Trip Planner
Guide to Airbnb for Work

Heather Knight | February 2020

Confidential Airbnb information

What we'll cover:

About Airbnb for Work

Getting set up

Finding and booking the right place

Getting Support

INTRODUCTION

Get to know Airbnb for Work

About Airbnb

Airbnb is a platform where people find and book places offered by local hosts, from city apartments to mountain retreats, all over the world.

4M+ Properties

191 Countries

65,000 Cities

200M+ Guests

About Airbnb for Work

Airbnb for Work is the world's largest provider of alternative accommodations for work trips

250,000+
Companies have employees signed up for Airbnb for Work

Nearly 15%
of Airbnb trips are for work

When to try Airbnb for Work

Faculty and Research trips

Conference travel

Alumni events

Study abroad

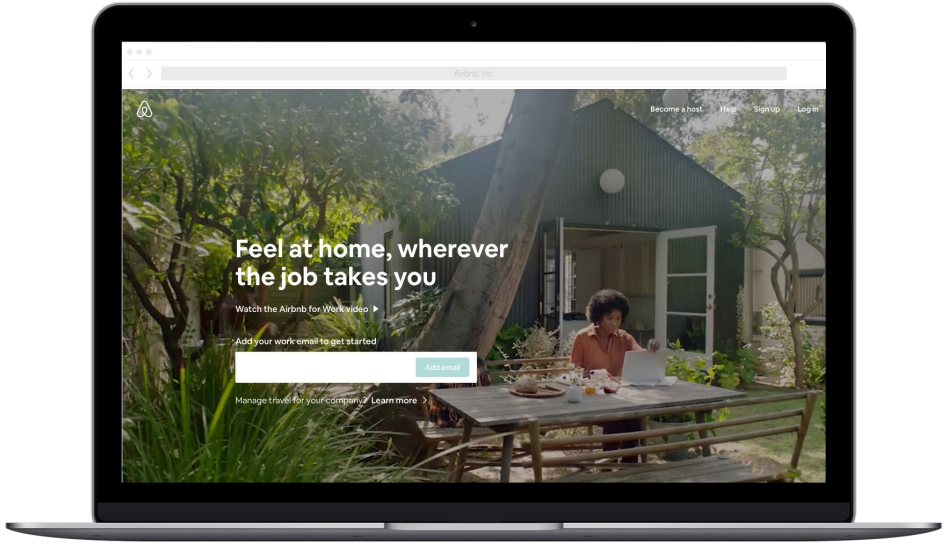
Sports and club events

Relocations and Visiting Professors

Getting set up

1. Join Airbnb for Work

You and all travelers will need an account



Reminder: *If you don't have one yet, go to airbnb.com/work. Enter your work email address, then confirm it from the email Airbnb sends you.*

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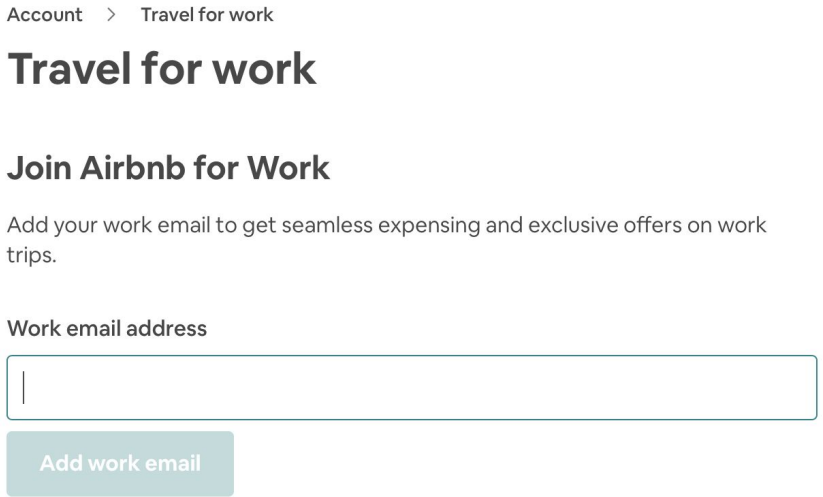
1. Join Airbnb for Work

Already have an Airbnb account?

1. Log in to Airbnb
2. Select your profile photo in the top right
3. Select **Account**
4. Select **Travel for Work**
5. Add your Tulane University email address (@tulane.edu)
6. A confirmation email will be sent to your work email address.
7. Confirm your work email
8. You are all set!



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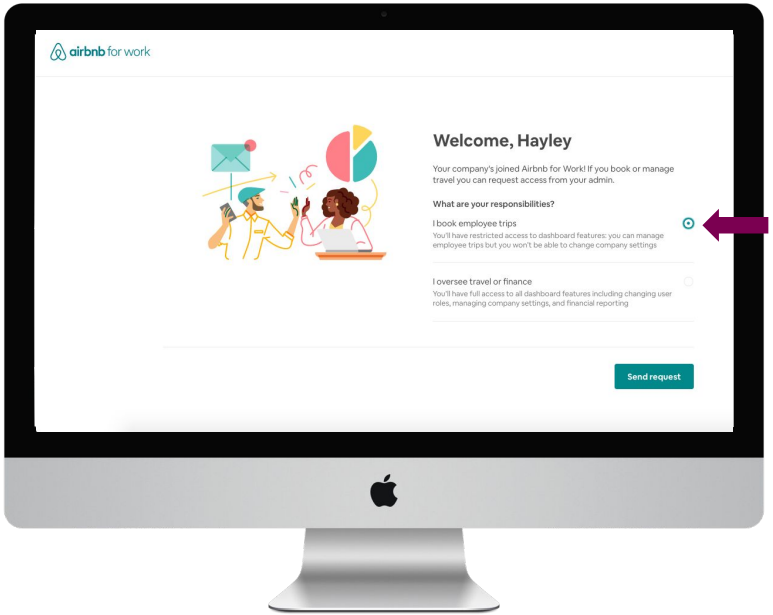
1. Join Airbnb for Work

