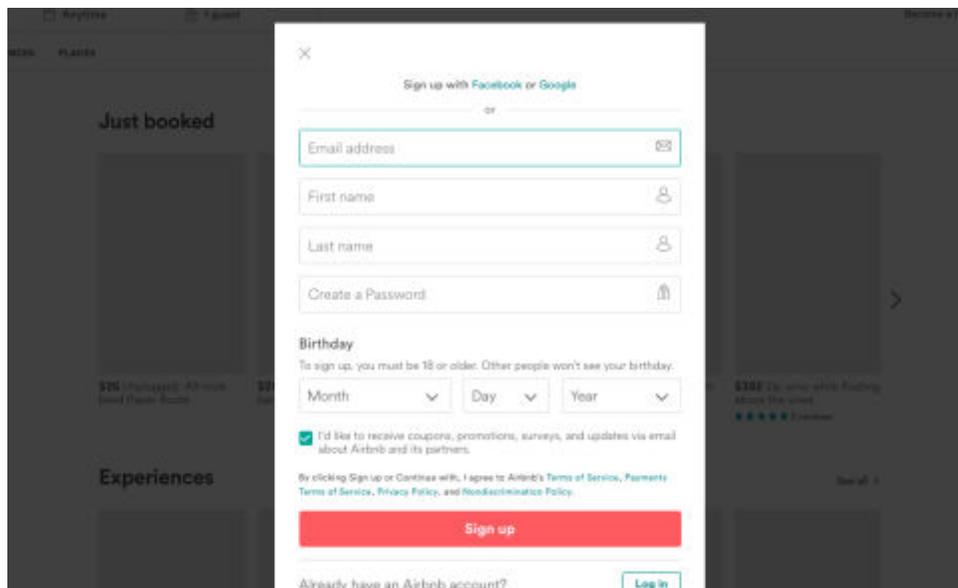
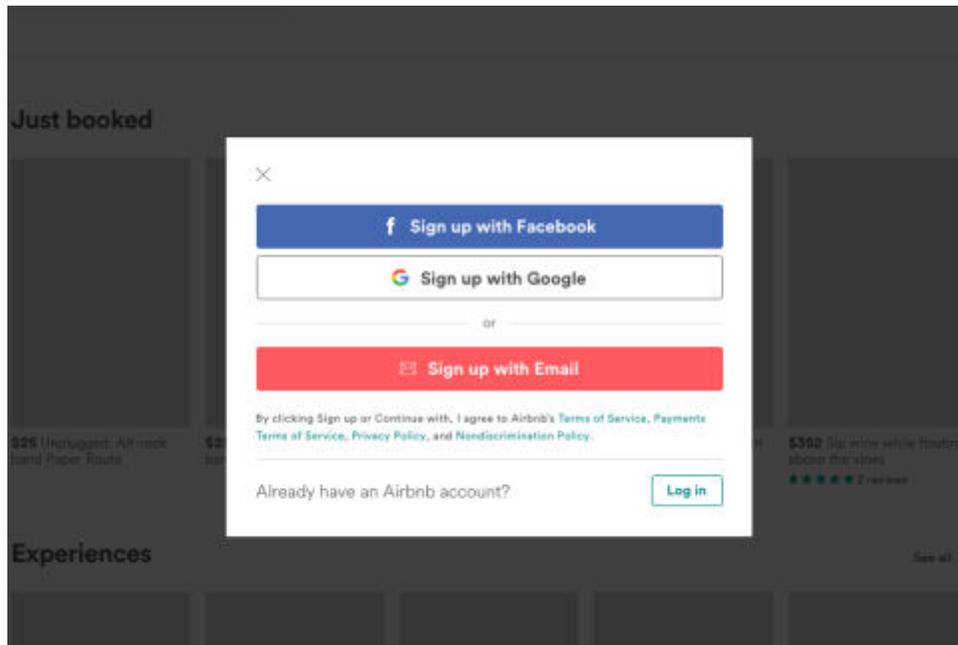




