



# Airbnb, Boutique Hotels and Bed and Breakfasts

## Partnering to Support Local Businesses and Deliver Amazing Experiences

Airbnb was founded ten years ago and has developed a network of hosts and guests in over 191 countries. To date, there have been more than 260 million guest arrivals at Airbnb listings around the world.

As our community continues to grow, owners of local boutique hotels and traditional bed and breakfasts like yours have engaged with our community in record numbers. Over the past year, the number of boutique hotel listings available on the Airbnb platform around the world has increased by more than 520% and our guests appreciate the chance to evaluate a range of options on one easy to use website and mobile device.

We have seen how hospitality entrepreneurs and small business owners like you can provide Airbnb guests with the local, personal and authentic experiences that they have come to expect and deserve. And while larger corporate hotel chains are not the right fit for Airbnb, our structure and global network make our platform uniquely suited to offer you access to new customers at a potentially lower cost. Specifically, Airbnb offers:

### Lower Fees

Airbnb charges hosts a service fee every time a booking is completed. The amount of the host service fee is generally 3%, but may range between 3-5% depending on the cancellation policy selected by the Host. When a reservation is confirmed, we charge guests a service fee between 5% and 15% of the reservation subtotal. The guest fee is never passed on to the host. These fees are in stark contrast to charges levied by other online travel agents which can change at the travel agents' discretion and **can be as high as 30%**.

### No Contracts

Unlike other online travel agents, Airbnb does not require hosts to sign contracts in order to list their rooms on our platform. Hosts control when and how their inventory appears on the Airbnb platform.

### Payments Made Simple

The Airbnb platform handles all payments and transactions, relieving owners and operators like you from the burden of managing payment systems and processing transactions. Payouts are delivered immediately and seamlessly shortly after check-in. Airbnb also offers new payment options that allow guests to easily divide the cost of a room among all individuals on the reservation and the option to pay in installments before check-in. These payment options meet guests' need and don't change when hosts receive the full payout.

### Moving Forward

In 2018, we will be launching a series of product improvements and services that will better support boutique hotels and bed and breakfasts. These tools include dedicated market managers and support teams, along with new technology solutions to make listing your space on Airbnb even easier. If you would like to get started and want to learn more about Airbnb, email [hospitality@airbnb.com](mailto:hospitality@airbnb.com).