**March 14, 2020**  
Version 36 COVID ECP Applies (refund allowed)

### Cancellation Date

<table>
<thead>
<tr>
<th>Reservation Made</th>
<th>Check-in Date</th>
</tr>
</thead>
</table>
| **Between March 14, 2020** (at 10:05:26 am PST) and March 30, 2020 (at 5:22:06 pm PST) | **On or Before March 14, 2020**  
**And if**: with at least one night occurring between March 14, 2020, and April 14, 2020. |

### Reservations made on or before March 14, 2020

1. **Existing reservations made on or before March 14, 2020** (reservation date).
2. With a check-in date on or before March 14, 2020, and (check-in date).
3. With at least one night occurring between March 14, 2020, and April 14, 2020. (check-in period).
4. **Guests who cancel** will receive a full refund.
5. The host’s cancellation policy will apply as usual to reservations made after March 14, 2020, and to existing reservations made on or before March 14, 2020 with check-in dates after April 14, 2020.

### Reservations made after March 14, 2020

1. Reservations for stays and Airbnb Experiences made after March 14, 2020 will not be covered under our extenuating circumstances policy, except where the guest or host has contracted COVID-19. The host’s cancellation policy will apply as usual.
2. Please remember to carefully review the listing’s cancellation policy set by the host when booking and consider choosing an option that provides flexibility.
3. If your reservation is covered, it will be marked as such on the reservation details page (found in Trips if you’re a traveler, or in your hosting dashboard if you’re a host).

### What to do next

- If you’ve confirmed your circumstance meets the requirements above, first cancel your home or Airbnb experience. If your reservation falls under a recognized extenuating circumstance, the host must confirm that your reservation qualifies for a penalty-free cancellation, and you’ll get a full refund if you’re a guest.
- If your reservation doesn’t qualify automatically, continue canceling your reservation and then contact us to file a claim. We’ll walk you through the next steps, which will include submitting required documentation and waiting for our team to review your case. Claims must be submitted within 14 days of cancellation.

### Key Changes

- First Time a COVID ECP Applies to USA
- USA excluded from COVID ECP until March 14, Version 29, March 13

### Other scenarios that qualify

Reservations can be canceled:
- In order to comply with disease control restrictions implemented by relevant governmental or health authorities due to COVID-19, such as those announced by governments in India, Israel, and the United States. This includes any reservations made on or before the date of the area-specific announcement, with a check-in date during the impacted timeframe.
- In order to perform medical or disease control duties in connection with the COVID-19 outbreak.
- As a result of flight or ground transportation cancellations by an airline or ground transportation provider due to the COVID-19 outbreak.
- For people who obtain a statement from a physician confirming that they can’t host or travel due to health concerns related to COVID-19.
- For people diagnosed by a medical or health authority with COVID-19.
- For people subject to a quarantine order related to COVID-19 that coincides with the reservation period.

If your reservation doesn’t automatically qualify, but you believe it falls under one of the other scenarios, you can cancel your reservation then contact us to file a claim. We’ll walk you through the next steps, which will include submitting any required documentation and waiting for our team to review your case. Claims must be submitted within 14 days of cancellation.

### What we need from ABB

1. For each reservation at issue, what version of the COVID ECP was applied.
2. Is Airbnb waiving any argument that the guest’s reservation would have complied with some other version of the Non-COVID ECP? If not an analysis of the cancellation and refund request for that request is required.
3. All communications and data related to host request or attempt to cancel. The date of cancellation determines whether a refund is allowed. Airbnb’s platform is providing false cancellation dates in order to make it appear as a request was within the policy, when it was not.
4. What emails were sent to guest who cancelled at-issue reservations.
5. For emails who cancelled within the platform, what messages, pop-ups or other web pages were shown to those guests about how to apply for refund.

### What we need from local authorities.

Please note: This article does not address the requirements above, first cancel your home or Airbnb experience. If your reservation falls under a recognized extenuating circumstance, the host must confirm that your reservation qualifies for a penalty-free cancellation, and you’ll get a full refund if you’re a guest.