Airbnb Disaster Response and Relief Signup and Booking Guide for Responders

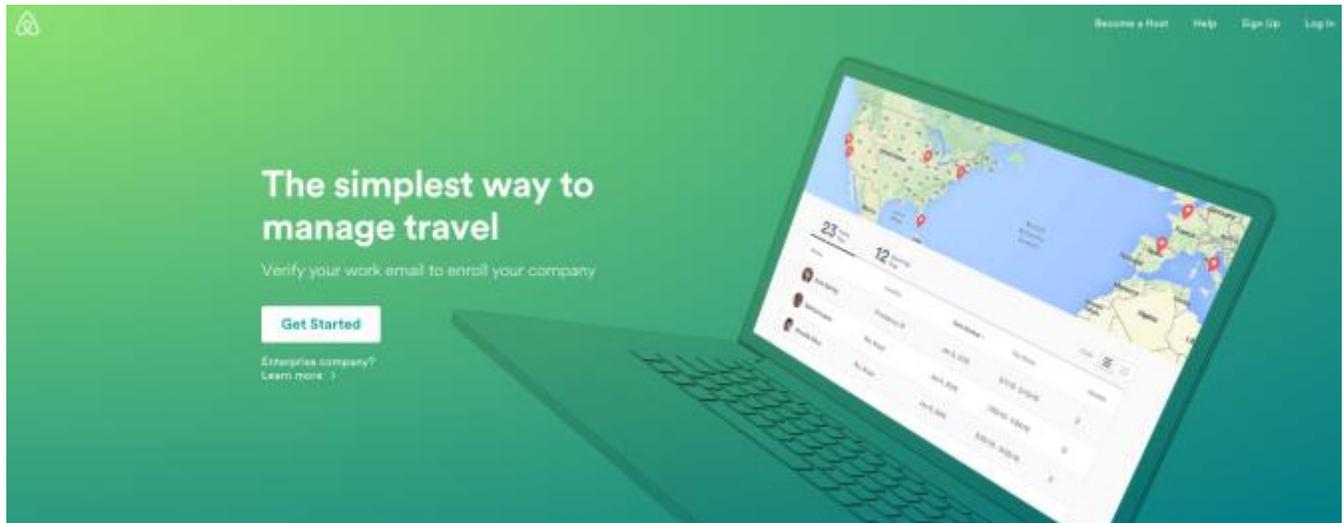
To get started, identify who would be the booking POC(s) and have them head to www.airbnb.com to sign up for their own personal account(s). The process is self-guided, but please reach out to emergencyresponse@airbnb.com if you have any questions.

Note: this should be an account for a person, not an organization. We will review organizational accounts in subsequent steps.



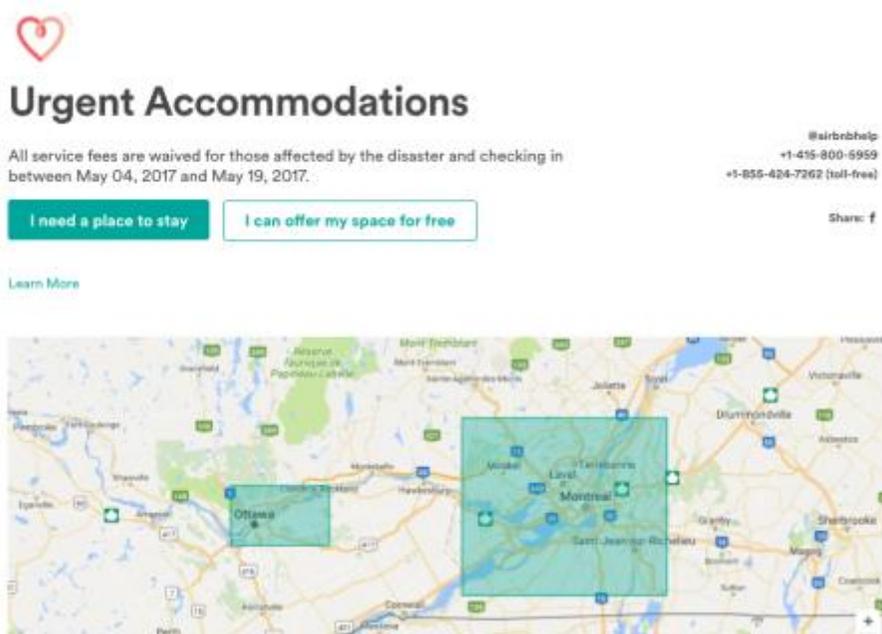


Next, have a primary POC who now has a personal account visit www.airbnb.com/companies in order to set up a business travel profile on behalf of the Canadian Red Cross. After that person sets up the profile, they are the travel manager for the organization and can add/remove others to/from this function.



Finally, that POC can currently head to www.airbnb.com/disaster-response to view currently offered properties by the host communities in a desired impact area. To filter the options, they just need to click on "I need a place to stay" and set the desired parameters for each property sought on the next page. The available results will be left over after a search.

Note: full price of a listing will be shown on the results page, but once you click on one you'd like to book, the total will display as \$0 as long as your dates of stay are within the activation parameters.





