

# Getting started with Airbnb

Whether you want to book a dream stay away from home or host an Airbnb Experience in your own backyard, here's how Airbnb works for you—as a Host or a guest. Let's start with the basics and go from there. Welcome to the community!

## The Airbnb community

Airbnb is a community based on connection and belonging. We take the safety of our Hosts and guests very seriously—Hosts must meet and maintain quality standards, and all personal profiles and listings are verified. We work to keep everyone safe on our site and app with encrypted personal data and a trusted payment system. Plus, we have a 24/7 community support team ready to answer any of your questions.

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### [Host Reliability Standards](#)

Standards for Hosts of stays including more about listing accuracy, cleanliness, and communication.

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### [Guest Reliability Standards](#)

Standards for guests on stays including more about respect for the community, the space, and the house rules.

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## Getting set up

Creating an account is free and easy! We'll need to know a few basic details and then you'll be asked to submit your government ID—which we don't share with Hosts or anyone else. Now you're ready to book!

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### [Creating an account](#)

Find easy-to-follow instructions to create an account.

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### [How to submit your ID](#)

Details and troubleshooting when you're uploading your government ID.

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[Booking a trip: What to do if you're new](#)

Get info on Airbnb's booking process, how to confirm your reservation, special offers, and more.

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## Hosting basics

If you're interested in hosting your space, we'll guide you through the process step-by-step. To host Experiences, just review our quality standards, create a listing, and submit your compelling idea (through a form or a short video if you're submitting an online experience) for review.

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[All the ways to Host on Airbnb](#)

Details and all the fine print about hosting a place to stay or an Airbnb experience.

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[Create a unique Airbnb Experience](#)

Find the basic info you'll need to have when submitting an Experience.

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## How to access and manage your account

Do you need help getting into your account? Want to update your profile or edit your account? No problem! Here you'll find info on how to reset your password, upload a new profile pic, or change your email address.

### If you can't log in to your account

If you're having trouble signing in to your account, try resetting your password (it's easy—head to the [reset password page](#)).

If you can't find reservation info once you log in, there's a chance you may have two Airbnb accounts. If you do have two accounts, unfortunately we can't combine them, so choose the one you'd like to keep and delete the other account (just be aware that any pending reservations on that account will be canceled). It'll make things easier the next time you book or host.

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### [Change or reset your password](#)

Details on how to reset your password or create a new one.

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### [Merging multiple accounts](#)

How to decide which account to keep if you accidentally end up with two.

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### [Deactivating or deleting your account](#)

Find info on temporary deactivation or permanent deletion of an Airbnb account.

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## Managing your personal info

Once you're logged in, go to your [Account](#) to edit things like your email address or phone number. Note that some of this account info will be public (like your picture or first name), but we won't share things like your government ID, payment info, or email address.

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### [Edit your account settings](#)

Get details on where to find and update settings and profile info.

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### [Change your email address](#)

How to change or add an email address in your account.

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### [Editing phone numbers on your account](#)

How to change or add phone numbers in your account.

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## Help with a reservation

If you need to cancel a reservation, update a reservation, or understand how payments work, you've come to the right place. We'll help you navigate any cancellations or alterations, and explain what happens when changes are made.

### Changing or canceling plans

Plans change, and that's OK. You'll first need to make sure you're logged in to your Airbnb account. Then head to [Trips](#) and select the reservation (for a stay or Experience) you need to modify. You'll find links to change or cancel—follow the steps and you'll be guided through the process. If you have an emergency or unavoidable circumstance, check our [Extenuating Circumstances Policy](#) for all the details.

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#### [Finding your reservation info](#)

How to find reservation details for upcoming, past, or canceled reservations.

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#### [Canceling your reservation for a stay](#)

Get basic cancellation info and an easy-to-follow link to change or cancel a trip.

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#### [Changing your reservation for a stay](#)

How to submit a change request to your Host.

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#### [Cancel or reschedule an Airbnb Experience](#)

Get the details of our cancellation policy for Experiences.

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#### [Canceling a trip due to extenuating circumstances](#)

Read a summary of what to do if you need to cancel because of an emergency.

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## **Paying on Airbnb**

You're ready to book, but need to pay. The good news is we support different payment methods—it just depends on the country your payment account is located in. In addition to major credit and debit cards, certain payment options (like Google Pay or Apple Pay) are available in specific countries. You'll be able to tell which payment methods are accepted on the checkout page before booking. In most cases, your payment method will be charged as soon as your reservation is confirmed.

If you do need to cancel, any refund will be based on the Host's cancellation policy, so be sure to check the details before you book to make sure it works for you.

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#### [Payment methods available](#)

Find a summary of all the payment methods and where they're accepted.

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### [When you'll pay for a reservation](#)

Get more details about payment plans, long-term reservations, and scheduled payments.

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### [Refunds for cancellations](#)

How refunds work for cancellations, including which fees are refundable.

## AirCover for guests

Every booking comes with AirCover for guests. If there's a serious issue with your Airbnb that your Host can't resolve, we'll help you find a similar place, depending on availability at comparable pricing. If a similar place isn't available or you'd prefer not to rebook, we'll give you a full or partial refund.

If anything comes up, your Host is your best point of contact; it's likely they'll be able to fix it. You can [message your Host](#) directly from your inbox to let them know what's going on.

### In this article

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[Inaccurate listings](#)

[24-hour Safety Line](#)

- [How AirCover for guests works](#)

### Host cancellations

If your Host cancels within 30 days of check-in, we'll help you find a similar place, depending on availability at comparable pricing. If a similar place isn't available or you'd prefer not to rebook, we'll give you a refund.

