

Hi Luciano,

Thank you for reaching out to us. My name is Peter, and I'm a Trust and Safety specialist at Airbnb. I'll be your point of contact throughout the processing of this case and will be doing all I can to help resolve this for you quickly and efficiently.

I would like to direct you to the Host Guarantee payment request form, which is required in order to have your request considered.

Please submit the Host Guarantee request form within the next 72 hours. If this form is not filed within this time, we will be unable to offer a payout using our Host Guarantee Program. To complete the Host Guarantee request form, visit:

<https://www.airbnb.com/incidents/new>

Due to the timing of your first contact with us regarding this case, you may see an error message when completing the form. If you encounter this, please ignore it — we still encourage you to file this form since you contacted us within the required timeframe.

So that we can best assist you, please provide the following for each item you're claiming:

1. Detailed photos of any damaged items caused by your guest
2. Invoices or official estimates documenting the cost to refurbish or repair the damages

We cannot accept Word or Excel documents, and all invoices, receipts, or repair estimates must be on official company letterhead.

In the event that photos or receipts are unavailable, we may accept a link to a website which demonstrates the fair market value of the missing or damaged item, or supplementary documentation establishing ownership of these items including serial numbers, warranty cards, or owner's manuals. However, please note that receipts are preferable and we cannot guarantee full reimbursement if both photos and receipts are unavailable.

Once your form is submitted, I will review all documentation then contact you to discuss the next steps. In the interim, should you have any questions or concerns, please do not hesitate to contact me by replying directly to this message.

Best regards,

Peter

[www.airbnb.com/help](https://www.airbnb.com/help)

to response

Hi Peter,  
Thanks for finally contacting me.

I have filled this form and sent all the photos invoices etc 2 months ago. Please review the file correctly to see that all this has been submitted before. I can resubmit and refill the form again if that is what you are asking. But I don't see the point. All forms and docs were submitted before. You can see below a picture of confirmation from Airbnb, after I submitted the form successfully.

Please advise.

Luciano

xxxx



Mar 3

## Airbnb Customer Experience

Peter, Mar 3, 11:20 CST:

Hi Luciano,

Many thanks for your response. We know it takes time to gather this documentation and want to be sure you have enough of it to gather the materials necessary to process this claim. We hope you understand, though, that we also cannot hold your guest's security deposit indefinitely without documentation.

In order to include all of the items you have reported, we will need a few more things:

- Invoice or official estimate documenting the cost to repair the lamp, otherwise a documentation from a third party company stating it is not possible to repair and why
- Invoice or official estimate documenting the cost to repair the broken blind
- Invoice or official estimate documenting the cost to professional clean the desk
- Invoice or official estimate documenting the cost to professional clean the couch
- Invoice or official estimate documenting the cost to professional clean the carpet

Please note that we cannot accept Word or Excel files, any such invoices or estimates should be on official company letterhead.

If we don't hear back from you within 72 hours with the requested documentation, then we must issue our decision based on the documentation provided, which may include closing this case and releasing the security deposit back to the guest. Please provide the requested documentation in your direct reply to this message to ensure that I receive it.

Thank you for your understanding and prompt attention to this matter. Should you have any questions or concerns, don't hesitate to contact us by responding directly to this message.

Thanks,

Peter

[www.airbnb.com/help](http://www.airbnb.com/help)

THIS EMAIL IS A SERVICE FROM AIRBNB CUSTOMER EXPERIENCE.

[peter@airbnb.com](mailto:peter@airbnb.com)

Mar 3 ☆ ↩ ▾

to response ▾

Hi peter,

Thanks for your reply.

Again, please look at the entire submission that I have sent. I have put all Evidence and photos into a PDF document and sent it along with the form. At the end of the document you have copies of all the invoices, from carpet cleaning to wall repair, to invoice for a new carpet, etc. Also Im not making claims for blinds as the cost is meaningless compare to the rest. Also not claiming damages for the desk. PLEASE READ CAREFULLY MY LIST OF DAMAGE CLAIMS.

I have to say after 3 month wait, your approach is very amateurish and asking a lot of irrelevant questions, given that I have submitted a 40 page detailed document. Please let's not start off a bad path after 3 months wait and thousands of £ in expenses which I had to pay first. I really don't want to make this incident a PR nightmare for Airbnb, because of the way is handled.

Please have a look at all documents and then feel free to contact me to discuss in case things are for some reason still not clear. I rather have a clear phone call then dozens of useless emails.

Thanks

LPD

[REDACTED]



## Airbnb Customer Experience

Peter, Mar 3, 11:39 CST:

Hi Luciano,

Thanks for your reply.

I read everything.

Unfortunately from picture provided it doesn't show the damage on the desk, I will need you to provide single picture of the damage, and receipt for professional cleaning of the carpet (we won't pay for a replacement) and for the couch.

