

AIRBNB HAS ANNOUNCED NEW HOUSE RULES POLICY TOWARD STANDARDIZATION



Airbnb has made some important changes to the house rules, which will go into force on November 20. The company promises more transparency and predictability for both sides of the bargain.

The problem with previous rules was that guests often found them ambiguous and too demanding. Now, in Airbnb's attempt to streamline the rules, they will all appear in one place in a given listing. Furthermore, **hosts will no longer be able to add their demands through messages or signs inside the cottage.** It will probably lead to fewer complaints from guests annoyed by unreasonable requests.

"Our accommodation guidelines allow travelers to have instructions from hosts, however our community has told us that they can be confusing, restrictive and difficult to manage. So we have redesigned them to make them easier to consult and we have put in place a new house rules policy to ensure reasonable requests, without any unpleasant surprises," the company said in a statement.

Clear Limits on Checkout Chores

It is worth noting that the new rules do not allow guests absolute freedom of action. When leaving the cottage, they should not expect the host to ask them to do everything that may be considered normal. For example, they may not wash the dishes, fold the bed, do laundry or take out the trash. At the same time, placing dirty dishes in the sink, collecting used towels, throwing trash into bags and turning off air conditioning, where applicable, are acceptable.

Hosts will have the ability to choose from a list of seven sample rules and customize their house rules for their listing. They will also receive a warning if one of their requirements violates the new house rules; however, they will be able to appeal this decision.

A request to the guest to do something that should be within the capabilities of the cleaner who specializes in cleaning cottages will be considered an abuse under the new rules.

Guests Still Share Responsibility

The new rules are aimed not only at regulating relations between hosts and guests but also at regulating the relationship of one traveler with another. It is the responsibility of every visitor to take care of the dwelling, use common sense and behave like a decent person. In particular, they must not leave the cottage in a state requiring extensive cleaning, with dirty dishes, large amounts of garbage, animal waste, or other marks of a long stay.

Otherwise, hosts are entitled to refuse reimbursement of costs for damages or hold a traveler responsible for compensating them. However, the host cannot impose sanctions at their discretion since such an action will be considered illegal.

“Host-imposed penalties are not allowed. Contracts are only permitted in limited circumstances, such as when required by law or by the condo’s bylaws. Hosts may leave a review on the traveler indicating a cleanliness issue, and report the traveler for damages or other inappropriate behavior,” clarifies Airbnb.

There are also some but exceptional cases when hosts can ask guests to do things that may seem strange at first glance. Thus, in areas experiencing water restrictions, rules limiting the time of showers are acceptable. In areas where there are bears, throwing garbage into special bags is a reasonable requirement.

A Shift Toward Standardization

Changing the rules has been part of Airbnb’s larger effort to standardize and regulate the expectations of both guests and hosts. **This move has received mixed reactions from users, which is expected given the conflicting interests of the two parties.** There is no doubt that the new house rules make it a little more comfortable for hosts to provide services and protect their property. It is also helpful for the guests because it gives them more confidence in the booking process. The rules now give hosts an opportunity to recoup some of the costs of cleaning stipulated in their advertising. After all, the commission in Airbnb is now lower than before, so the hosts are forced to cover these costs themselves.

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