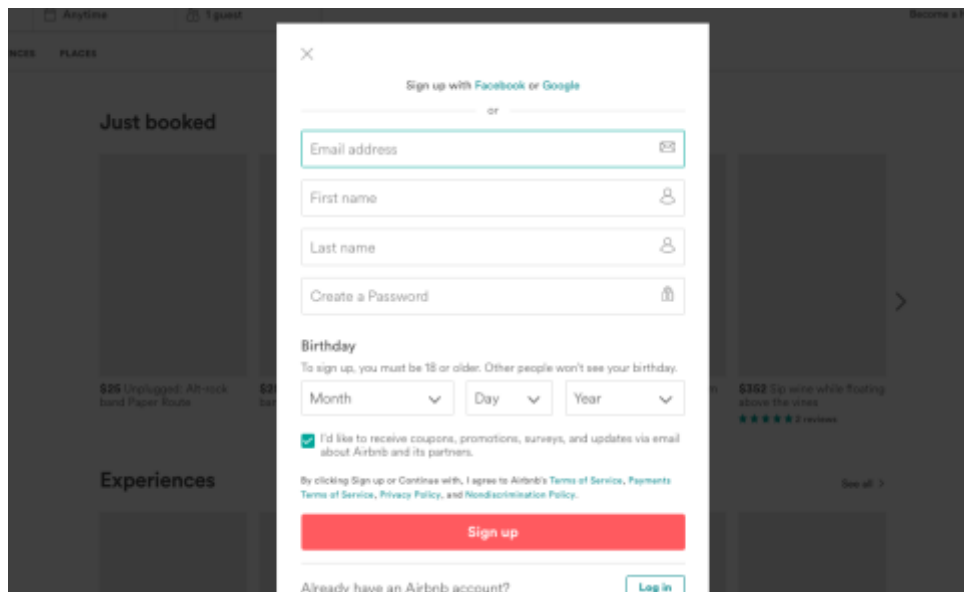
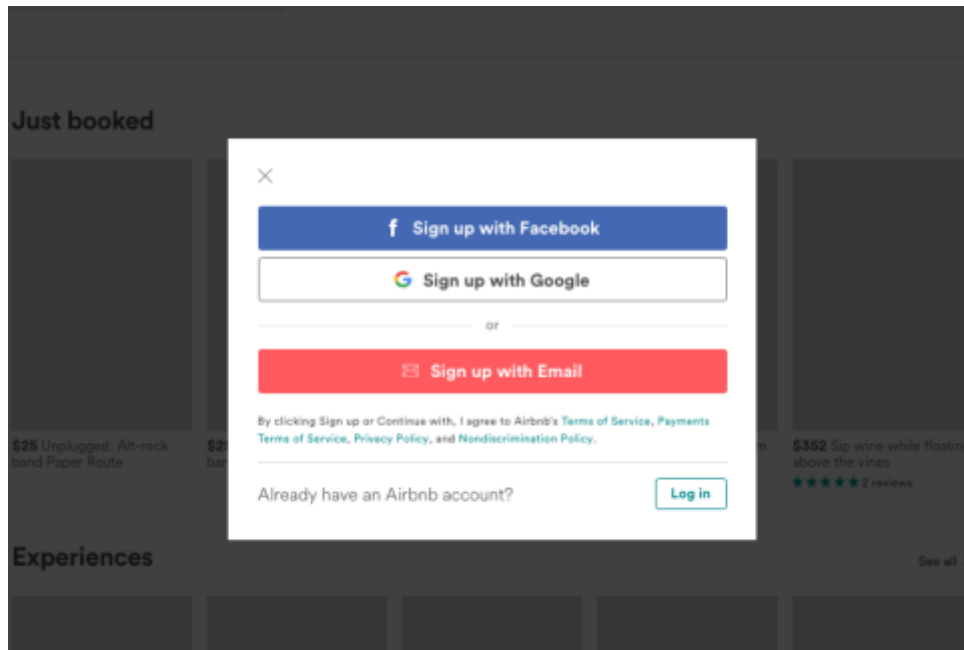




