Airbnb Deactivation Evidence Preservation Checklist

Use this checklist the moment Airbnb deactivates your account. Save the record first, then appeal or escalate.

First move: Save the notice, screenshots, messages, and payout records before anything changes.

1. Save the account notice

- ■ Deactivation notice
- ■ Screenshot of the message
- ■ Date and time of the notice
- ■ Any related support thread

Keep the original wording visible. The notice often anchors the rest of the record.

2. Save the account record

- ■ Listing screenshots
- ■ Calendar screenshots
- ■ Reservation history
- ■ Payout history
- ■ Guest messages
- ■ Support messages
- ■ Verification or warning notices

Save the live listing, calendar, and message thread before access changes again.

3. Capture the business impact

- ■ Cancelled bookings
- ■ Blocked calendar
- ■ Held payouts
- ■ Lost income
- ■ Multiple listings affected

Screenshots showing blocked dates or missing payouts can help later in an appeal or claim.

4. Organize the evidence for later use

- Simple timeline with dates
- Files grouped by listing
- Screenshots and original messages
- Copies stored outside Airbnb

A short timeline is enough. The goal is clarity, not a long narrative.

5. Preserve what may help an appeal

- Support thread
- Refund or payout records
- House rules
- Performance data
- Any disputed review or complaint

Keep the appeal packet focused on the issue Airbnb raised.

6. Preserve what may help a legal review

- Full account history
- Business records
- Owner or manager communications
- Evidence of financial harm

These records help show the bigger business picture if the dispute does not resolve through support.

Keep this file with your records. Save the PDF with your screenshots, support messages, and appeal notes.

Use this checklist before you appeal, before you call Airbnb again, and before you lose access to anything else.