

Airbnb's Global Disaster Response & Relief Program

During and directly after a disaster, temporary shelter and accommodations for those who are displaced and for relief workers who have deployed to respond can be hard to find. In times of need, Airbnb activates its community of hosts and guests to aid government and non-governmental efforts to address this need.



90+
Disaster
Responses Globally



16,000+
Nights
Donated



7,490+
Homes
Opened



1M
Hosts & Guests
Reached with Messaging

How Airbnb Helps in Times of Disaster

Activating our Community of Hosts

When disasters strike, we often activate our response tool to provide additional housing within the first week following a disaster - in or nearby the affected area. When the tool is activated, Airbnb automatically contacts hosts in the impacted and surrounding area asking if they have extra space that they would like to share at no cost, with their displaced neighbors. Hosts that choose to participate will have their space listed through our disaster response portal (www.airbnb.com/disaster-response). In addition, guests and hosts in the area have access to Airbnb's 24/7 customer support.

Preparing our Community of Hosts & Guests

We want our hosts and their guests to be the most prepared neighbors on the block. To achieve this, we partner with local government agencies and relief organizations, like emergency management agencies, to provide safety and preparedness tips to our community. This occurs through messaging to hosts and guests where we provide the most up to date information from the local government authorities leading the response to a disaster. Additionally, we've piloted preparedness trainings across the US, London, and France.

Providing Travel Credits to Relief Organizations

Relief organizations often need immediate accommodations for their advance teams and larger relief worker groups. Airbnb can help meet this need through contributions of travel vouchers to nonprofit relief organizations who have identified a team in need of immediate accommodations. This program is currently facilitating the accommodations for relief workers in Greece, Serbia, Macedonia, and Northern California.

Partnerships

Collaborating with local, regional, federal and global government and non governmental agencies in advance of an event allows us to help more people during an actual event. Some government partnerships in place include:

- Emergency Management Victoria, Australia
- Auckland Council, New Zealand
- London Fire Brigade, UK
- Federal Emergency Management Agency, US
- Seattle Emergency Management, Seattle, US
- San Francisco Emergency Management, SF, US

Contact Us

For more information on the disaster response and relief program, please email emergencyresponse@airbnb.com or visit www.airbnb.com/citizen.com/disaster-response.

Where we've responded



Airbnb's Global Disaster Response & Relief Program

During and directly after a disaster, temporary shelter and accommodations for those who are displaced and for relief workers who have deployed to respond can be hard to find. In times of need, Airbnb activates its community of hosts and guests to aid government and non-governmental efforts to address this need.



90+
Disaster
Responses Globally



16,000+
Nights
Donated



7,490+
Homes
Opened



1M
Hosts & Guests
Reached with Messaging

How Airbnb Helps in Times of Disaster

Activating our Community of Hosts

When disasters strike, we often activate our response tool to provide additional housing within the first week following a disaster - in or nearby the affected area. When the tool is activated, Airbnb automatically contacts hosts in the impacted and surrounding area asking if they have extra space that they would like to share at no cost, with their displaced neighbors. Hosts that choose to participate will have their space listed through our disaster response portal (www.airbnb.com/disaster-response). In addition, guests and hosts in the area have access to Airbnb's 24/7 customer support.

Preparing our Community of Hosts & Guests

We want our hosts and their guests to be the most prepared neighbors on the block. To achieve this, we partner with local government agencies and relief organizations, like emergency management agencies, to provide safety and preparedness tips to our community. This occurs through messaging to hosts and guests where we provide the most up to date information from the local government authorities leading the response to a disaster. Additionally, we've piloted preparedness trainings across the US, London, and France.

Providing Travel Credits to Relief Organizations

Relief organizations often need immediate accommodations for their advance teams and larger relief worker groups. Airbnb can help meet this need through contributions of travel credits to nonprofit relief organizations who have identified a team in need of immediate accommodations, typically where no other accommodations are available. This program has facilitated accommodations for relief workers in Greece, the Balkans, Peru, Armenia, Germany, France, Island of Dominica, Chile, North Carolina, Louisiana, Florida, California, and Canada.

Partnerships

Partnerships are key to provide an effective and efficient response in times of disaster. Collaborating with local, regional, federal and global government and non governmental agencies in advance of an event allows us to help more people during an actual event.

Contact Us

For more information on the disaster response and relief program, please email emergencyresponse@airbnb.com or visit www.airbnbcitizen.com/disaster-response.