Message Host** to ask to make changes or cancel. You can also access the message thread by selecting **Messages** on [airbnb.com](https://www.airbnb.com).



More tips for trip planners

- Make sure to check the [cancellation policy](#) when making changes.
- To view the dashboard for active and upcoming trips, reporting, and billing information, make sure you're logged in to Airbnb and visit https://www.airbnb.com/business/company_dashboard
- If your company has invoicing set up, Airbnb will issue an invoice at the end of the month that outlines all work trips booked.
- Only the trip planner can change or modify a work trip booked by a trip planner.

