Online Safety Tips For Hosts

Your safety is our priority here at Airbnb. We want to help make sure your hosting experience is as seamless as possible, and that starts with keeping you and your personal information safe and secure online.

We've partnered with Get Safe Online, the UK's best known and most authoritative source of advice on online safety and security, who have produced important guidance for our community.

Please take a minute to review these helpful tips to help keep you protected and ensure your guests have a safe and enjoyable experience.

Pay and communicate only on Airbnb

Keep yourself protected by staying on Airbnb throughout the entire process - from communication, to booking and payment. You should never communicate with or ask a guest to pay outside of the Airbnb platform. Always use the in-app messaging system to get to know your guests and set expectations ahead of their trip.

Set requirements for your listing

Read profiles and reviews of your potential guests. You can also require guests to provide a government ID before booking a listing, but remember you'll be required to do so as well. Read more about how providing identification works here.

Protecting you from fraud

Airbnb uses highly sophisticated technology to ensure that millions of users enjoy a safe and secure experience whilst using the platform. However, fraudsters are constantly adapting new ways to gain access to your information - and an increasingly popular method is through an account takeover, where fraudsters use login information compromised elsewhere to gain access to your

other online accounts. To combat this, Airbnb has introduced multi-factor authentication whenever you log in from a new device. Get Safe Online advises that you have a separate password for every account to mitigate your risk.

We're also aware of 'phishing' emails designed to appear as if they are from Airbnb but are, in fact, from fraudsters. If you click on the link in these emails, they will take you to a fake Airbnb site designed to capture your personal information. Never click on links in emails, texts or social media posts that you're not expecting, and before entering any details, always double check the web address is www.airbnb.com or www.airbnb.co.uk

Remember to not use the same login details for more than one online account - including Airbnb.

Stay safe online

As well as listing your property, there are likely countless other things you use the internet for every day. Visit Get Safe Online for free expert and easy-to-follow advice on safe digital best practices for everything from social media to online dating, to buying and selling a car, to how to safeguard your business.