### What we need from WHO

Please read our Coronavirus extenuating circumstances policy to find out how to cancel your reservation, and if your reservation is covered, which version of the COVID ECP was applied.

### What we need from travelers

1. For guests who canceled within the platform, what version of the COVID ECP was applied.
2. Is Airbnb waiving any argument that the guest’s reservation would have complied with some other version of the Non-COVID ECP? If not an analysis of the cancellation and refund request for that request is required.
3. All communications and data related to guest request or attempt to cancel. The date of cancellation determines whether a refund is allowed. Airbnb’s platform is providing false cancellation dates in order to make it appear as a request was within the policy, when it was not.
4. What emails were sent to guest who cancelled at-issue reservations.
5. For emails who cancelled within the platform, what messages, pop-ups or other web pages were shown to those guests about how to apply for refund.

### What we need from guests

1. For each reservation at issue, what version of the COVID ECP was applied.
2. Is Airbnb waiving any argument that the guest’s reservation would have complied with some other version of the Non-COVID ECP? If not an analysis of the cancellation and refund request for that request is required.
3. All communications and data related to guest request or attempt to cancel. The date of cancellation determines whether a refund is allowed. Airbnb’s platform is providing false cancellation dates in order to make it appear as a request was within the policy, when it was not.
4. What emails were sent to guest who cancelled at-issue reservations.
5. For emails who cancelled within the platform, what messages, pop-ups or other web pages were shown to those guests about how to apply for refund.

### What we need from WHO

Please note: This article does not address the requirements above, first cancel your home or Airbnb experience. If your reservation falls under a recognized extenuating circumstance, the host must confirm that your reservation qualifies for a penalty-free cancellation, and you’ll get a full refund if you’re a guest.

### What we need from WHO

Please note: This article does not address the requirements above, first cancel your home or Airbnb experience. If your reservation falls under a recognized extenuating circumstance, the host must confirm that your reservation qualifies for a penalty-free cancellation, and you’ll get a full refund if you’re a guest.

### What we need from WHO

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### What we need from WHO

Please note: This article does not address the requirements above, first cancel your home or Airbnb experience. If your reservation falls under a recognized extenuating circumstance, the host must confirm that your reservation qualifies for a penalty-free cancellation, and you’ll get a full refund if you’re a guest.

### What we need from WHO

Please note: This article does not address the requirements above, first cancel your home or Airbnb experience. If your reservation falls under a recognized extenuating circumstance, the host must confirm that your reservation qualifies for a penalty-free cancellation, and you’ll get a full refund if you’re a guest.

### What we need from WHO

Please note: This article does not address the requirements above, first cancel your home or Airbnb experience. If your reservation falls under a recognized extenuating circumstance, the host must confirm that your reservation qualifies for a penalty-free cancellation, and you’ll get a full refund if you’re a guest.
<table>
<thead>
<tr>
<th>Cancellation Date</th>
<th>Reservation Made</th>
<th>Check-in Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>March 19, 2020</td>
<td>Version 67 of the ECP</td>
<td>May 31, 2020</td>
</tr>
</tbody>
</table>

**What we need from ABB**

- If your reservation qualifies for a penalty-free cancellation, you'll get a full refund if you're a guest.
- If your trip is covered by Airbnb's extenuating circumstances policy for COVID-19, you'll have the option to cancel your reservation without penalties if you're a host, and you'll get a full refund if you're a guest.
- If your trip is covered by Airbnb's extenuating circumstances policy for COVID-19, you'll have the option to cancel your reservation without penalties if you're a host, and you'll get a full refund if you're a guest.

**Key Changes**

- Travel Credit added as an option
- Attestation required
- Non-Qualifying reservations - Standard ECP Applies
- Note April 5 Version 72 added Cancellations will be handled according to the extenuating circumstances coverage in effect at the time of submission, and reservations that were already canceled will not be reconsidered.

- We know that some refund decisions were changed. We can use this to undermine ABB argument that "under some other version, they would have still qualified."

- After the declaration of COVID-19 as a global pandemic by the World Health Organization, the extenuating circumstances policy on Airbnb applies because COVID-19 and its consequences are no longer unforeseen or unexpected. Please remember to carefully review the host's cancellation policy when booking and consider choosing an option that provides flexibility.