We cannot accept Word or Excel files, and any invoices, repair estimates, or receipts should be on official company letterhead.

Please be aware that our accounting department won't accept any payouts without any receipt or estimate.

Thanks for the understanding.

Peter  
[www.airbnb.com/help](http://www.airbnb.com/help)

THIS EMAIL IS A SERVICE FROM AIRBNB CUSTOMER EXPERIENCE.

[\[redacted\]](#)  
to response ▾

Mar 3 ☆ ↶ ▾

Peter... Im not sure what you are looking at and what you have read to be honest.

1) I have not made any claims of damage for the desk, (or blinds) as I managed to clean it myself without having lasting damages

2) I HAVE GIVEN YOU A COPY OF THE RECEIPT OF THE CARPET CLEANING COMPANY ON THEIR LETTERHEAD

3) YOU BETTER DAMN PAY FOR THE CARPET REPLACEMENT AS I WAS ASSURED EVERY SINGLE TIME I CALLED THAT THE COST WILL BE REIMBURSED. I DON'T OWN THE PROPERTY AND THE CLEANING WAS NOT SUFFICIENT. AND STAINS REMAINED.....SEE PICTURES OF BIG RED STAIN. I HAD TO REPLACE THE CARPET FOR THE LANDLORD.

4) ALL THE RECEIPTS, INVOICES THAT I HAVE ATTACHED ARE EXACTLY AS I HAVE RECEIVED THEM FROM EACH COMPANY AND BUILDING CONTRACTOR.

PLEASE CALL ME BECAUSE AT THIS POINT I DON'T THINK YOU UNDERSTAND THE SITUATION AND WHAT YOUR COLLEAGUES HAVE ADVISED ME REGARDING THE CLAIMS EXPENSES.

IM WELL AWARE THERE ARE AROUND LITERALLY 10,000 DAMAGE CLAIMS AGAINST AIRBNB AND YOU GUYS ARE TRYING TO BRUSH THEM ALL OFF. If you don't have the time to properly look at the damages, let's not waste time and I'll just send this report to all the news outlets and see how that ends. My credit cards are maxed because of the expenses I had to pay out of my pocket and I at the limit of my patience.

THANKS  
LPD

[\[redacted\]](#)



Airbnb Customer Experience

Peter, Mar 9, 03:49 CST:

Hi Luciano,

Thanks for your reply.

We're currently awaiting the following items so that in order to proceed with processing your case:

In order to include all of the items you have reported, we will need a few more things:

- Invoice or official estimate documenting the cost to repair the broken blind
- Invoice or official estimate documenting the cost to professional clean the couch

Please note that we cannot accept Word or Excel files, any such invoices or estimates should be on official company letterhead.

If we don't hear back from you within 48 hours with either the above mentioned documentation or a date by which you will be able to provide documentation, then we must move forward with closing this case and releasing the security deposit back to the guest. Please provide the requested documentation in your direct reply to this message to ensure that I receive it.

Thank you for your understanding and prompt attention to this matter. Should you have any questions or concerns, don't hesitate to contact us by responding directly to this message.



Kind regards,

Peter  
[www.airbnb.com/help](http://www.airbnb.com/help)

THIS EMAIL IS A SERVICE FROM AIRBNB CUSTOMER EXPERIENCE.



to response 

Mar 9 (8 days ago) ☆  

Dear Peter,

At this point I think you are highly incompetent and no idea how you can hold that job and decide on people's life.

**Invoice or official estimate documenting the cost to repair the broken blind** FOR THE THIRD TIME. I AM NOT SEEKING ANY PAYMENT FOR THE BROKEN BLIND AS ITS COST IS INSIGNIFICANT IN THE GRAND SCHEME OF ALL COSTS.

- **Invoice or official estimate documenting the cost to professional clean the couch**. THE SOFA WAS NOT CLEANED PROFESSIONALLY, AS WHEN THE CLEANING COMPANY CAME TO CLEAN THE CARPET, THEY SAID THAT THE SOFA CANNOT BE CLEANED AT THAT POINT AND IT SHOULD HAVE BEEN CLEANED WITHIN THE FIRST 3 DAYS AND STAINS WONT COME OUT AT THAT POINT. SO HOW CAN I HAVE AN INVOICE. THE SOFA WAS DAMAGED BEYOND REPAIR AND HAD TO BE THROWN OUT.

AS WITH THE CARPET, I TRIED TO CLEAN IT AND STAINS DIDN'T COME OUT AND THE CARPET HAD TO BE REPLACED. WHY WOULD I WASTE MONEY AGAIN ON THE SOFA AS THE CLEANING COMPANY SAID IT WON'T WORK.

