



Online safety tips for guests:

How to avoid holiday scams



We've partnered with our UK Trust and Safety Alliance member and online safety experts, [Get Safe Online](#), to provide tips on how to avoid third party scams and safely book a trip.

Here are a few things you should consider:

1. Never click on unexpected links

Bogus links and attachments in emails are designed to take you to sites designed to look like a real company website, but can trick individuals into revealing personal information such as passwords and credit card numbers. Use the Airbnb app or go directly to the website (www.airbnb.co.uk) to help ensure you're on the legitimate company website.

2. Be wary of unusually cheap deals or high deposits

If a deal or offer seems too good to be true, such as those advertised on social media, it could be a scammer and it's best to end all communication immediately.

3. Do not pay for holidays or accommodation by direct bank transfer. If paying directly, opt to pay by credit card

Paying by credit card often offers better buyer protection, and a higher chance of getting your money back if something goes wrong.

4. Stay on Airbnb to book, pay and communicate

Stays should always be booked and paid for on-platform only to take advantage of Airbnb's secure processes and refund policies. Every booking comes with [AirCover](#), meaning if there's a serious issue with your Airbnb that your Host can't resolve, we'll help you find a similar place or give you a refund. If anyone asks you to go off-platform, you should [report](#) it to Airbnb.

5. Look out for the "verified" badge on Airbnb listings

Guests shouldn't have to worry that a listing is fake or isn't where it says it is, which is why Airbnb has [verified](#) 1.5 million listings.

6. Use a different password for each online account and add two factor or multi-factor authentication

If your details are compromised online, scammers can access your personal details and use them to take over your online accounts.

7. 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, or through the Help Centre.

For more online safety tips, visit www.getsafeonline.org