**AirBnB**

***Dutch NGO with personal experience:*** We are using AirBnB ourselves since some 2 years from time to time in the Netherlands and abroad (in western-type countries).

I also have a room on Air BNB so get lots of stories first hand! The main tip is:

* check well where you book. Read the references well, and also read "in-between the lines"!
  + If from professional / commercial providers, often you have to collect the key somewhere else. Often no personal contact make sure guests no what to expect. In case of complaints, you get nowhere.
  + In some cases, they are students, who rent out their rooms for the money and go to their partners or family for those days. We've heard horrendous stories from our guests, who had been in messy rooms, beer bottles and left-over pizza's all around, beds not made with clean linen, rats, cockroaches, ...

***UK NGO, currently looking at their policy:*** Just a few things I am currently thinking about are: (but not exhaustive)

* How do we insure our staff from possible complaints and damages to the hosts property?
* Is there an organisational booking website login for Air B&B (Air BnB provide this Dashboard do you use it?) or do the individuals use their own login details?
* How do you ensure there is adequate safety measures in place like smoke detectors, fire escapes, safe electricity, Door lock and chains, who has the spare keys? Etcetera

**Local Law**

Cities in some countries have laws that restrict individuals ability to host paying guests for short periods. These laws are often part of a city's zoning or administrative codes. In many Countries and cities, you must register, get a permit, or obtain a license before you list your property or accept guests. Certain types of short-term bookings may be prohibited altogether. Local governments vary greatly in how they enforce these laws. Penalties may include fines or other enforcement, how do we check this or have this in place?

 What are the Countries Tourism laws? Is using Air BnB breaching these laws? There was a recent case in Barcelona – where Airbnb have just been fined €30,000 for breaching local tourism laws.

**Taxes**

In addition to complying with state and local laws, hosts should be aware that they might be subject to rental income Tax. To assist with U.S. tax compliance, Airbnb collects Taxpayer information from hosts so they can provide an account of their earnings each year. This obviously does not happen in many countries around the world, Do INGOs accept that they may be supporting tax avoidance when using Air BnB?

***US NGO using AirBnB for Business***: Process examples, see below:

**Introduction of AirBnB for Business to Staff**

I am pleased to announce the launch of [Airbnb for Business](https://www.airbnb.com/business-travel) as an option for you when you are on business travel. At this time, use of Airbnb is approved only while traveling domestically in the United States; due to security protocols and for staff management purposes, use of Airbnb internationally must be coordinated, reviewed and approved in advance by the appropriate person.

If a staff member wishes to use Air BnB internationally, the following steps must be followed:

* The hosting Country Office must be notified in writing via email of the traveling staff member’s desire to use Air BnB. The requested property or properties will be provided to the hosting office in advance of the traveling staff’s deployment.
* The hosting Country Office will conduct a site assessment of the proposed property or properties and determine whether or not the location is acceptable for staff to reside at. If yes, then travel can proceed, if not then the deploying staff member must utilize one of the hosting Country Office pre-approved hotels.
* All bookings must be made via the Air BnB Business site so the organization can track and support staff travel.

If there is no hosting Country Office where a staff member is deploying to (internationally), then Air BnB cannot be utilized.

Before choosing Airbnb as a lodging option, staff are asked to consult with staff familiar with the location of stay, and to fully consider specific property reviews and descriptions. An important area to research includes safety and security of the property, the reputation of the specific neighborhood under consideration, availability of public transportation, and others. Additionally when booking an Air BnB premises, staff are required to select an accommodation that is not shared with other tenants and/or the owner of the premises – staff must be the sole visitor or tenant while they are staying at the Air BnB. Of course, staff are required to fully observe the safety and security protocols while on any travel.

If you choose to use Air BnB and during your stay you have safety or security concerns you should immediately inform the Country Office and discuss whether it is appropriate for you to continue your stay. You are encouraged to report issues and concerns on your return so that, over time, we can build a portfolio of reliable properties and / or take up issues with Air BnB directly.

Use of Airbnb must fit within the organisation’s per diem rates and must otherwise comply with the Travel Policy.  Bookins on Airbnb will not be made by the organization nor the travel management company.  Instead, you are required to set up an Airbnb account using your **business** email address to ensure that your reservation is incorporated into the travel tracking system.  Employees who choose Airbnb must use a personal form of payment, assume the associated liabilities and agree to any terms and conditions.  Any required deposits are the responsibility of the employee pursuant to the travel policy. Finally, be advised that properties listed under Airbnb for Business have upgraded services and amenities that are designated specifically for business travelers.  This option could also be helpful when cities have conventions, etc. that result in sold out hotels.

At a broader and strategic level:  being a partner of choice as they launch their "social impact experiences" in India, Mexico and Ecuador; their provision of travel credits for humanitarian assistance; and linking domestic workers groups to have an agreement with Airbnb hosts for house cleaning.

**Example instruction to Country Office**

HQ has recently reached an agreement with Airbnb (business) regarding a corporate contract that would provide staff with discount options through their properties. While this is a great win for US travel, we’re still working out how this would look for international travel. Note that we’re only considering Airbnb where the guest has the whole property (e.g. whole apartment) not shared living space with the host or other guests.

From my perspective, I see this as potentially being unsuitable for this organisation – with the exception of longer term stays at specifically vetted properties, but ultimately the decision will be yours. Can I ask you to take a look online at Airbnb properties in your area, and please consider how appropriate this type of self-catered accommodation would be for your context? The below is a guideline for how the process is supposed to work:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Action** | **Comment** | **Responsible** | **Informed** | **Due By** |
| Country Office to assess Airbnb in their areas | Each CO should assess and declare whether they are able to support and oversee Airbnb Business requests. This is strictly a CO decision, they should use the Airbnb site and see what properties are available and think about the capacity in country to supervise Airbnb stays.  They must inform of their decision. |  |  |  |
| CO’s to amend pre-travel briefings | **If positive** - The use of Airbnb Business for visitors to country XX was recently approved and is supported by the CO.  You must inform the CO before confirming  the booking  of the property you wish to stay at. While the CO cannot undertake to vet in detail all properties we will provide you with a No Objections approval.  Please be advised that the CO may remove this No Objections position on short notice should local situations dictate.  The traveler is liable for costs if any are incurred.  **If Negative** – The CO does not support the use of Airbnb for visitors.  Travelers may only stay in CO approved accommodation. |  |  |  |
| No Objections statement | You have requested to stay in an Airbnb Business property while visiting Country XX.  While the CO has not conducted a full accommodation assessment for this property, the CO has no objections to you proceeding with this booking. |  |  | Ongoing once position on Airbnb  is agreed |
| Considerations for CO’s in assessing Airbnb | * Is the area suitable, high crime, nightlife etc * Is anything known about the premises, past reports * Can the CO support in an emergency * Is there good transport connections * Are there shops and facilities nearby * Other as appropriate | XX | XX | XX |

Any questions at all please don’t hesitate to let me know.