2. Become your company's trip planner

To book for someone else, you'll need to be designated as a trip planner **by your company admin**.

After you confirm your work email, request that your company admin make you a trip planner (more on that coming up).



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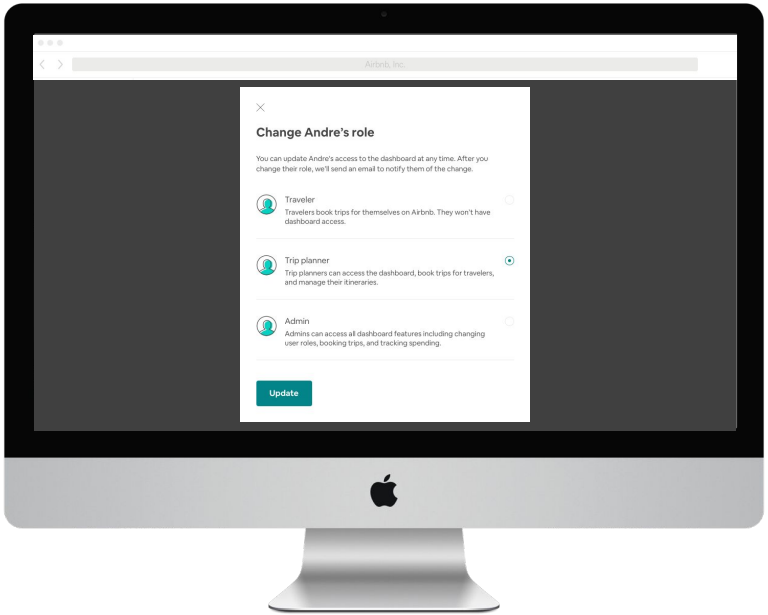
3. How admins make people trip planners

Admins can designate others as trip planners from the company dashboard. Just type the name of the person in the **Search** bar, select **Change Role**, then select **Trip Planner**.



***Note**: Once a booker is designated as a Trip Planner, they are able to see their booking permissions in their **Account Settings** to confirm that they are able to book trips for employees.*

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4. How to book for someone outside your company

To book for anyone with an email domain outside your company (or those with a different company email domain), you need **booking permissions** for each person you're booking for.

Here's how to get permission:

1. Log in to Airbnb
2. Select your profile photo in the top right
3. Select **Account**
4. Select **Travel for Work**
5. Under **Booking Permissions**, select **Manage**
6. Scroll down to **People you can book for**
7. Select **Add Traveler**
8. Enter the traveler's email and select **Send request**

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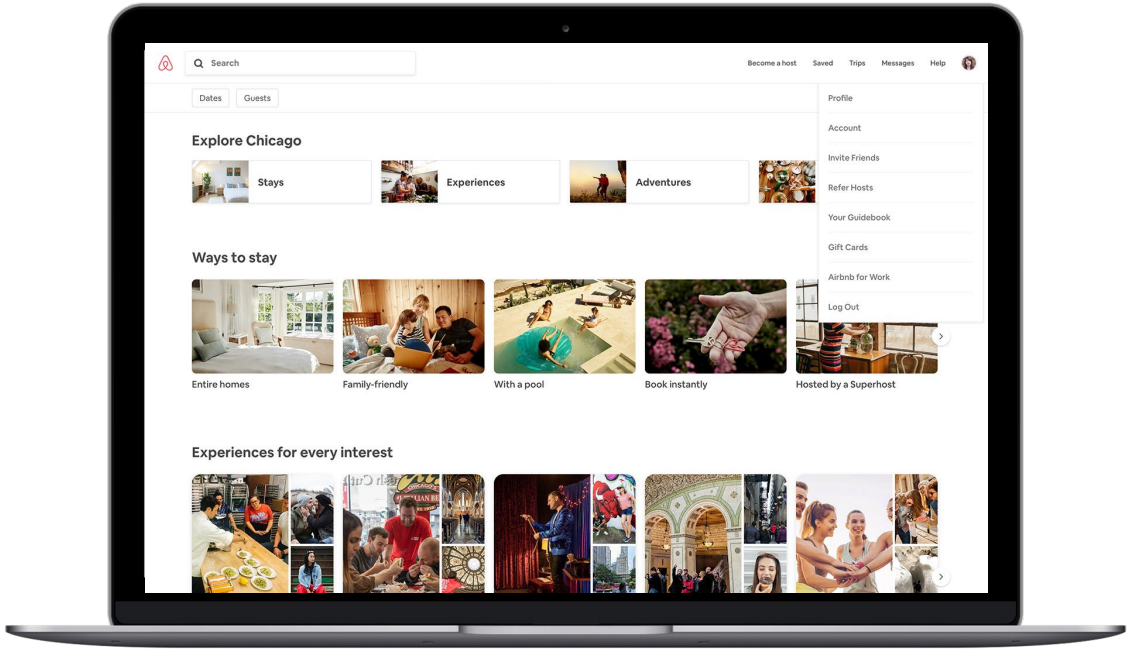

