



ONLINE SAFETY TIPS FOR HOSTS:

Recognising scams and knowing what to do



www.getsafeonline.org





Your safety is a priority for us at Airbnb, and that includes your online safety.

We want to help make sure you can advertise, take bookings and get paid for stays with confidence.

That's why we've partnered with [Get Safe Online](#), the UK's best known and most authoritative source of advice on online safety and security, to produce this guide to help Hosts on Airbnb stay safe online.

Only receive payments and communicate with guests via Airbnb

Always stay on the platform to receive payments and communicate with guests that are booking via Airbnb. This will help ensure you're protected by Airbnb's policies and secure processes, such as support programmes like AirCover and other [safeguards](#).

You can use Airbnb's secure messaging system to get to know your guests and set any expectations about your listing or House Rules ahead of check-in or during their stay. If a message makes you feel uncomfortable, you can click the flag icon next to the message to report a user, and Airbnb's global Community Support team is on hand 24/7 to help.

You can require guests to provide a government ID to book your listing and you'll be required to do the same, if you haven't already. Find out how it works [here](#).

If you use 'request to book', we recommend reading potential guests' profiles and any previous reviews. Accepting bookings and managing payments only through Airbnb will help you to stay protected from issues like overpayment scams, where a guest offers to pay more than the listed price then asks for a cash refund to cover the difference.

Beware of fake emails, websites, texts and social media posts

‘Phishing’ emails and websites can be designed to appear as if they are from or connected to Airbnb but are, in fact, operated by fraudsters.

Never click on links in emails, texts, social media posts or instant messages that you’re not expecting. These may look like the real thing and often have an urgent tone, such as threatening loss of a booking or an offer, or account suspension if you don't click a link or provide certain information immediately. These links can take you to a seemingly authentic but fake website, designed to either capture your personal information or infect your device with malicious software known as malware.

If you’re unsure about the authenticity of an email or website, it’s always safest to type the Airbnb website (www.airbnb.co.uk) directly into your browser and log into your account from there. If it’s a genuine and important notification, you’ll usually find more information in your Airbnb account dashboard.

You may have also heard about fake listings - properties advertised by people who aren’t authorised to list the accommodation - on third party rental, social media and messaging platforms, and travel forums. In these cases, scammers might try to direct people to make a payment for the accommodation through a fake website designed to look like Airbnb. Airbnb will never ask guests to do this as the platform doesn’t facilitate payments for accommodation found on other websites. If you spot an issue like this report it to Airbnb.

Learn how to identify a genuine Airbnb email address or webpage [here](#). If you think you’ve encountered a fake website, you can report it to Airbnb at <https://reportphishing.net/airbnb/>.



Protect your account

Airbnb invests heavily in highly sophisticated technology to ensure that its community enjoys a safe and secure experience while using the platform. However, fraudsters are constantly developing new ways to try to gain access to your information. One way is through account takeovers, where a bad actor gains unauthorised access to your account using the correct login information compromised elsewhere, such as through a phishing scam or malware. To help protect against this, Airbnb uses multi-factor authentication (you might know it as 2-step or two-factor authentication, or 2FA), which asks you for a randomly generated code to help confirm the person logging is really you.

To help you stay secure online, Get Safe Online advises that you have a strong, separate password for every account. Find out more about keeping your Airbnb account secure [here](#).



Get in touch

If you need support before or during a reservation, Airbnb's global Community Support team is on hand 24/7 to assist, and can be reached by phone, in-app, through the [Help Centre](#) and on Twitter at [@AirbnbHelp](#).

As well as using the Airbnb platform, 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 safe social media, online dating, buying and selling a car and safeguarding your business.



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