



ONLINE SAFETY TIPS FOR GUESTS:

How to avoid internet scams



www.getsafeonline.org





Your safety is a priority for us at Airbnb, and that includes your online safety.

Whether you're new to our community or want to continue enjoying the benefits of Airbnb, we want to help make sure you can search, book and pay for your accommodation with confidence.

That's why we've partnered with [Get Safe Online](#), the UK's best known and most authoritative source of advice on online safety and security, to produce this guide to help keep guests stay safe online.



Search on Airbnb

You may have heard about fake listings - properties advertised by people who aren't authorised to list the accommodation - on third party rental, social media and messaging platforms, and travel forums. Only search and book on Airbnb (www.airbnb.co.uk) to help ensure you are protected.

Beware of fake emails, websites, texts and social media posts

‘Phishing’ emails and websites can be designed to appear as if they are from or connected to Airbnb but are, in fact, operated by fraudsters.

Never click on links in emails, texts, social media posts or instant messages that you’re not expecting. They may look like the real thing and often have an urgent tone, such as threatening loss of a booking or an offer or account suspension if you don’t click a link or provide certain information immediately. These links can take you to a seemingly authentic but fake website, designed to either capture your personal information or infect your device with malicious software known as malware.

Fraudsters may also try to steal your information through fake marketing emails, and may include the Airbnb logo and a fake Airbnb address in the “From” line. You can find more about what to look out for [here](#).

If you’re unsure about the authenticity of an email or website, it’s always safest to type the Airbnb website (www.airbnb.co.uk) directly into your browser and log into your account from there. If it’s a genuine and important notification, you’ll usually find more information in your Airbnb account dashboard.

If you find accommodation on a third party website, such as a social media platform, scammers may try to direct you to make a payment through a fake Airbnb website. Airbnb will never ask you to do this as it doesn’t facilitate payments for accommodation found on other websites.

Learn how to identify a genuine Airbnb email address or webpage [here](#). If you think you’ve encountered a fake website, you can report it to Airbnb at <https://reportphishing.net/airbnb/>.



If it seems too good to be true, it probably is

One way scammers can be so convincing is by exploiting your interests and how you search for information. An example of this is using social media to reach young people, particularly those searching for student accommodation or looking for a place to stay during an event.

Unfortunately, scams have also increased throughout the COVID-19 pandemic, as people eager for a break may spend less time thoroughly reviewing holiday-related ads, emails, texts and posts for signs of a potential scam.

If a deal or offer seems too good to be true and you're unsure about it, end all communication immediately.