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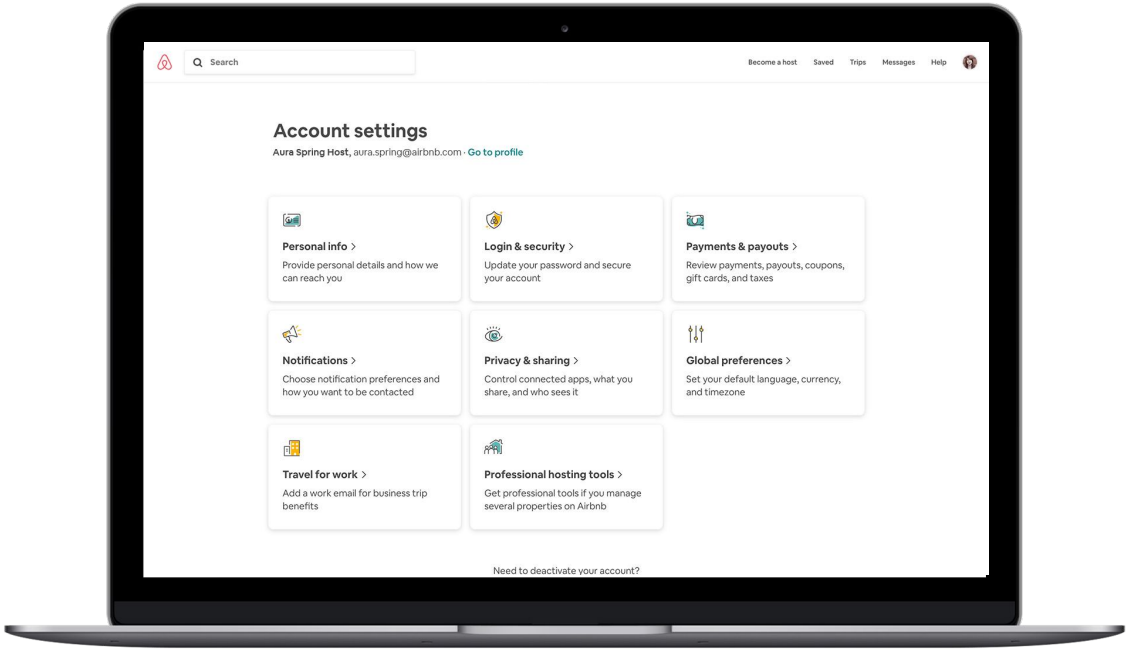

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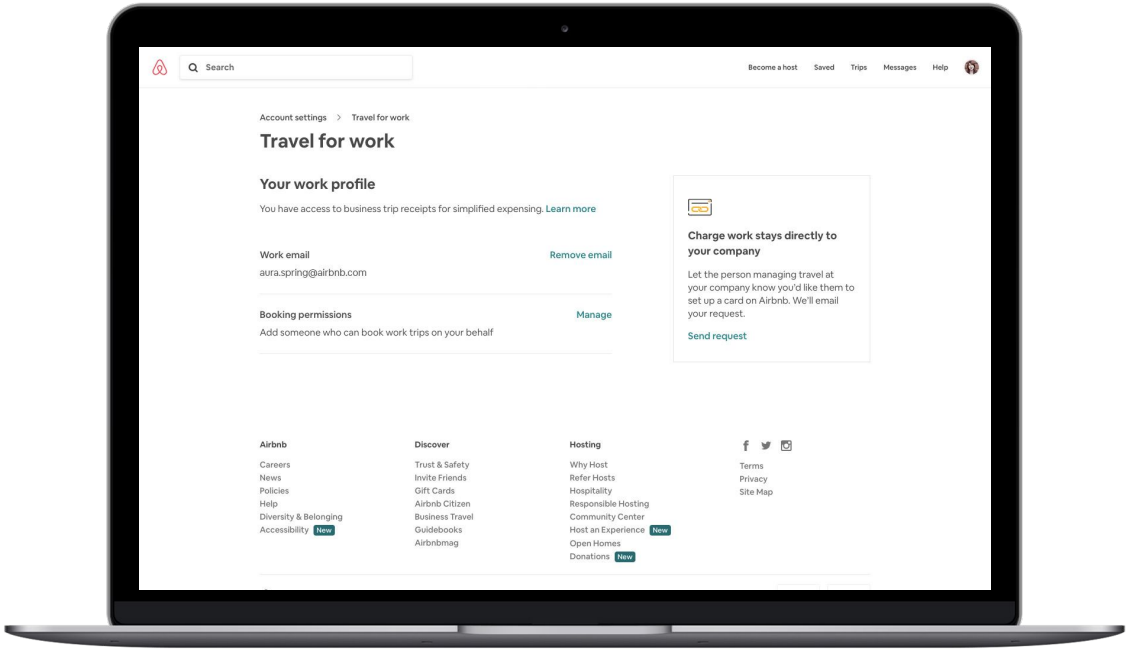

