



**Speak up
and *stay safe*
while hosting**



Airbnb is built on trust

With thousands of hosts and listings across the UK, the safety of our community is our priority. That's why we've partnered with independent charity [Crimestoppers](#) to provide information on ways to stay safe and vigilant while hosting, and what to do if you spot suspicious activity.

Already we take extensive measures to help keep you, your home, and your guests safe. Our two-way reviews, secure guest communication, risk-scored reservations and house rules all help you to host great guests.

While issues are rare, together with Crimestoppers, we have produced this guide on how to spot the signs of potential criminal activity, including trafficking, exploitation and drug supply chains, also known in the UK as 'county lines'.

We encourage you to share this guide with your co-hosts, cleaners or neighbours, to ensure anyone who may witness activity in or around your property knows what to look out for and what to do.

Spot the signs

Stay vigilant by checking the guest is the person who booked the listing and paying particular attention to suspicious items left behind after a stay.

As well as remaining alert to this type of activity, Crimestoppers advises you to look out for additional signs, including guests who:

- have limited account information on their profile
- have poor or inconsistent communication e.g. around the number of guests staying
- offer to pay upfront in cash for an extended stay
- insist on little or no housekeeping.

Read more signs to spot on the [Crimestoppers website](#).

Look out for your local community

Modern slavery is on the rise, and we all have a responsibility to ensure those around us are safe. As a host, you have a unique opportunity to meet and greet guests from all over the world - and as such you may see or hear things that others do not.

Crimestoppers encourages you to look out for the [signs to spot modern slavery](#) and report suspicious activity to your local authorities to help safeguard people who may be at risk.

Airbnb is already a proud signatory of the [Women's Night Safety Charter](#) in London, helping to promote women's safety across the capital, and we continue to expand our work in this important area.

Stay safe online

Even the most savvy internet users can fall victim to sophisticated scams. It's important to keep your personal information safe and protected online and offline, and always communicate and take payments only through Airbnb's secure messaging and payment systems.

We publish guidance on how to stay safe online on our [Help Centre](#). You can also learn about protecting your information online at [Crimestoppers' Cyber Security hub](#).

Speak up

If you are concerned that a guest may be involved in criminal activity, you can tell the independent charity Crimestoppers, 100% anonymously, by phone on **0800 555 111** or online through [crimestoppers-uk.org](https://www.crimestoppers-uk.org) - they are available 24/7, 365 days a year.

Useful information to share could include:

- Description of those who stayed or those who you are concerned about
- Contact information you have for the person/s who booked the stay
- Car make, colour, model and registration of those who stayed

If you feel that someone is in imminent danger and needs help right away, always call **999**. If you'd like to talk to a police officer, contact **101**. You can also reach the [emergency services](#) with one

touch through the Local Emergency Services feature in the Airbnb in-app [Safety Centre](#).

The Airbnb [Neighbourhood Support Tool](#) enables anyone to report a concern about a listing in their community directly to us, and we investigate all reports received through this channel. Through the click-to-call feature in this dedicated tool, a specialised Airbnb Community Support agent will aim to call neighbours back in 10 minutes or less. We also work closely with police across the UK through our [law enforcement portal](#).

As always, the Airbnb Community Support team is on hand 24/7 by phone, through our [Urgent Support Line](#), via our [Help Centre](#) and on [Twitter](#). We have zero tolerance for illegal activity, and take action when issues are brought to our attention.

Working together

We encourage you to look out for suspicious activity and report any concerns. Together we can help those who need it, and help you and your community stay safe while hosting.

CrimeStoppers.

