

A Letter to Hosts

By Airbnb · March 30, 2020 · [Community](#), [Company](#)



Below is an email Co-founder, CEO and Head of Community Brian Chesky sent to Airbnb hosts today outlining actions to support them through the COVID-19 crisis. It also includes an update to our Extenuating Circumstances policy: guests who have reservations made before March 14 that begins anytime on or before May 31, can cancel the reservation and get a full refund or a travel credit if they are impacted by COVID-19 and can't travel.

Read the full message here:

Dear Host,

What a devastating couple of months this has been for all of us. Like many of you, I wake up every day distanced from friends and co-workers. wondering what the world has in store. As I



Help us improve your experience

We use cookies and other technologies to personalise content, measure ads and provide an optimised experience. Some cookies are required for the site to function and cannot be turned off. By accepting, you agree to the [Airbnb Cookie Policy](#). You can update your preferences any time.

[Cookie Policy](#) | [Privacy Policy](#)

Accept all

Only necessary

Manage Preferences

However, while I believe we did the right thing in prioritizing health and safety, I'm sorry that we communicated this decision to guests without consulting you—like partners should. We have heard from you and we know we could have been better partners.

Although it may not have felt like it, we are partners. When your business suffers, our business suffers. We know that right now many of you are struggling, and what you need are actions from us to help, not just words.

Here are some actions we are taking to help you navigate the crisis.

We will pay \$250 million to hosts to help cover the cost of COVID-19 cancellations

When a guest cancels an accommodation reservation due to a COVID-19 related circumstance, with a check-in between March 14 and May 31, we will pay you 25% of what you would normally receive through your cancellation policy. This applies retroactively to all COVID-19 related cancellations during this period. This cost will be covered entirely by Airbnb. These payments will begin to be issued in April. Guests with reservations booked on or before March 14 will still be able to cancel and receive a standard refund or travel credit equivalent for 100% of what they paid. You can go to airbnb.com/250msupport for more details.

We are creating a \$10 million Superhost Relief Fund

Help us improve your experience

We use cookies and other technologies to personalise content, measure ads and provide an optimised experience. Some cookies are required for the site to function and cannot be turned off. By accepting, you agree to the Airbnb Cookie Policy. You can update your preferences any time.

[Cookie Policy](#) | [Privacy Policy](#)

expect this to go live in April. We know that even a little goes a long way during this challenging time.

We have worked together to secure support for hosts in the US Government's recent COVID-19 Stimulus Bill

This legislation now allows for US hosts to take advantage of many relief measures, including small business grants, small business loans, and unemployment assistance. A huge thank you for the more than 105,000 calls and emails you made to members of Congress.

We are also working on other initiatives and we will provide more detail in the coming weeks. These include actively working with experts and epidemiologists on cleanliness standards to keep you and your guests safe, trip insurance for you and your guests, and programs to deliver demand to help rebuild your business.

My commitment to you is to rebuild our partnership. When we are working together, we are at our strongest and absolute best. I've seen an example of this happen recently in our combined efforts to offer housing for medical responders on the front lines. Together we are helping to house over 100,000 healthcare providers, relief workers, and first responders by providing housing to them for free or with a subsidy. Over 40,000 of you have already raised your hands to help. Visit airbnb.com/covid19relief to join them.

Trust is the foundation of a partnership and it is built over time. We know that we have some

Help us improve your experience

We use cookies and other technologies to personalise content, measure ads and provide an optimised experience. Some cookies are required for the site to function and cannot be turned off. By accepting, you agree to the Airbnb Cookie Policy. You can update your preferences any time.

[Cookie Policy](#) | [Privacy Policy](#)

About Airbnb

Airbnb was born in 2007 when two hosts welcomed three guests to their San Francisco home, and has since grown to over 5.5 million hosts who have welcomed over 2.5 billion guest arrivals in almost every country across the globe. Every day, hosts offer unique stays, experiences, and services that make it possible for guests to connect with communities in a more authentic way.

Download logo assets [↓](#)

Related stories



New research highlights hosting as an engine for Latino generational wealth

September 10, 2026

Help us improve your experience

We use cookies and other technologies to personalise content, measure ads and provide an optimised experience. Some cookies are required for the site to function and cannot be turned off. By accepting, you agree to the [Airbnb Cookie Policy](#). You can update your preferences any time.

[Cookie Policy](#) | [Privacy Policy](#)



Affordable Housing Act: European hosts need legal certainty too

September 9, 2026

Support

[Help Center](#)

[AirCover](#)

[Anti-discrimination](#)

[Disability support](#)

[Cancellation options](#)

[Report neighborhood concern](#)

Help us improve your experience

We use cookies and other technologies to personalise content, measure ads and provide an optimised experience. Some cookies are required for the site to function and cannot be turned off. By accepting, you agree to the [Airbnb Cookie Policy](#). You can update your preferences any time.

[Cookie Policy](#) | [Privacy Policy](#)

[Visit our community forum](#)

[How to host responsibly](#)

[Airbnb-friendly apartments](#)

Airbnb

[Newsroom](#)

[New features](#)

[Careers](#)

[Investors](#)

[Gift cards](#)

[Airbnb.org emergency stays](#)

[Learn about new features](#)

[Letter from our founders](#)

[Airbnb Luxe](#)

Disclaimer

The Airbnb Newsroom is aimed at journalists. All Homes and Experiences referenced on the Airbnb Newsroom are intended purely to inspire and illustrate. Airbnb does not recommend or endorse specific Home or Experience listings on the Airbnb platform.

Help us improve your experience

We use cookies and other technologies to personalise content, measure ads and provide an optimised experience. Some cookies are required for the site to function and cannot be turned off. By accepting, you agree to the [Airbnb Cookie Policy](#). You can update your preferences any time.

[Cookie Policy](#) | [Privacy Policy](#)