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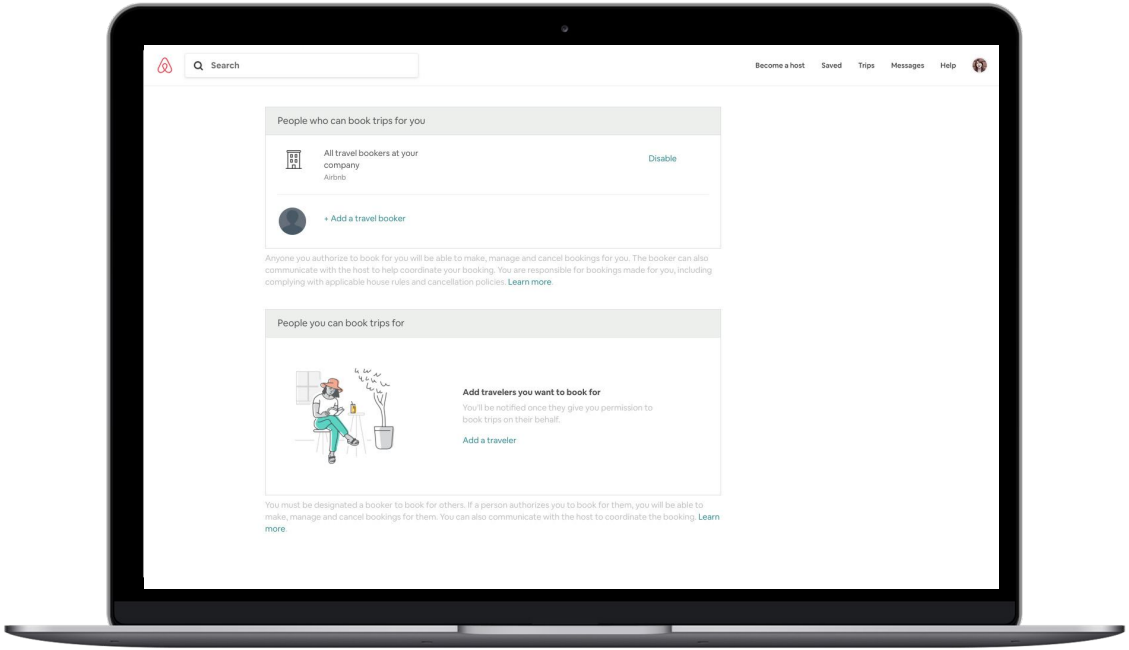

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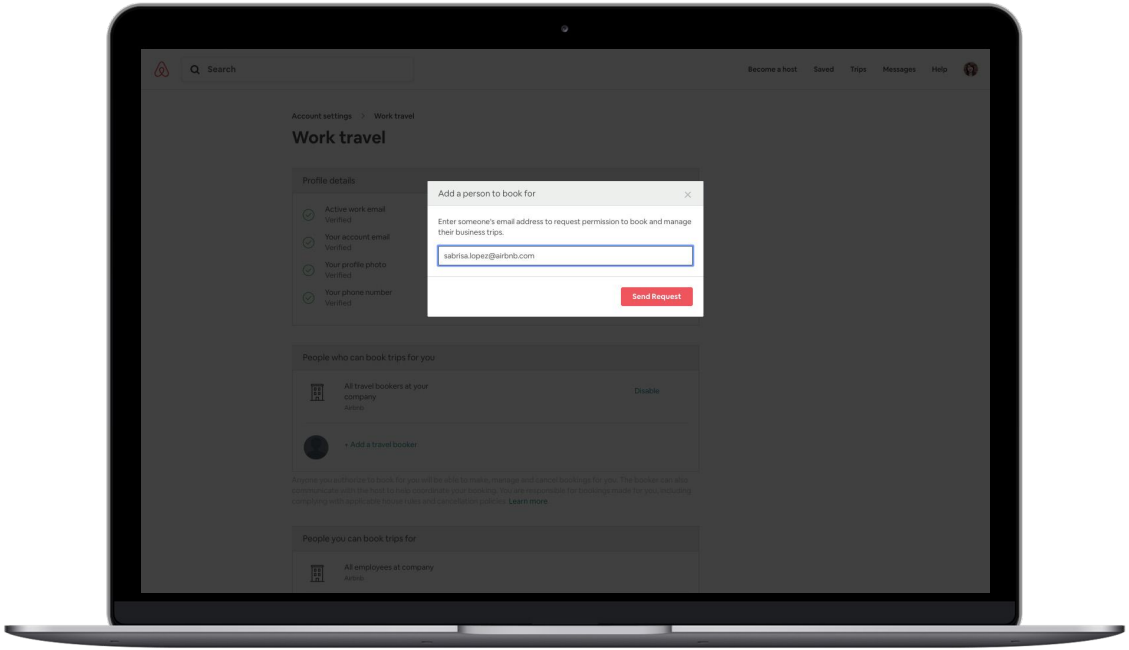

