



Airbnb's 5-step enhanced cleaning process

A shareable guide to
the 5-step process



Cleanliness is paramount

Get your mask and gloves on. It's time to commit to clean.

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.

Be sure to leave ample time for cleaning: about 45 minutes for each room.

How to use this guide

This quick start guide is a visual overview of the 5 steps to clean and sanitise your place. It's a great reference to keep on your phone and share with your cleaning team.

If you're looking for more detailed instructions and checklists, [download the handbook](#).

The five steps

1. Prepare
2. Clean
3. Sanitise
4. Check
5. Reset

Step 1: Prepare for safer cleaning



Step 1: Prepare

Proper preparation can help you and your team clean more efficiently and more safely.

- ✓ Ventilate the space before and during cleaning, when possible
- ✓ Wash or disinfect your hands and wear a mask and gloves while cleaning
- ✓ Use disinfectants approved for use against COVID-19

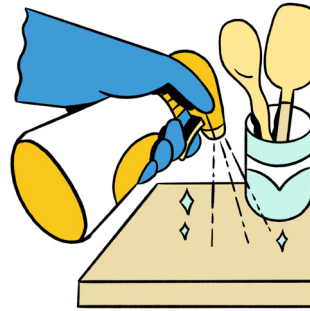


Safety first. Please review the guidelines for your chemicals.

First you clean, then you sanitise



Cleaning is when you remove germs and dirt from surfaces. For example, using a soapy sponge to wipe down a kitchen worktop or hob.



Sanitising is when you use chemicals to reduce the number of germs and bacteria. For example, spraying a chemical disinfectant on high-touch surfaces such as doorknobs.

Step 2: Clean

dust and debris



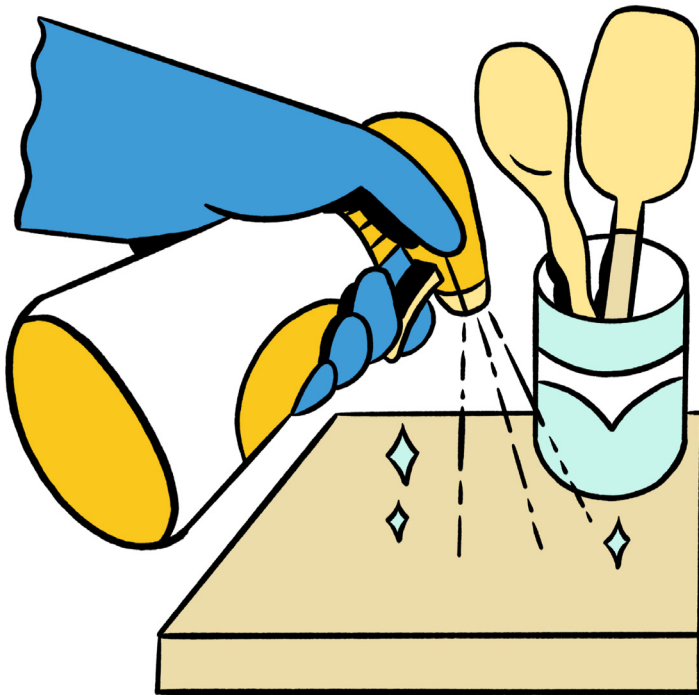
Step 2: Clean

- ✓ 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



It's hard, but make sure you do not touch your face while cleaning.

Step 3: Sanitise with disinfectant



Step 3: Sanitise

- ✓ Spray high-touch surfaces in each room with an approved disinfectant spray
- ✓ Let the disinfectant work its magic – make sure you let it sit for the time specified on the manufacturer's label
- ✓ Allow the surface to air-dry



Vinegar is strong, but germs are stronger. Natural disinfectants have not been approved by regulatory agencies.

Step 4: Check frequently touched surfaces



Step 4: Check

You'll have access to custom cleaning checklists, based on your listing details.



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

Step 5: Reset the room



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.

- ✓ Wash your hands and replace gloves before replacing guest supplies, linen, and cleaning kits
- ✓ Safely dispose of or wash any 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 cleaner, microfibre cloths) between each turnover
- ✓ Take a step back, and admire your hard work

Guests have told us that they want access to cleaning supplies while they stay. Consider leaving guests a cleaning care package with supplies you trust, and make sure you note it in your listing.

You've got this.

Frequently touched surfaces

- Doorknobs and handles
- Light switches
- Remote controls
- Tables
- Fans
- Lamps
- Windowsills and window handles
- Keys and lockboxes
- Railings
- Rubbish and recycling bins
- Sinks
- Appliances
- Salt & pepper sets
- Kitchenware
- Chairs
- Toilets
- Showers and baths
- Shower curtains and doors
- Shampoo, conditioners and hand soaps
- Hair dryers
- Your Airbnb welcome book

You've got this.

Stock up on these supplies

- Multi-surface cleaner
- Multi-surface disinfectant
- Glass cleaner
- Bleach
- Washing powder/liquid
- Fabric stain remover
- Washing-up liquid
- Carpet cleaner
- Floor cleaner
- Furniture/wood polish
- Oven cleaner
- Oven degreaser
- Mould cleaner (if necessary)

Please consult and comply with the guidelines and rules issued by your local government and health authority. This process is not provided with any guarantee, whether of comprehensiveness, efficacy, or otherwise. By following this process, you acknowledge that you may need to take additional steps to protect yourselves, your teams, and your guests, and that you or your guests may still come into contact with and/or contract a communicable disease, including COVID-19, even if you follow the steps above. Airbnb is not responsible for any injuries or disease resulting from following these guidelines.