Airbnb Disaster Response and Relief Signup and Booking Guide for Responders

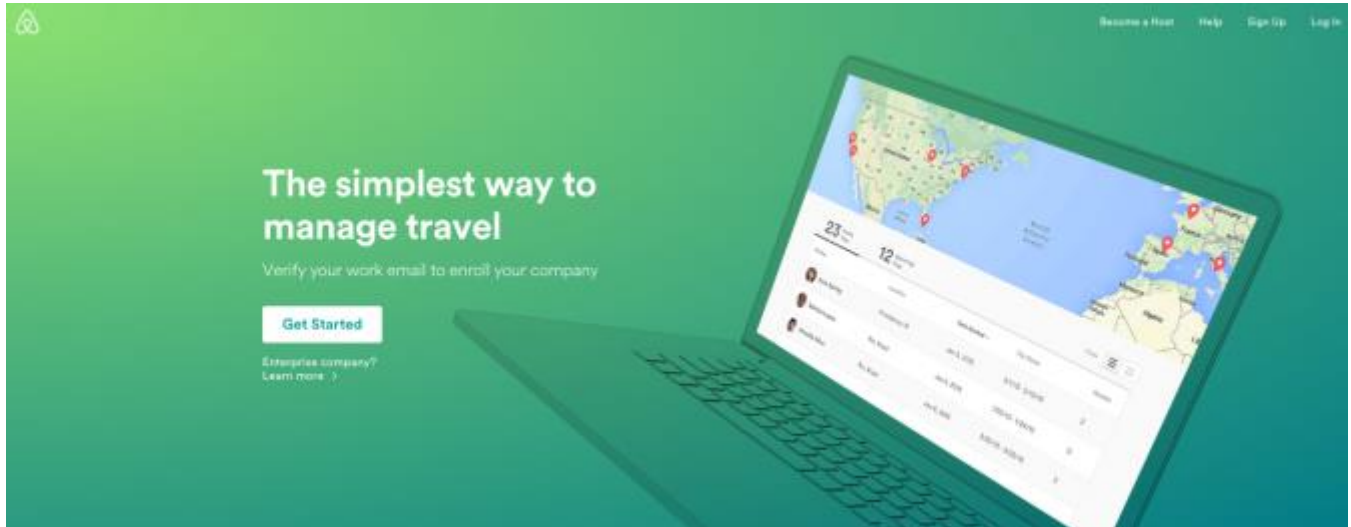
To get started, identify who would be the booking POC(s) and have them head to www.airbnb.com to sign up for their own personal account(s). The process is self-guided, but please reach out to emergencyresponse@airbnb.com if you have any questions.

