

Masks and social distancing

Based on guidance from experts such as the U.S. CDC and the WHO, all hosts and guests must agree to:

- Wear a mask or face covering when interacting in person
- Maintain 6 feet/2 meters of distance from each other at all times



The 5-step enhanced cleaning process

We'll walk you through 5 steps to enhanced cleaning that all hosts must agree to follow. This is based on Airbnb's cleaning handbook, which was developed in partnership with experts.

Step 1: Prepare

Proper preparation can help you and your team clean more efficiently and more safely. Make sure to:

- Ventilate the space before and during cleaning, when possible
- Use disinfectants approved for use against COVID-19. [Learn more](#)
- Wash or disinfect your hands, and wear a mask and gloves while cleaning



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Step 2: Clean

Cleaning is when you remove dust and dirt from surfaces, such as floors and countertops. Make sure to:

- Sweep, vacuum, dust, and/or mop areas before sanitizing
- Wash all dishes and laundry at the highest heat setting possible
- Wipe down hard surfaces with soap and water



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Step 3: Sanitize

Sanitizing is when you use chemicals to reduce the number of bacteria on surfaces such as doorknobs and TV remotes. Make sure to:

- Spray high-touch surfaces in each room with an approved disinfectant spray
- Let the disinfectant stand for the length of time specified on the product label
- Allow the surface to air-dry

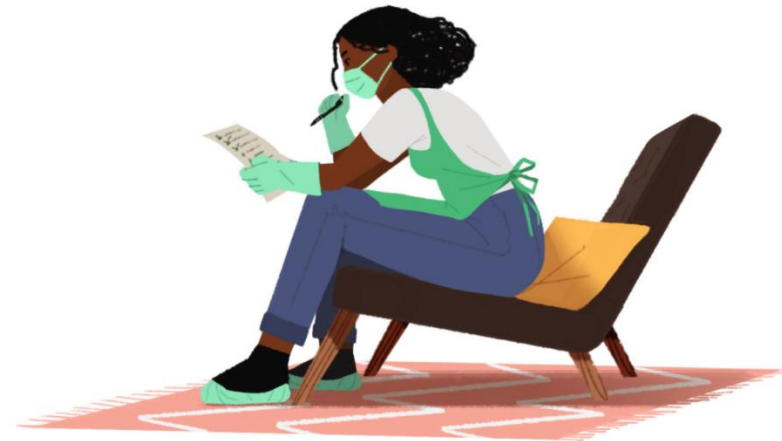


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Step 4: Check

You'll have access to custom cleaning checklists based on your listing details. Make sure to:

- Refer to the best practices in each room-by-room checklist to make sure that all areas are cleaned and sanitized between each stay
- Share these requirements with your hosting team and cleaning professionals



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Step 5: Reset

To help prevent cross-contamination, it's important to finish cleaning and sanitizing a room before replacing items for the next guest. Make sure to:

- Wash your hands and replace gloves before replacing guest supplies, linens, and cleaning kits
- Safely dispose of or wash cleaning supplies and protective gear
- Don't re-enter a room once it's been sanitized
- Empty and/or clean your equipment (e.g. vacuum, microfiber cloths) between each turnover



Let's review the agreement

I agree to wear a face covering and maintain 6 feet/2 meters of distance whenever I interact with guests.

I agree to implement the Airbnb enhanced cleaning protocol's 5-step process for all my listings on the Airbnb platform, and to follow all local laws and guidelines.

I will ensure that my hosting team and cleaning partners follow these guidelines, and I understand that any noncompliance with the COVID-19 safety practices may result in my removal from the Airbnb platform.



Thanks for doing your part!

We know this is a challenging time. Thanks for everything you do to keep our community safe.

You can find custom cleaning checklists, tips, and resources in the cleaning section of your [Performance](#).