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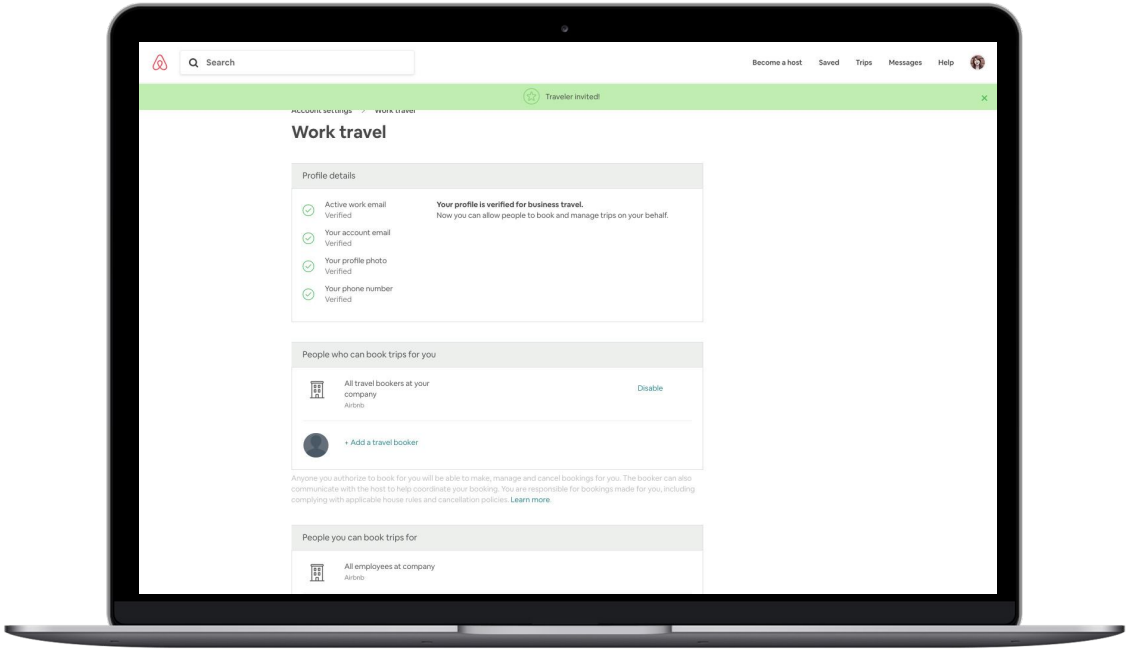

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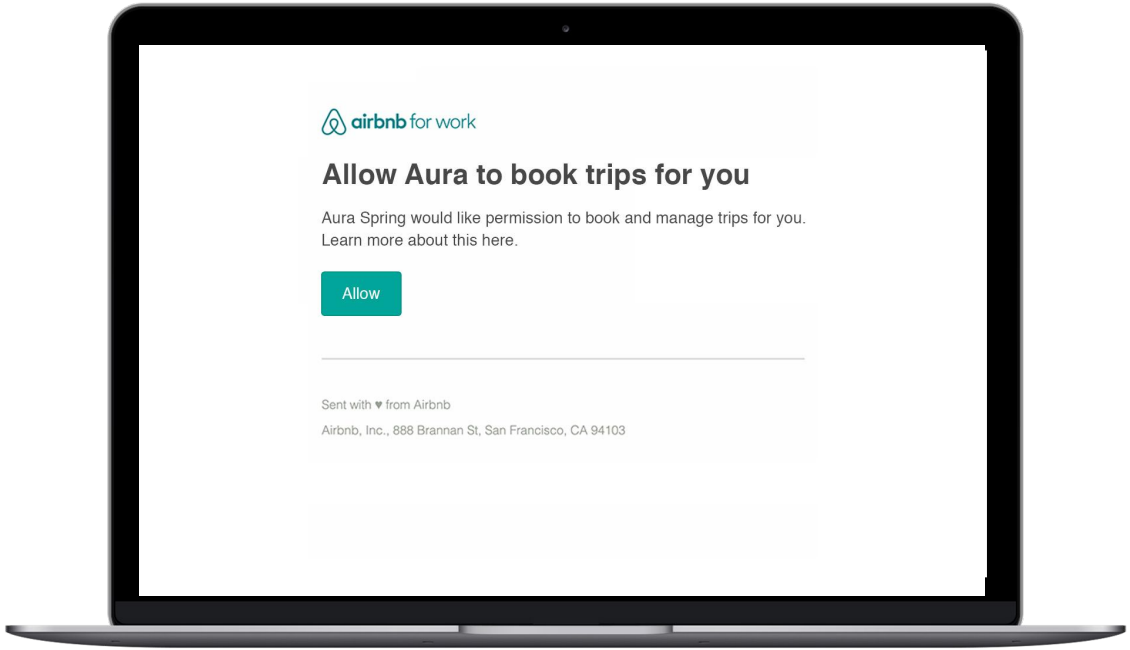

***Note**: If the traveler has not set up their personal Airbnb profile or verified their work email, they may be prompted to complete actions before accepting your request, such as adding a profile photo.*