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



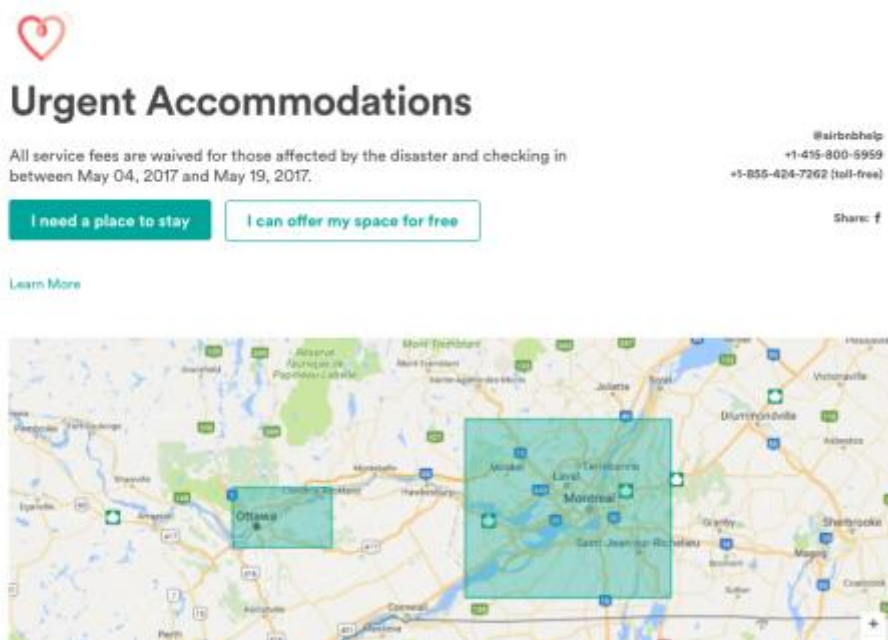


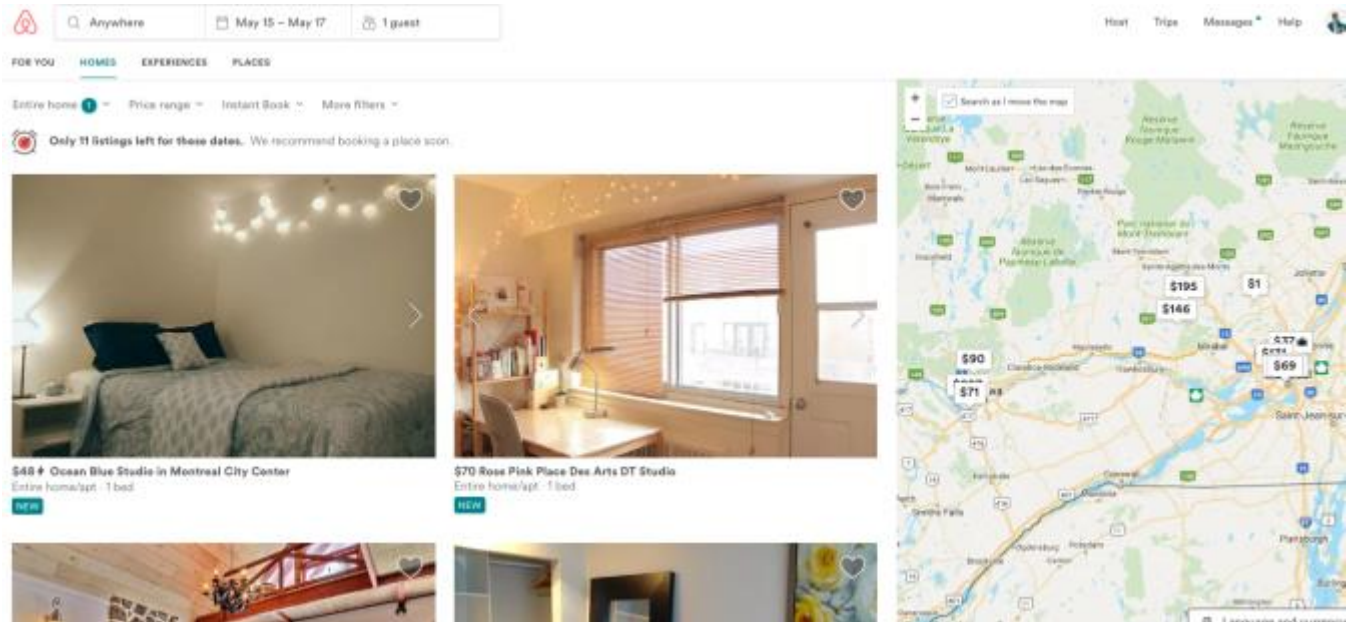
Next, have a primary POC who now has a personal account visit www.airbnb.com/companies in order to set up a business travel profile on behalf of the Canadian Red Cross. After that person sets up the profile, they are the travel manager for the organization and can add/remove others to/from this function.