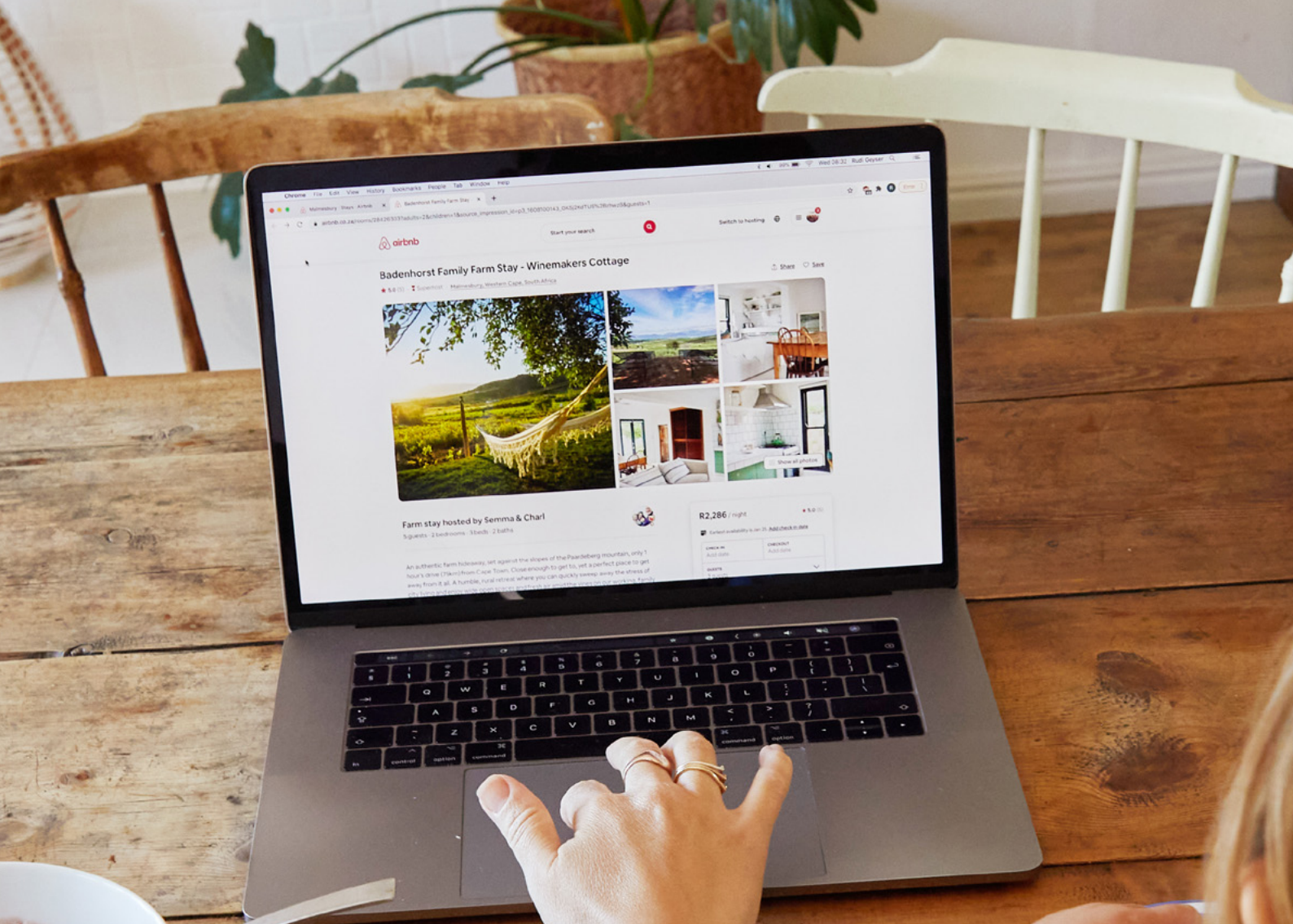


Only pay and communicate on the Airbnb platform

You will never be asked to pay for a stay outside of the Airbnb platform. Airbnb's [Terms of Service](#) prohibits users from making or accepting payments for reservations outside the platform. These should only go through Airbnb's secure payment system. Paying or communicating outside of Airbnb could mean your personal information isn't protected, putting you at greater risk of fraud. Red flags to look out for include requests for payment by wire or bank transfer, and PDF or paper invoices.

You should only communicate using Airbnb's messaging system, whether you're enquiring about a listing or speaking to a Host about a confirmed booking. This will help ensure you're protected by Airbnb's secure processes, refund and support policies as well as other [safeguards](#).

You can find out more [here](#) about paying outside Airbnb. If you've paid for any part of your booking off platform, it may be fraudulent and should be reported to Airbnb immediately.



Check the listing and Host profiles carefully, and don't rush in

Airbnb has stringent safety measures in place to reduce the possibility of fake ads and other kinds of fraud. But you should always read the profiles of Hosts and listings before you book, and check out their reviews and ratings.

Trust your intuition: If something doesn't feel right about a listing, don't book it. If there's anything you're not sure of, message the Host through Airbnb's messaging system.

If a message makes you feel uncomfortable or you have concerns about a listing, you can click the flag icon next to the message or on the listing page to report it to Airbnb.



Protect your account

Airbnb invests heavily in highly sophisticated technology to ensure that its community enjoys a safe and secure experience while using the platform. However, fraudsters are constantly developing new ways to try to gain access to your information. One way is through account takeovers, where a bad actor gains unauthorised access to your account using the correct login information compromised elsewhere, such as through a phishing scam or malware. To help protect against this, Airbnb uses multi-factor authentication (you might know it as 2-step or two-factor authentication, or 2FA), which asks you for a randomly generated code to help confirm the person logging in is really you.

To help you stay secure, make sure that you have a strong, separate password for every account. Find out more about keeping your Airbnb account secure [here](#).



Get in touch

If you need support before or during a reservation, Airbnb's global Community Support team is on hand 24/7 to assist, and can be reached by phone, in-app, through the [Help Centre](#) and on Twitter at [@AirbnbHelp](#).

As well as researching and booking your Airbnb trip, there are many other things you probably use the internet for, day-in, day-out. Visit www.getsafeonline.org for expert, easy-to-follow, free advice on everything from safe social media, online dating, buying and selling a car and safeguarding your business.



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