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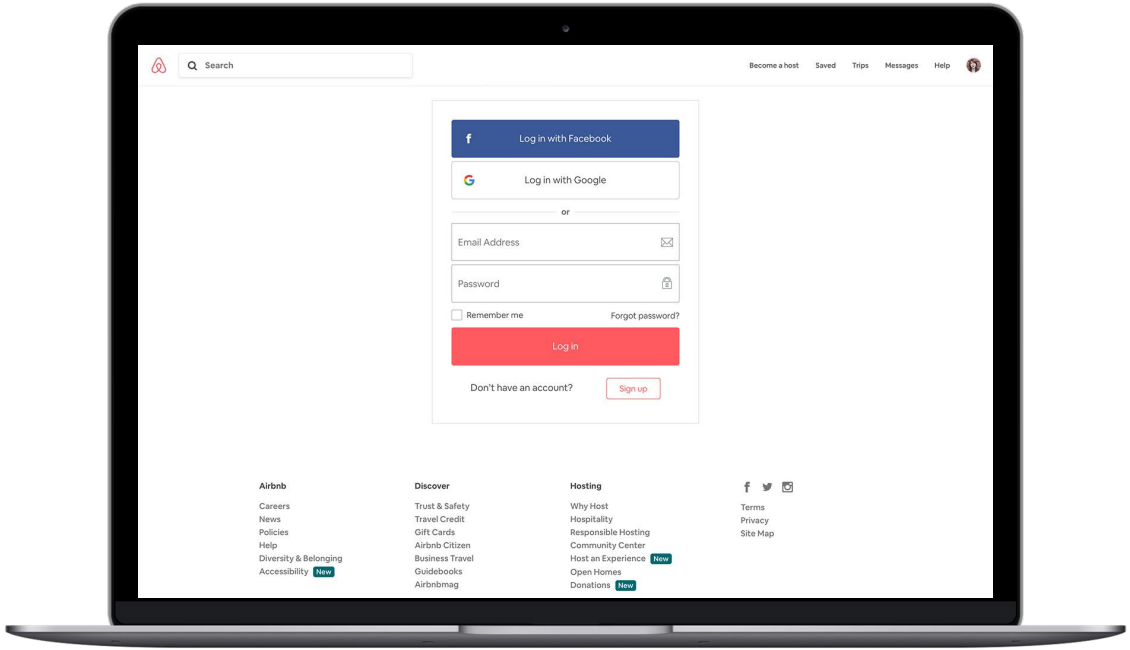

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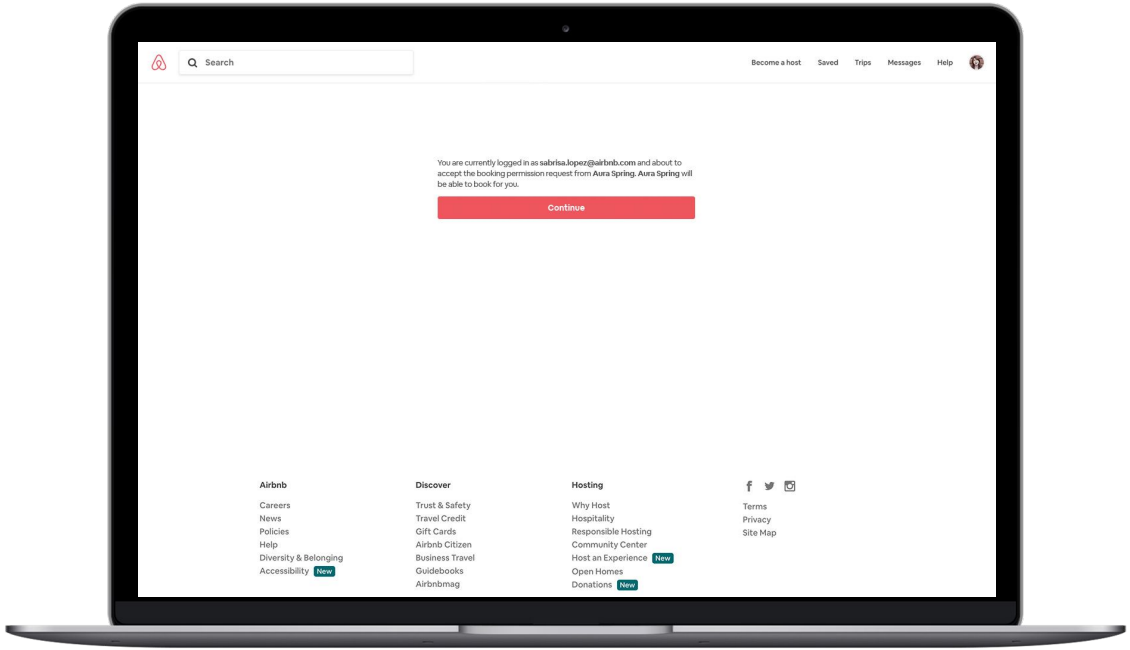