Search bar: | |

FOR YOU | HOMES | EXPERIENCES | PLACES

Entire home | Price range | Instant Book | More filters

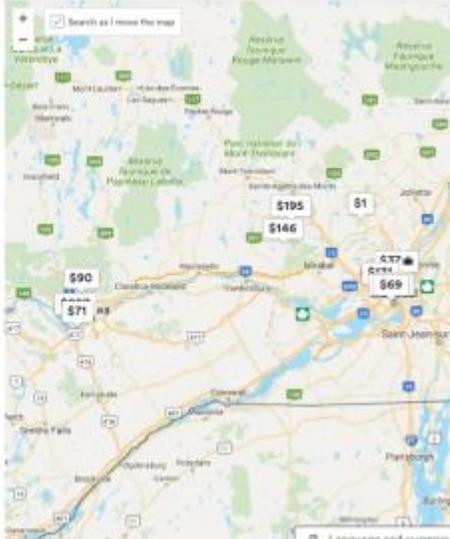
Only 11 listings left for these dates. We recommend booking a place soon.



\$48 • Ocean Blue Studio in Montreal City Center
Entire home/apt · 1 bed



\$70 Rose Pink Place Des Arts DT Studio
Entire home/apt · 1 bed



Once a listing is found, click on it and double check the dates + number of guests on the property-specific page.



\$0 per night

Check In: 05/15/2017 | Check Out: 05/17/2017

Guests: 1 guest

Total \$0

[Request to Book](#)

You won't be charged yet

Reserved for disaster relief
Cee has waived the cost of staying here for people displaced by Flooding - Quebec and Eastern Ontario.

Overview | Reviews | The Host | Location

Rose Pink Place Des Arts DT Studio

Montréal, Québec, Canada

Entire home/apt | 2 Guests | 1 Bedroom | 1 Bed

Enjoy Today
Cee

About this listing

This studio is located in the heart of Downtown and Place Des Arts Area. This space is perfect for 2 and will offer a memorable and unique Montreal experience.

All of your essentials will be found in this functional and relaxing space.

[Contact host](#)



If all details are clear, click on "Request to Book" and proceed to fill out the information on the next page. You will want to check the checkbox that comes up on a blue banner on the payment page - this checkbox confirms that you are someone in need and that you've communicated with the host about the situation.

Have you been displaced by Flooding - Quebec and Eastern Ontario?

If you have been displaced by Flooding - Quebec and Eastern Ontario, you are eligible for waived service fees. Please check the box below if you have been affected by Flooding - Quebec and Eastern Ontario.

Yes, I have been displaced by Flooding - Quebec and Eastern Ontario

People are eyeing this place.

12 others are looking at it for these dates.

Given the current infrastructure of the site, if you book on someone else's behalf, they do need to have their own Airbnb account to be added as the recipient of the itinerary and host contact details, so if this path is possible, the flow would be "Business Travel" and "No, I am booking for someone else," after which you would pull up that person's Airbnb profile using the email they used to register and include it in this process.

you have been affected by Flooding - Quebec and Eastern Ontario.

Yes, I have been displaced by Flooding - Quebec and Eastern Ontario

People are eyeing this place.

12 others are looking at it for these dates.

1. About Your Trip

Business travel

What's the main purpose of this trip?

Personal travel Business travel

Are you staying at this listing?

Yes No, I'm booking for someone else

Which traveler will check in and communicate with the host?

Next

Hosted by Cee

Rose Pink Place Des Arts DT Studio

Entire home/apt
Montréal, Québec, Canada

Check-in
May 15, 2017

Checkout
May 17, 2017

Coupon

Total \$0^{USD}



If in this case, having each deployed individual make their own Airbnb account is not possible, you will want to select "Business Travel" and "Yes" when asked if you are staying in the listing. This is the current workaround to proceed. You will then want to add a quick note to the host, explaining the nature of your booking and review the house rules.

The screenshot shows the 'About Your Trip' section of the Airbnb booking process. It includes a 'Business travel' toggle, a selection for 'Personal travel' or 'Business travel', and a question 'Are you staying at this listing?' with 'Yes' selected. Below this is a text box for a message to the host, containing 'Meeting with clients? Attending a conference?'. To the right, a listing card for 'Rose Pink Place Des Arts DT Studio' is visible, showing check-in and checkout dates (May 15, 2017 to May 17, 2017) and a total price of \$0 USD.

Last but not least, the individual booking will need a payment method on file in order to make it through the site infrastructure on this step, but as you can see, the booking remains \$0, so the payment method here does not hold any additional relevance.

The screenshot shows the payment section of the Airbnb booking process. It includes a 'Non-refundable' warning, a 'Billing country' dropdown set to 'United States', and a 'Payment type' dropdown set to 'PayPal (USD)'. Below this is a text box for a note about expensing purposes, containing 'Explain the trip purpose and anything else your company should know.' To the right, a listing card for 'Rose Pink Place Des Arts DT Studio' is visible, showing check-in and checkout dates (May 15, 2017 to May 17, 2017) and a total price of \$0 USD.

Once a host receives and accepts the request, the person who booked the property using the steps above will receive an email with confirmation/itinerary and host details. If the person who ultimately checks into the property did create their own account and were added as that "someone else" for whom the POC is booking, they too will receive a copy of the itinerary at their designated email address.