- Note WHO actually declared "public Health Emergency on 30 January 2020 "For all of these reasons, I am declaring a public health emergency of international concern over the global outbreak of novel coronavirus."

- Can argue travel issues related to COVID-19 were expected before March 13.

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**Version 62 COVID ECP Applies (refund allowed)**

Reservations made on or before March 14, 2020

Reservations for stays and Airbnb Experiences made on or before March 14, 2020, with a check-in date between March 14, 2020, and May 31, 2020, are covered by the policy and may be canceled before check-in.

1. Existing reservations made on or before March 14, 2020.
2. A check-in date before May 31, 2020, or earlier.
3. Guests who cancel will have a variety of cancellation and refund options. Airbnb will either refund, or issue travel credit. This means that guests who cancel will receive, at their option, travel credit or a full cash refund.

**Cancellations before March 14, 2020**

Cancellations submitted before March 14, 2020, will be handled according to the extenuating circumstances coverage in effect at the time of submission.

**Reservations made after March 14, 2020**

Reservations for stays and Airbnb Experiences made after March 14, 2020, will not be covered under our extenuating circumstances policy, unless the guest or host has contracted COVID-19 under our extenuating circumstances policy made after March 14, 2020.

**COVID-19 related circumstances not covered include:** transportation disruptions and cancellations; travel advisories and restrictions; health advisories and quarantines; changes to applicable law; and other government mandates-like evacuation orders, border closures, prohibitions on short-term rentals, and shelter-in-place requirements. The host's cancellation policy will apply as usual.

Please remember to carefully review the listing's cancellation policy set by the host when booking and consider choosing an option that provides flexibility.

**If your reservation is covered, it will be marked as such on the reservation details page (found in Trips if you're a traveler, or in your hosting dashboard if you're a host).**

**What we need to know**

1. For each reservation at issue, what version of the COVID ECP was applied?
2. Is Airbnb waiving any argument that the guest's reservation would have complied with some other version of the Non-COVID ECP? If not an analysis of the cancellation and refund request for that guest is required.
3. All communications and data related to guest request or attempt to cancel. The date of cancellation determines whether a refund is allowed. Airbnb's platform is providing false cancellation dates in order to make it appear that a request was within the policy, when it was not.
4. What emails were sent to guest who cancelled airbnb reservations.
5. For guests who canceled within the platform, what messages, pop-ups or other web pages were show to show guest about how to apply for refund.

**Version 67 of the ECP**

Circumstances that require special review

- Epidemic disease or illness that suddenly affects a region or an entire group of people. This doesn't include existing diseases that are associated with an area—for example, malaria in Thailand or dengue fever in Brazil. Any updates to our policy regarding the outbreak of a disease, and the scope of policy application, will be determined based on announcements by the World Health Organization and local authorities.
- Please read our Coronavirus extenuating circumstances policy to find out how to cancel your reservations, and if your reservation is eligible for a refund.

**What to do next**

1. If you're confirmed your circumstance meets the requirements above, first cancel your homes reservations in Airbnb Experience. If your reservation falls under a recognized extenuating circumstance, you'll be notified that your reservation qualifies for a penalty-free cancellation, and you'll get a full refund if you're a guest.
2. If your reservation doesn't qualify automatically, continue canceling your reservation and then contact us to file a claim. We'll walk you through the next steps, which will include submitting any required documentation and waiting for our team to review your case. Claims must be submitted within 14 days of cancellation.
COVID ECP Changes

Reservations Booked prior to March 14

Despite being published on May 13, the ‘updated date’ says May 15.

May have sought to backdate the May COVID ECP to cover reservations through the end of June, rather than June 15.

*Cancellations will be handled according to the extenuating circumstances coverage in effect at the time of cancellation, and reservations that were already canceled will not be reconsidered.*

No, we still don’t know what cancellation policy is in effect. There is an updated date which we know is sometimes backdated and fraudulent. We know there is a published date and time of publication.

Future COVID ECPs extended on same general format for reservations booked prior to March 14, 2020.