



2017 Airbnb Vouchers for Service Year Corps Members

For the third year, Airbnb and Service Year Alliance are working together to support and engage young people who serve communities through a service year. Moving to a new city and living on a stipend can sometimes feel overwhelming. We want to help. That's why we've teamed up to build and offer a bunch of resources to make things a little easier.

How It Works



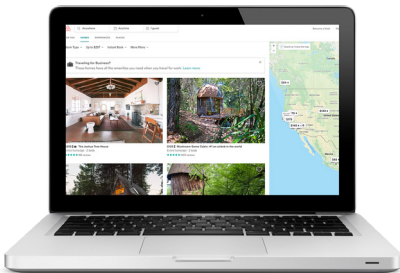
1. Join ServiceYear.org to discover and apply for service year opportunities.

2. Once you are enrolled in a position on ServiceYear.org*, submit an [Airbnb Voucher Request Form](#).



3. Every Thursday between May 1st and September 30th, Service Year Alliance will review the last week's requests and distribute vouchers according to availability. No matter what, you can expect an email the Thursday after you submit a request.

4. If you receive a voucher, search on Airbnb.com for a place to stay.



5. Make your reservation with your Airbnb voucher code.

6. Move and start your service year!

*If you have already been accepted into a service year position but are not yet a member of ServiceYear.org, [create an account](#) and click "I'm Interested" on your [organization's listing](#) so that they can enroll you. Don't see your organization's listing? Encourage them to create one so that you are eligible to apply for a voucher.



2017 Airbnb Vouchers for Service Year Corps Members

Please remember, this program is NOT designed to be your long-term housing solution during your service year. Airbnb vouchers are meant to help service year corps members through short-term transition periods. We encourage service year corps members to look for permanent housing as soon as they arrive to their Airbnb.

We encourage all service year corps members to look at [Airbnb's Service Year Host Map](#) for their travel needs. This is a map of 100+ Airbnb hosts who are willing to discount their nightly rates for service year corps members. Simply contact the host before you book the reservation, identify yourself as a service year corps member, let them know you found them through Airbnb's partnership with Service Year Alliance, and ask the host to extend a Special Offer. If you receive an Airbnb voucher, Airbnb's Service Year Host Map can make your voucher stretch even further!



If you have any questions, please contact support@serviceyear.org or start a chat on ServiceYear.org

Fine Print

Vouchers can ONLY be used for the purposes of helping a young person do a service year. They cannot be used for personal use or reasons beyond of service.

Vouchers are valued up to \$750 USD each. They are one-time use and can only be used to make one reservation.

Vouchers expire after 2 weeks. Please note, the Airbnb reservation needs to be made within 2 weeks of receiving the voucher, but the actual travel can be anytime in 2017.

Vouchers will be distributed starting May 1, 2017 through September 30, 2017 on the Thursday of each week. Your request will be reviewed by Service Year Alliance staff. You will receive a follow up email no later than the Thursday after you submit your request.

Service year corps members MUST be enrolled in a certified position on ServiceYear.org in order to be eligible for a voucher.

If you are unsure if you are enrolled, please be in touch with your contact at the organization you're serving with.

Vouchers cannot be passed to another person once received. Vouchers must be redeemed for the person who submitted the [Airbnb Voucher Request Form](#).

While all requests will be reviewed, requests to help service year corps members relocate to a new city at the start of their service years will be given preference.

While all requests will be reviewed, requests to assist service year corps members serving in priority markets will be given preference. Those markets are: Austin, TX; Boston, MA; Bay Area, CA (San Francisco, Oakland); Chicago, IL; Detroit, MI; Los Angeles, CA; New York City, NY; Portland, OR; Seattle, WA; Washington, DC

All other requests will be fulfilled as vouchers are available.

Frequently Asked Questions

What is Airbnb?

Founded in August of 2008 and based in San Francisco, California, Airbnb is a trusted community marketplace for people to list, discover, and book unique accommodations around the world – online or from a mobile phone or tablet.

Whether an apartment for a night, a castle for a week, or a villa for a month, Airbnb connects people to unique travel experiences, at any price point, in more than 34,000 cities and 191 countries. And with world-class customer service and a growing community of users, Airbnb is the easiest way for people to monetize their extra space and showcase it to an audience of millions.

To learn more, visit www.airbnb.com

What is an Airbnb voucher?