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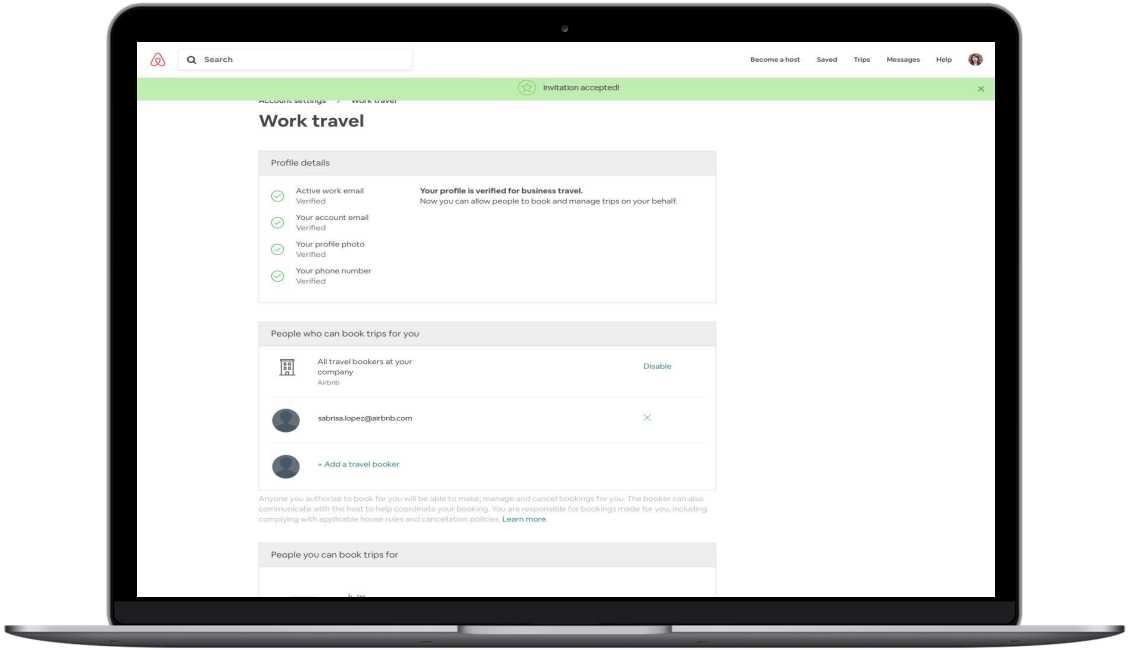

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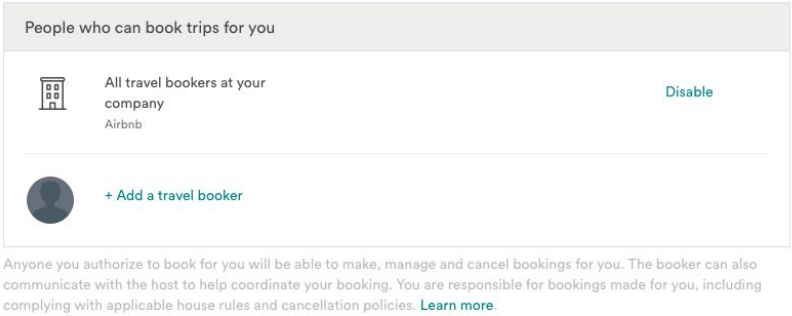
Travelers can also designate people outside their company to book trips for them.

Here's how:

1. Log in to Airbnb
2. Select the profile photo in the upper right
3. Select **Account**
4. Select **Travel for Work**
5. Go to **Booking Permissions**
6. Select **Manage**
7. Under **People who can book trips for you**, select **Add a travel booker** and enter that persons' email address.

Once that person accepts the invitation, they'll be able to book trips for that traveler