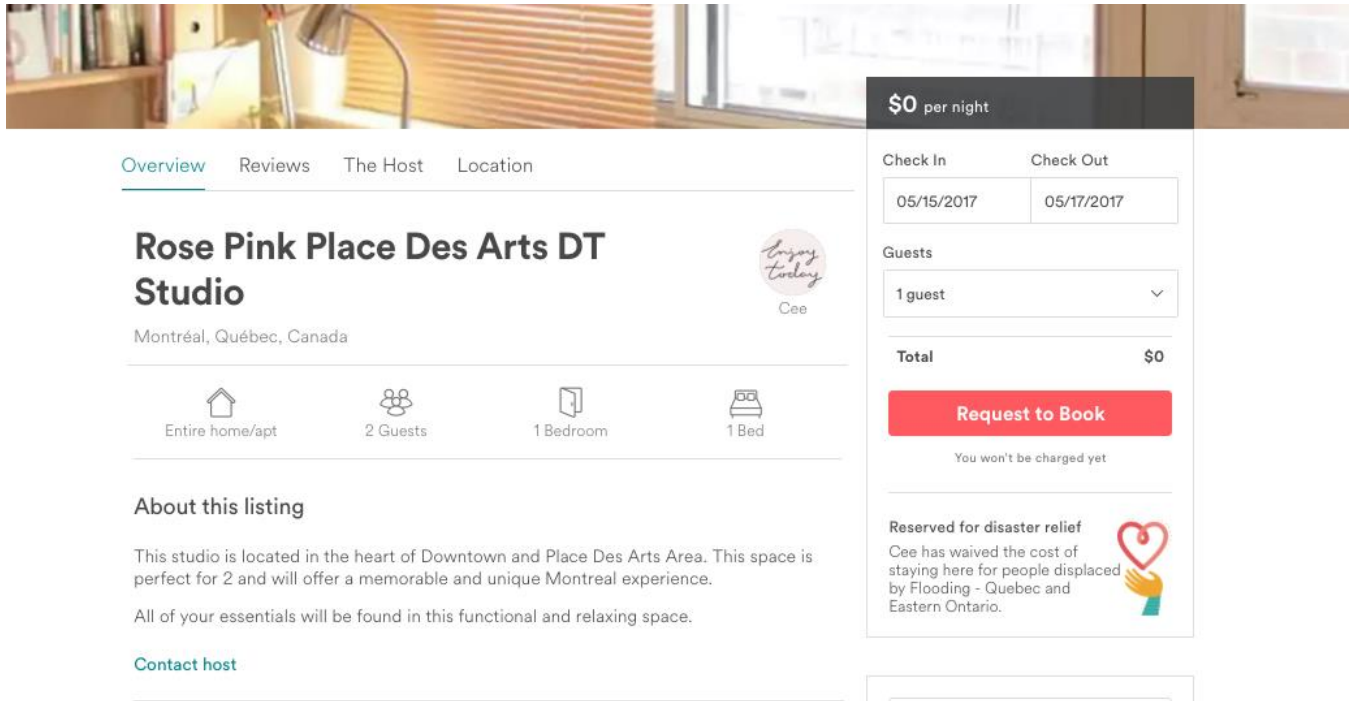
Finally, that POC can currently head to www.airbnb.com/disaster-response to view currently offered properties by the host communities in a desired impact area. To filter the options, they just need to click on "I need a place to stay" and set the desired parameters for each property sought on the next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





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





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.

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 'Business travel' as the main purpose, and a 'Yes' selection for staying at the listing. A text box contains the note 'Meeting with clients? Attending a conference?'. Below this is a section for 'Cee's House Rules' with four items: 'No smoking', 'Not suitable for pets', 'No parties or events', and 'May not be safe or suitable for children (0-12 years)', each with a checkmark. To the right, a listing card for 'Rose Pink Place Des Arts DT Studio' shows check-in on May 15, 2017, and checkout on May 17, 2017, with 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 details section of the Airbnb booking process. It includes a warning that the user will only be charged if the request is accepted by the host. It states the reservation is 'Non-refundable' and that only the cleaning fee will be refunded if canceled pre-trip. The 'Billing country' is set to 'United States' and the 'Payment type' is 'PayPal (USD)'. A text box contains the note 'For expensing purposes, add a note about this trip' with the text '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' shows check-in on May 15, 2017, and checkout on May 17, 2017, with 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.