



Online Safety Tips For Guests

Your safety is our priority here at Airbnb. We want to help make sure your entire Airbnb experience is as seamless as possible, and that starts with safe and secure booking and payment.

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 guidance for our community on staying safe online.

Please take a minute to check out these top tips from Get Safe Online:



Check out the property, host and details carefully

Get exactly what you're looking for by taking advantage of Airbnb's many search filters like price, home type, and amenities. Be sure to read the host's profile and listing description thoroughly and look through feedback from past guests to help find the right fit for you. Prior guests can only leave a review after they've stayed with that specific host, so you know the feedback you're seeing is based on actual experiences.

In order to avoid unauthorised advertisements, always start your search on www.airbnb.co.uk or in our app and keep payment and communication on Airbnb.



Pay and communicate only on Airbnb

Keep yourself, your payment, and your personal information protected by staying on Airbnb throughout the entire process—from communication to booking to payment. You should never be asked to wire money, provide credit card information, or otherwise pay a host directly. Paying or communicating with hosts outside of the Airbnb platform puts you at greater risk of fraud and other security issues.

It's also why we strongly recommend that you communicate using Airbnb's



messaging system. This can be used prior to making a booking to confirm such details as specific amenities, whether the accommodation is shared by other people, house rules and the neighbourhood or surrounding area. When you've booked, you can use it to discuss check-in details.



Don't rush in, and set clear expectations

Trust your intuition: if you don't feel right about a listing, don't book it. If a message makes you feel uncomfortable or you need help during your reservation, [contact](#) Airbnb. If there's anything you're not sure of, don't be afraid to ask the host through our messaging platform.



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

Beware of users on other platforms directing you to an Airbnb-like website to try and take payment. Airbnb does not have a payment facility for accommodation found on other websites.

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



Stay safe online

As well as researching and booking your Airbnb accommodation, there are many other things you probably use the internet for, day-in, day-out. Visit



www.getsafeonline.org – for expert, easy-to-follow, free advice on everything from online dating to safe social media, buying and selling a car to how to safeguard your business.

