

Masks and social distancing

Based on guidance from experts such as the U.S. CDC and the WHO, all hosts and guests must agree to:

- Wear a mask or face covering when interacting in person
- Maintain 6 feet/1.8 metres in distance from each other at all times



The 5-step enhanced cleaning process

We'll walk you through 5 steps to enhanced cleaning that all hosts must agree to follow. This is based on Airbnb's cleaning handbook, which was developed in partnership with experts.

Step 1: Prepare

Proper preparation can help you and your team clean more efficiently and more safely. Make sure to:

- Ventilate the space before and during cleaning, when possible
- Use disinfectants approved for use against COVID-19. [Learn more](#)
- Wash or disinfect your hands, and wear a mask and gloves while cleaning



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Step 2: Clean

Cleaning is when you remove dust and dirt from surfaces, such as floors and benchtops. Make sure to:

- Sweep, vacuum, dust and/or mop areas before sanitising
- Wash all dishes and laundry at the highest heat setting possible
- Wipe down hard surfaces with soap and water



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Step 3: Sanitise

Sanitising is when you use chemicals to reduce the number of bacteria on surfaces such as doorknobs and TV remotes. Make sure to:

- Spray high-touch surfaces in each room with an approved disinfectant spray
- Let the disinfectant stand for the length of time specified on the product label
- Allow the surface to air-dry



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Step 4: Check

You'll have access to custom cleaning checklists based on your listing details. Make sure to:

- Refer to the best practices in each room-by-room checklist to make sure that all areas are cleaned and sanitised between each stay
- Share these requirements with your hosting team and cleaning professionals



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Step 5: Reset

To help prevent cross-contamination, it's important to finish cleaning and sanitising a room before replacing items for the next guest. Make sure to:

- Wash your hands and replace gloves before replacing guest supplies, linen and cleaning kits
- Safely dispose of or wash cleaning supplies and protective gear
- Don't re-enter a room once it's been sanitised
- Empty and/or clean your equipment (e.g. vacuum, microfibre cloths) between each turnover