**Please note that we cannot accept Word or Excel files, any such invoices or estimates should be on official company letterhead.** AGAIN I HAVE NO IDEA WHAT ARE YOU TALKING ABOUT AND YOU JUST HAVEN'T BOTHERED TO LOOK AT THE END OF THE DOCUMENT WHERE ALL THE ORIGINAL RECEIPTS/INVOICES ARE ATTACHED IN THEIR ORIGINAL FORM.





## Airbnb Customer Experience

**Peter, Mar 14, 10:20 CDT:**

Hi Luciano,

I understand how difficult and stressful this must be, and I'd like to thank you for your continued patience and understanding. I'm pleased to inform you that after reviewing the information you submitted regarding this incident, we've determined that your request is reasonable and that you should be issued a payout for your losses.

This being said, please understand that our Host Guarantee is only able to provide a payout for direct physical losses or physical damages following a reservation and that any reimbursement must reflect the fair market value of the item in question, as well as any factorable depreciation. Based on the documentation provided, the total that we are able to provide for the damages you've reported will be £1403 GBP.

In order to process the above payout, please confirm your acceptance of our final agreement by clicking this link:

[https://www.airbnb.com/incidents/50199/accept\\_agreement](https://www.airbnb.com/incidents/50199/accept_agreement)

We ask that you complete this agreement within 72 hours, then respond to this email once you've done so.

We must also note that per our Terms of Service, Airbnb reserves the right to make the final determination in the event of any dispute. Consequently, the decision reached in this case is final, and cannot be overturned. We are thankful to have you as a part of our community and look forward to the many positive experiences you will have using Airbnb in the future.

Once you've completed the above link, please respond to this email so that we can move forward with releasing your payout.

Best regards,

Peter  
[www.airbnb.com/help](http://www.airbnb.com/help)

to response

Hi Peter,

1) Can you please detail me what damages are being paid and not so I can understand before I go crazy. The carpet that I had to replace for the landlord was £800 with installation. You have receipt. The wall fixing and painting was around £1300. You have receipt. The painting damaged was £550. And that is just the purchase value not market value as it probably is more. You have receipt. So just from that how do you come up with £1400?

2) I also had a booking for 10 days worth approximately of £1300 which I had to cancel do to the extent of damages and repairs that I had to do afterward. What about that? what's the excuse this time. It is called "Booking Income Loss" is in your HOST GUARANTEE TERMS??? I SUGGEST YOU READ THOSE TERMS ONE DAY.

Im not agreeing with you £1400 sum which is ridiculous. Your colleagues have told me to try to clean the carpet and if not replace it and I did. Sofa was damaged and could not be cleaned. It had to be replaced.

If this is what you call fair than I rather take this loss and take my revenge in the media and show all this and see this come crash on your head when all this blows up. And it will, because you don't understand my level of frustration at this moment when after months of waiting and spending my money to replace the damages for the owner of the apartment and Im stuck with the bill.

I HAVE ATTACHED THE FULL DOCUMENT AGAIN AND HOPEFULLY YOU BOTHER TO READ IT THIS TIME. BECAUSE AT THIS POINT THIS MY LAST ATTEMPT TO TRY TO REASON WITH YOU GUYS. YOU CUSTOMER SERVICE TELLS ME ONE THING AND YOU TELL ME ANOTHER THING. I THINK THE WORLD NEEDS TO KNOW HOW REALLY AIRBNB OPERATES.

...



### Airbnb Customer Experience

Peter, Mar 15, 12:06 CDT:

Hi Luciano,

Thanks for your reply.

First of all, I would like to advise you to keep a professional conversation. I noticed, during our emails tread that you used words that are not business related. I understand that you are stressed by the situation, this is why I haven't taken any actions so far.

The accounting department after reviewing the documentation you provided took the decision that we would reimburse £ 1406 GBP.

The payment is for the carpet cleaning and the wall.

I must note that per our Terms of Service, Airbnb reserves the right to make the final determination in the event of any dispute. Consequently, the decision reached in this case is final, and cannot be overturned. We are thankful to have you as a part of our community and look forward to the many positive experiences you will have using Airbnb in the future.

The link sent in previous emails will be available for the next 24 hours. After that, I will withdraw it.

Thanks for the understanding.

Peter  
[www.airbnb.com/help](http://www.airbnb.com/help)



## Airbnb Customer Experience

-----  
**Peter, Mar 17, 09:05 CDT:**

Hi Luciano,

Unfortunately as the link for acceptance hasn't been clicked within the timeframe given I will have to close the case and no reimbursement will be issued.

I must also note that per our Terms of Service, Airbnb reserves the right to make the final determination in the event of any dispute. Consequently, the decision reached in this case is final, and cannot be overturned. We are thankful to have you as a part of our community and look forward to the many positive experiences you will have using Airbnb in the future.

Thanks for the understanding.

Peter  
[www.airbnb.com/help](http://www.airbnb.com/help)

THIS EMAIL IS A SERVICE FROM AIRBNB CUSTOMER EXPERIENCE.