An Airbnb voucher is a coupon code with a maximum value to apply towards a reservation. It looks like a series of letters and/or numbers, and each voucher is unique. Vouchers can be used for one reservation only and have expiration dates.

Do vouchers have an expiration date?

Vouchers in this program will have an expiration date of two weeks after they are distributed. This is based on data we collected in previous years about how far in advance service year corps members needed a voucher before check-in. If a voucher is not used within 2 weeks, it will expire and the funds will go back in the pot for another service year corps member to use. If the service year corps member still has a need for the voucher after it has expired, he/she should submit another request via the [Airbnb Voucher Request Form](#).

How many vouchers are available?

Through this program, we have approximately 75 Airbnb vouchers available to distribute.

Why are the vouchers only available from May 1st through September 30th?

The majority of service year corps members start their service years in the spring and summer months. This is when you need the most relocation support!

Why is each voucher valued up to \$750?

Based on Airbnb's average nightly rate for a private room, \$750 should get most relocating service year corps members between 6-10 nights in most markets. Also, please remember this program is intended to provide temporary housing to service year corps members while you settle into your new service city and

look for a longer-term lease. This is not intended to be your housing solution during your service year, and we encourage you to start looking for long-term housing as soon as you arrive to your Airbnb.

Is there financial support available for other expenses associated with relocation (airfare, transportation, etc) beyond the vouchers?

This program exclusively covers lodging through Airbnb.com (e.g. Airbnb rental cost, service fees, etc). No other expenses associated with relocation are covered by this program.

I'm doing a service year next year. Will vouchers be available then?

Airbnb and Service Year Alliance are partnering in 2017, and we hope to continue working together in the future. At this time, we cannot guarantee vouchers will be available next year.

Questions about the Airbnb Voucher Request Form

Where can I find the Airbnb Voucher Request Form?

You can access the Airbnb Voucher Request Form [here](#). Service year corps members are asked to fill out the form directly.

What are you looking for in an Airbnb Voucher Request?

While all service year corps members in need of short-term housing assistance are encouraged to submit a request form, as outlined in the fine print, requests for relocation will be given priority, as will requests from service year corps members serving in our priority markets: Austin, TX; Boston, MA; Bay Area, CA (San Francisco, Oakland); Chicago, IL; Detroit, MI; Los Angeles, CA; New York City, NY; Portland, OR; Seattle, WA; Washington, DC

When are Airbnb Voucher Requests reviewed, and how often are vouchers distributed?

Requests will be reviewed by Service Year Alliance every Thursday afternoon from May 1st through September 30th and distributed according to availability. The Thursday after you submit your request form, you will receive an email from Service Year Alliance with one of three messages:

"Here is your Airbnb voucher!"

"We need more information from you before we can assess your request,"

"Unfortunately, we cannot fulfill your request at this time. Here is why..."

What if I am having trouble filling out the Airbnb Voucher Request Form?

Send us an email at support@serviceyear.org or start a chat on the ServiceYear.org.

Questions about ServiceYear.org

How do I find service year opportunities?

Get started by [joining ServiceYear.org](https://www.serviceyear.org). You'll then have a chance to tell us a bit about yourself, and find suggested matches based on your preferences. [Here's information on how it works](#). If you are accepted and enrolled in a position on ServiceYear.org, you will be eligible to apply for an Airbnb voucher.

I've already been accepted into a service year position, but I didn't find it through ServiceYear.org. Am I still eligible?

Yes, as long as your organization is on ServiceYear.org and enrolls you in your service year position. To become enrolled on ServiceYear.org, you can complete these steps:

- [Join](#) and [fill out a few pieces of information](#) about yourself.
- [Find your organization's listing](#) and click the "I'm Interested" button on the listing. If you can't find your organization's listing, or if it says "Not actively recruiting," let your organization know that you are looking to become enrolled. Their listing will need to be active for you to complete this step.
- You'll receive a notification when your organization enrolls you. If you don't receive a notification, let your organization know so that you can complete this step.
- Submit a voucher request through the [Airbnb Voucher Request Form](#) once you are enrolled.

Can I...?

Can I get more than one voucher?

No, only one voucher per service year corps member.

Can I pass my voucher to someone else?

The fine print outlines that vouchers cannot be passed to another person for their use once you receive the voucher. This is strictly prohibited. Vouchers must be redeemed for the person who submitted the Airbnb Voucher Request Form.

Can I book an Airbnb listing and have other relocating service year corps members stay with me?