Learn more about what to expect [if your Host cancels your reservation](#).

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### Unable to check in

When you have a confirmed reservation, you'll have your Host's email and phone number in the message thread for your trip. If you can't get into your Airbnb on arrival and your Host doesn't respond or can't resolve the issue, we'll help you find a similar place, depending on availability at comparable pricing. If a similar place isn't available or you'd prefer not to rebook, we'll give you a refund.

Check out what to do next [if you can't get in touch with your Host](#)

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## Inaccurate listings

If the listing is different than advertised, your Host is a great resource to fix the issue. If the listing is significantly different than advertised and your Host can't resolve the issue, we'll help you find a similar place, depending on availability at comparable pricing. If a similar place isn't available or you'd prefer not to rebook, we'll give you a full or partial refund.

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## 24-hour Safety Line

If you ever feel unsafe, we're here to help you get priority access to specially trained safety agents who will assist you with your safety issues or directly connect you to local emergency authorities, day or night.

Need to reach us? [Contact us](#) by phone, email or chat.

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## How AirCover for guests works

AirCover for guests provides support for serious issues with your booking (e.g. Host cancellation within 30 days of check-in) or during your stay (e.g. the heating not working in winter, the listing has fewer bedrooms than listed, it's a different type of home – a private room instead of an entire home, a major advertised amenity such as a pool or kitchen is missing) but it doesn't include more minor inconveniences, like a broken toaster.

Your Host is the best person to contact if anything comes up. You can [message your Host](#) directly from your inbox to let them know what's going on.

If an issue does come up during your stay:

1. Take photos or videos of the issue, if you can.
2. Contact your Host within 72 hours of discovering the problem and describe the issue to them to see if they can resolve it.
3. If your Host can't resolve the issue or doesn't respond at all, [contact us](#) as soon as possible.

4. We'll review it and if we find it's an issue that's supported by AirCover for guests and you'd like to leave the place, we'll help you find a similar place to stay, depending on availability at comparable pricing. If a similar place isn't available or you'd prefer not to rebook, we'll give you a full or partial refund.

## Help with hosting

Becoming a Host on Airbnb is exciting, and there's lots to learn. But the good news is there's a lot of info to help you succeed. Whether you want to host a place to stay or lead an Experience, all the tools you need are right here.

### Getting started

Want answers and info about things like your reservations, account management, or how Airbnb works? We have those answers here in the Help Center. Looking for tips and advice (like how to successfully price your listing) from Hosts? Head to the [Resource Center](#). Last, but not least, share stories and get support from fellow Hosts in the [Community Center](#).

If you're just getting started and you're looking for help with all things hosting, be sure to check out our Ask a Superhost program—where you can get free one-on-one help from Airbnb's top Hosts.

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#### [All the ways to Host on Airbnb](#)

Details and all the fine print about hosting a place to stay or an Airbnb experience.

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#### [Get help with your listing from a Superhost](#)

How you can ask a Superhost for guidance creating a listing.

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#### [Preparing to host](#)

Here are some tips to help get your stay ready.

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## Making changes to reservations

Because cancellations disrupt guests' plans and impact confidence in the Airbnb community, try to keep all your reservations. If for some reason you can't, you can cancel reservations from your hosting dashboard. Just know that penalties are involved, including things like a cancellation fee or a blocked calendar. However, if a guest cancels, you won't be penalized.

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[Cancellation penalties for Hosts of stays](#)

Get more details on the penalties for Host cancellations.

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[Modifying a reservation as a Host](#)

Find out how it works to modify or change a reservation.

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[Responding to a guest's trip change request](#)

What to do if your guest wants to change the details of their confirmed reservation.

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## Getting paid

Congrats! You've earned it (literally). Now, when will you get it? Here's important info on all things payment, and how to make sure you get paid the way you want to.

### Payout set-up

When you first become a Host, you'll need to make sure you have a payout method set up for your account. It might take a little while for it to get fully set up, so we recommend doing it as soon as possible. But how do you choose your payout currency? It's based on the country and method you selected when you first added your payout method. Be aware that you can't change a payout method's currency once you've added it, but you can set up a new payout method in a different currency at any time.

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[Verification time for new payout methods](#)

Learn how long it takes to add a payout method and how it works.

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[Add a payout method](#)

Find out how to make changes to your payout method in your account.

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[Set up a default payout method](#)

Specify which payment method you want to be your default in your account.

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### [Choose a payout currency](#)

Decide which currency you're paid in and learn how to add other payout methods at any time.

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### [Set a minimum payout amount](#)

Learn how to reduce the total you receive to cut down on transaction fees charged by your bank or financial service provider.

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## **Amount and timing**

Airbnb typically releases your payout 24 hours after your guest's scheduled check-in time. The time it takes for the funds to arrive in your account depends on your payout method and any bank holidays or weekends. Also, if you have a minimum payout amount set, or you're hosting a longer stay, it might take longer or the payouts might be on a different schedule.

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### [When you'll get your payout](#)

Read about how Airbnb releases your payout about 24 hours after your guest's scheduled check-in time.

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### [Find your payout information](#)

Learn how to use your Transaction History to check the status of your payouts and review detailed info on your earnings.

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### [Calculating your payout](#)

Details on how to break down your payout and details on the Host service fee.

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### [Your payout if a guest cancels](#)

Find out what happens with your payout and if a guest is refunded when they cancel (either before or during a trip).