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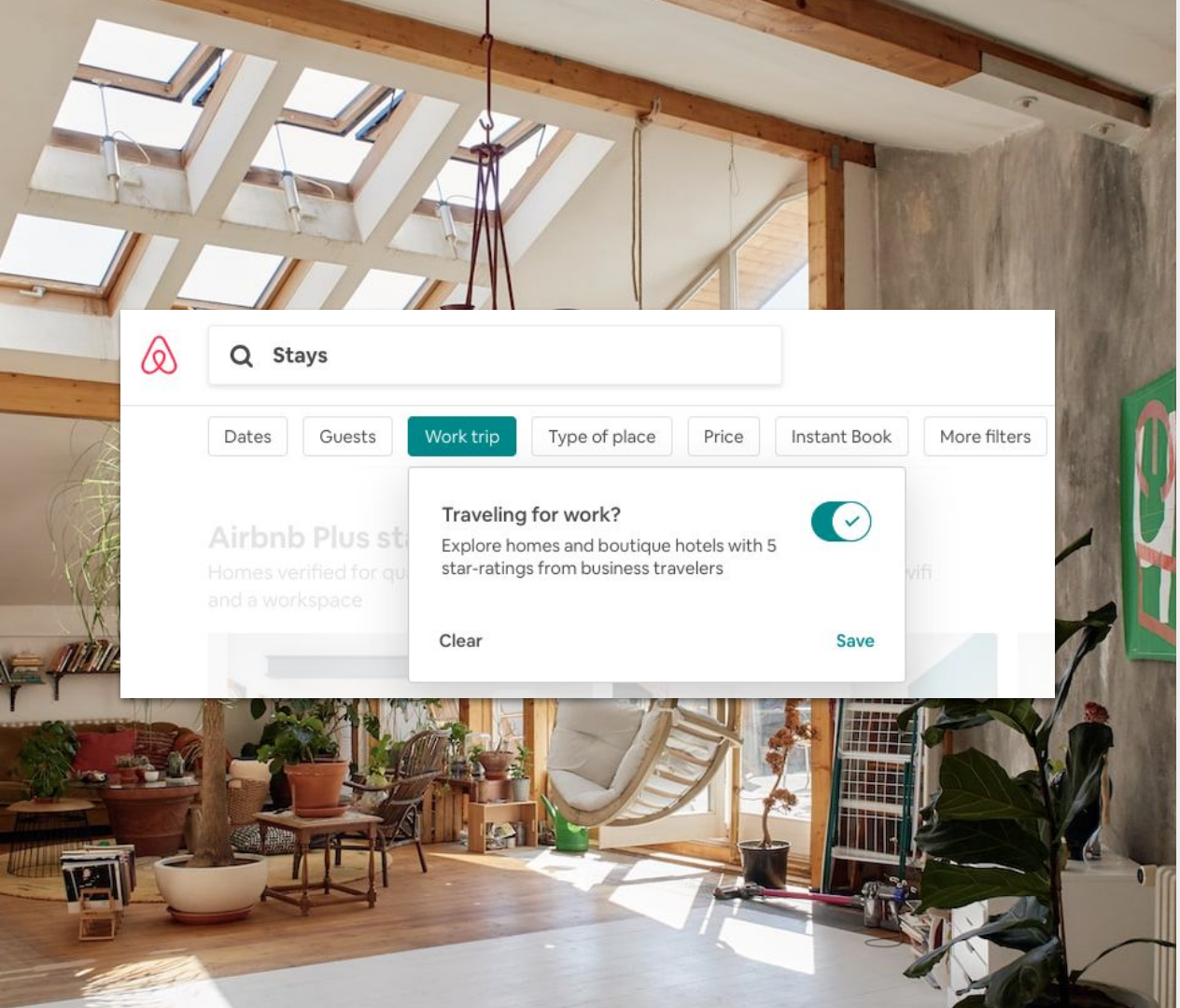
Finding and booking the right place



Find and book the right place for the trip

When you use the **Work Trip** toggle, you'll see Airbnb Plus listings and homes and boutique hotels that are highly rated by business travelers. Hosts have indicated that there are smoke and carbon monoxide alarms on all of these listings.

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Make sure it’s the right fit

To make sure it's the right fit, be sure to read guest reviews, host profiles, house rules, and the cancellation policy. To ask your host questions, select **Contact Host**.

To save a listing, select the Heart icon at the top right. This will add it to your wish list. To see listings you saved, go to **airbnb.com/wishlists**.

If the place matches what you're looking for select **Reserve**, **Request to Book**, or **Book**.

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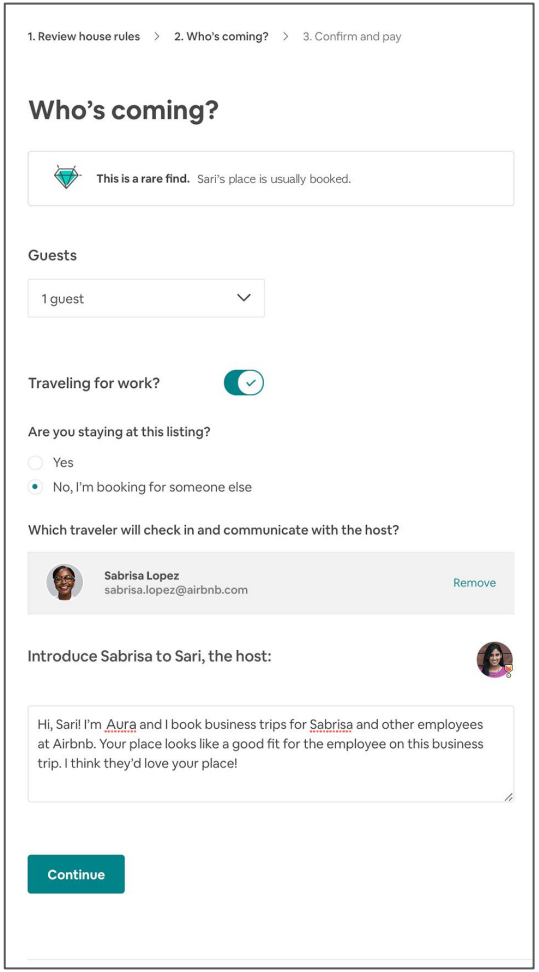

Booking for someone else

After selecting **Reserve, Request to Book** or **Book** you'll start the booking process.

Be sure to select **Traveling for work** to see the option to book for someone else. This will also ensure the trips shows up on your company's dashboard.

Once you've selected **No, I'm booking for someone else**, just type the traveler's name to add them to the reservation. If you have access to book for the traveler, their name will come up. Next, select **Continue**, to choose your payment method.

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Getting support

Getting support and reporting issues for others

Depending on the situation, there are a few ways to get support for your travelers on the road. For things like early check-in, contact your host directly on the shared thread. For other issues, contact our 24/7 Global Community Support team. For immediate support needs, you'll be directed to a direct access phone number. You can also look to our Help Center for assistance.

For help on our app, visit **Profile > Get Help**.

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for work