That is up to you and the Airbnb host. This program does not have restrictions for that.

Can I have family or friends stay with me in the Airbnb?

That is up to you and the Airbnb host. This program does not have restrictions for that.

I'm starting a service year, but not with an organization listed on ServiceYear.org. Can I get vouchers another way?

Unfortunately, no. While we want to support all service year corps members, we have a limited number of vouchers to disburse this year, and we need to ensure vouchers go to those who are enrolled in positions on the ServiceYear.org.

I live in the same place I am starting my service year. Can I still get Airbnb vouchers through this partnership?

You may still submit a request, but preference will be given to requests for service year corps members relocating and in need of temporary housing assistance as they settle into their new service city. If we have vouchers available at the end of the month, we will fulfill other requests.

Questions about making an Airbnb reservation

Which Airbnb listings can I book?

All listings available on Airbnb.com are options for you in this program. You are responsible for identifying the Airbnb listing of your choice and making your reservation independently. While we hope you can find Airbnb listings that accommodate your preferences, options are subject to availability.

How do I use the voucher?

You can find [Airbnb's step by step instructions here](#). First-time Airbnb guests will need to enter credit card information in the Billing Information section. Even if the voucher covers the entire cost of a reservation, it still requires credit card information to be on file though the card will not be charged.

Are there any hidden fees associated with using the vouchers?

Fees for Airbnb listings are determined by their Airbnb hosts. All fees and taxes are outlined on the Airbnb listing at the point of booking. You may see security deposits on some Airbnb listings. These are mostly for luxury listings, but if you come across one that you want to book, please learn more about security deposits [here](#).

What do I do if I have questions while making a reservation?

For more tips on how to travel as an Airbnb guest, please visit Airbnb's Help Center [here](#). You will find valuable information on how to search for listings, how to book your listing and how to travel with Airbnb in addition to many other resources.

If you cannot find the answer to your question on Airbnb's Help Center, please contact cxopenhomes@airbnb.com for direct assistance with your Open Homes reservation during regular business hours Monday – Friday 9:00AM – 5:00PM Pacific Time. For urgent and time sensitive issues, please call (toll free) 1-415-800-5959 and be sure to let the CX agent know that you are an "Open Homes" guest.

What if...?

What if I spend more than \$750 to relocate?

The voucher works like a coupon code at checkout. So, if you want to make a reservation that totals OVER \$750, you can definitely do that. \$750 will be deducted when you enter the coupon code at checkout. The difference is your responsibility and the credit card associated with your Airbnb account will be charged for the difference upon making the reservation.

What if I spend less than \$750 to relocate?

The voucher works like a coupon code at checkout. So, if you want to make a reservation that totals UNDER \$750, the total will drop to \$0 when you enter the coupon code at checkout. When this happens, we assume you met your relocation needs and you will not have access to the remaining funds for future use.

What if I use my voucher for a different reason than what I wrote in my Airbnb Voucher Request Form?

The fine print outlines that vouchers can only be used for the purposes of helping a young person do a service year. The use of Airbnb vouchers for any reason not related to helping you in your service year is strictly prohibited.

What if I want to try out a few different neighborhoods before I know where I want to find permanent housing for my service year?

Vouchers are one-time use and can only be used to make one reservation. If you want to explore different neighborhoods, this program can be used to help you explore one of the neighborhoods.

I understand the Airbnb vouchers are meant to cover temporary housing while I relocate to my service city. What if I relocate and don't find permanent housing after my Airbnb reservation ends?

We encourage you to start looking for permanent housing soon after arriving to your Airbnb. Airbnb hosts can be great resources for neighborhood recommendations! That said, this program is designed to provide TEMPORARY HOUSING, and extensions of vouchers will not be supported by this program.

What if I have never used Airbnb before?

No problem! In fact, about 75% of service year corps members who used Airbnb vouchers through this program in the past were brand new Airbnb users, and they had great experiences! You can learn more about how to travel with Airbnb [here](#). When you receive the email with the voucher, Service Year Alliance will provide instructions and resources that will help first-time guests.

What if I applied for a voucher in 2016 for 2017 travel?

All requests made through the 2016 Airbnb Voucher Request Form for 2017 travel will receive a response no later than May 1, 2017 with appropriate next steps.

We look forward to supporting you this year! If you have further questions, please contact us at support@serviceyear.org or start a chat on the ServiceYear.org