

Proposed Online Marketplace Guarantee Model Act and Airbnb's Host Damage Protection

NCOIL Conference - April 2024

Overview

Introduction to Airbnb

Airbnb's Host Damage Protection

Airbnb's support of Proposed Model Law

AirBed & Breakfast

idsa connecting '07

Two designers create a new way to connect at this year's IDSA conference.

[AB&B STORY](#)

[FAQ](#)

[VACANCIES](#)

[LIST YOUR AIRBED](#)

[CONFERENCE GUIDE](#)

[FIRST TIME TO SF?](#)

[PRESS](#)

[ADVERTISE](#)

NEWS AB&B will be blogging live from the conference floor!



35 Hotels in Siena (IT)

Book your hotel in Siena online. Good availability and great rates!



Inns Bed And Breakfast

Low rates on Bed and Breakfasts! Compare B&Bs and Save.

Ads by Google

FEATURED SPONSORS

critbuns[®]

**SUPPORTING IDSA
CONFERENCE
ATTENDEES WHERE
OTHERS CAN'T.**

[Place your company here](#)

FEATURED EVENT

**A launch party
of **sustainable**
proportions.**

www.ecolect.net

[Contact us](#) | [Terms of Use](#) | [Privacy Policy](#)

Copyright © 2007 Juice Studios, LLC



Startups

The Moment Of Truth For Airbnb As User's Home Is Utterly Trashed

Michael Arrington @arrington7langren / 1:11 PM PDT • July 27, 2011

Comment



Important updates to post at end

Until now everything has been just great for [Airbnb](#), a service that lets people rent out their homes and become a sort of mini-hotel. The company [launched in 2008](#) and has grown rapidly. They've

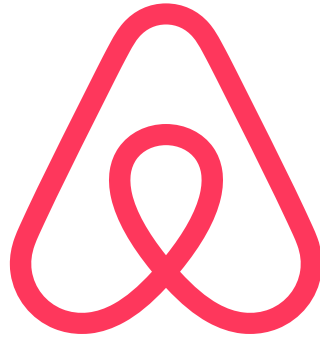
AIRBNB LAUNCHES HOST GUARANTEE AND SUITE OF TOOLS AND FEATURES TO IMPROVE TRUST AND SAFETY

Marketplace Enhancements Include a \$50,000 Guarantee, Over 40 Features and Hiring of Respected Security Firm, Command Consulting Group

SAN FRANCISCO, Calif. — August 15, 2011 — Airbnb, the leading community marketplace to discover and book unique spaces from people around the world, today launched the \$50,000 Airbnb Host Guarantee as a part of a suite of safety features, tools, and improvements. The Airbnb Host Guarantee is designed to reimburse hosts for up to \$50,000 in damage to their property as a result of theft or vandalism by Airbnb guests who book the host's accommodations through the company's website. The company also announced that it has engaged the Command Consulting Group, the nationally recognized security firm, to help Airbnb enhance the safety and security of its platform and service.

"There is nothing more important to us than the trust of our community. With the Airbnb Host Guarantee and this new suite of over 40 features, we are renewing our commitment to earning their trust," said Brian Chesky, co-founder and CEO of Airbnb. "Renting out one's home is incredibly personal, and the Airbnb Guarantee provides hosts with built-in protection to give them peace of mind."

Hosts



Guests

Trust Transparency Authenticity



What is Airbnb's Host Damage Protection Program?

- Limited guarantee incidentally offered by Airbnb as part of its Terms of Service
- Guarantees the Guest's obligation to a Host (in the Terms of Service) to pay for property damaged during a stay
- As it is part of its Terms of Service, HDP is automatically included for every Host

Why we support Proposed Online Marketplace Guarantee Model Law?

- Consumer Protections
 - Transparency: Clear terms and disclosures
 - Financial Solvency: Ensures damages are paid
 - State Registration/Fees: Notice to regulators
 - Enforcement: Allows regulators to enforce provisions
 - Flexibility: Broadly extends to many users of online marketplaces
- Clarity is Needed