

How-to

# About Airbnb: What it is and how it works

You can host anything, anywhere, so guests can enjoy everything, everywhere.

## A community built for belonging

Airbnb began in 2008 when two designers who had space to share hosted three travellers looking for a place to stay. Now, millions of Hosts and guests have created **free Airbnb accounts** to enjoy each other's unique view of the world.

## Unique stays, Experiences, Adventures and more

From cosy cottages to elegant penthouses, Hosts are happy to share their places. Whether it's a work trip, weekend getaway, family holiday or a longer stay, there are millions of amazing places to visit.

Then there are **Airbnb Experiences**, in-person or online activities hosted by inspiring local experts. From horse whispering to canyon hiking, Experience Hosts share their passion for cooking, animals, music and so much more.

Or local guides take small groups off the beaten trail into more unexplored territories with **Airbnb Adventures** for fully immersive expeditions.

On the business front, **Airbnb for Work** has everything needed to do your job on the road, from top-rated places and collaborative spaces to team-building Experiences and administrative tools that make managing travel easier than ever.

## Services you can trust

We want your experience with Airbnb to be easy and enjoyable. Here's how we're working to help make you feel secure and protected:

- Verified personal profiles and listings
- Smart messaging for Hosts and guests to safely communicate with confidence
- A trusted platform for collecting and transferring payments

Learn more about our commitment to your safety in our **Help Centre**.

## 24/7 support


Got questions? Get answers in our **Help Centre**. You can learn about **finding a place to stay**, **paying for your reservation** and more.

Our guests and Hosts are always on the go, and so are we. Our global Community Support team is at the ready 24/7 in 11 different languages. Need help with rebooking, refunds, reimbursements and more, We also offer **AirCover for Hosts**, which is included every time you host and provides you with \$3m in **Host damage protection**. Feel free to **contact us**.

## Onwards and upwards

We can't wait to welcome you to Airbnb. Here's everything you need to know about **getting started**.

Interested in sharing your place? Discover how to **host a stay** or how to **host an Experience**.

 Looking to learn more? Hit the ground running in **3 simple steps**.

Did this article help? [Yes](#) [No](#)

## Related articles

### How do guests request to book a new date or time for my experience?

Guests can request to book your Experience for any date or time not listed on your calendar. They can send a request by contacting you from ...

Travel admin

### Signing your company up to Airbnb for Work

To enrol your company or to talk to someone about how it works, fill in our contact form.

Guest

### Find your reservation info

You can find your reservation details, like your confirmation code, in your Messages or in your Trips.

Get help with your reservations, account, and more.

Log in or sign up

Support	Hosting	Airbnb
Help Centre	Airbnb your home	Newsroom
AirCover	AirCover for Hosts	New features
Anti-discrimination	Hosting resources	Careers
Disability support	Community forum	Investors
Cancellation options	Hosting responsibly	Gift cards
Report neighbourhood concern	Join a free Hosting class	Airbnb.org emergency stays