



# **Airbnb's enhanced cleaning protocol**

A quick start guide to  
the five-step process



# Cleanliness is paramount

Mask up, and get on your gloves. It's time to commit to clean.

With guidance from leading health and hygiene experts, we've developed a five-step process to help you clean and sanitize every part of your space.

Be sure to leave ample time for cleaning, about 45 minutes for each room.

# How to use this

This quick start guide is a visual overview of the five steps to clean and sanitize your place. It's a great reference to keep on your phone.

If you're looking for step-by-step instructions to print for yourself and/or your cleaning team, [download the handbook](#).

# The five steps

1. Prepare
2. Clean
3. Sanitize
4. Check
5. Reset

# Step 1: Prepare for safer cleaning



# Step 1: Prepare

- ✓ Wait the recommended amount of time before entering the listing (check your local guidelines)
- ✓ Wash your hands for at least 20 seconds with soap and warm water
- ✓ Before entering, put on a mask, apron, gloves, and shoe covers (recommended)
- ✓ Ventilate by opening windows and turning on any fans
- ✓ Gather any necessary equipment like vacuum cleaners, mops, etc.
- ✓ Gather the cleaning supplies listed, including disinfectant that has been approved by regulatory agencies



But first, safety. Please review the guidelines for your chemicals.

# First you clean, then you sanitize



**Cleaning** is when you remove germs and dirt from surfaces. For example, using a soapy sponge to wipe off a kitchen countertop or stovetop.



**Sanitizing** is when you use chemicals to reduce the number of germs and bacteria. For example, spraying a chemical disinfectant on high-touch surfaces such as doorknobs.

# Step 2: Clean

dust and debris





# Step 2: Clean

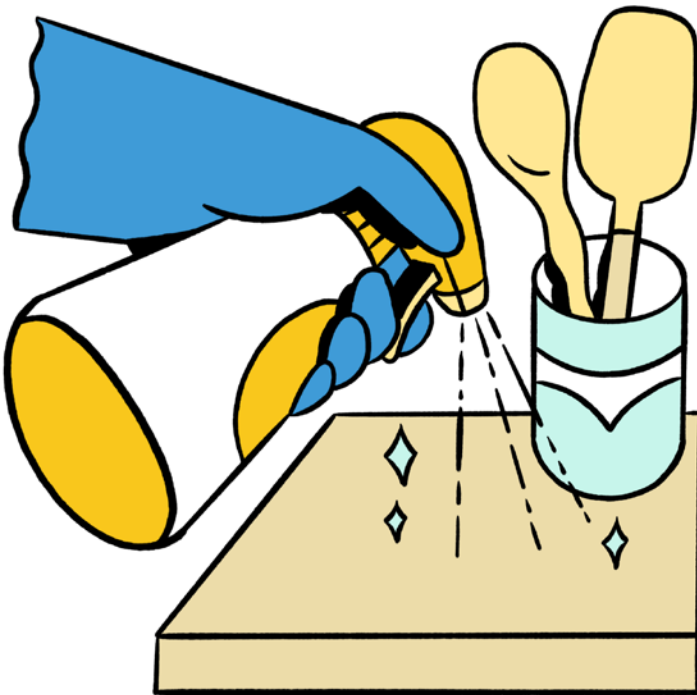
- ✓ Empty all garbage cans and line with fresh bags
- ✓ Wash all linens at the highest recommended heat setting
- ✓ Wash all dishes and empty the dishwasher or sink
- ✓ Dust, sweep, or vacuum all floors
- ✓ Clean all hard surfaces with soap and water
- ✓ Follow manufacturer instructions to spot clean soft surfaces



It's hard, but make sure to not touch your face while cleaning.

# Step 3: Sanitize

with disinfectant



# Step 3: Sanitize

- ✓ Once a surface is clean, spray or wipe it with an approved disinfectant
- ✓ Let the disinfectant work its magic—keep wet for the time specified on the manufacturer label
- ✓ Allow to air dry
- ✓ When using wipes, use one wipe per surface



Vinegar is strong, but germs are stronger. Natural disinfectants have not been approved by regulatory agencies.

**Step 4: Check**  
frequently  
touched surfaces



# Step 4: Check

- ✓ Double-check that frequently touched surfaces have been sanitized (see the list below)
- ✓ Review the room-by-room guidelines
- ✓ Note any maintenance issues like lightbulbs that need to be replaced
- ✓ Take note of any cleaning products or disinfectants that need to be replenished

# Step 5: Reset the room



# Step 5: Reset

- ✓ Wash your hands and put on clean gloves before refilling any guest supplies, towels, or linens
- ✓ Close the door, disinfect the doorknob, and don't re-enter this space after sanitizing
- ✓ Safely dispose of or wash cleaning supplies and protective gear
- ✓ Set out a cleaning care package for guests with items like paper towels, disinfectants, and extra hand soap
- ✓ Print out the cleaning summary to leave for guests
- ✓ Take a step back, and admire your hard work

Guests have told us they want access to cleaning supplies while they stay. Consider leaving guests a cleaning care package with supplies you trust, and make sure you note it in your listing.

# You got this.

## Frequently touched surfaces

- Doorknobs and handles
- Light switches
- Remote controls
- Tables
- Fans
- Lamps
- Windowsills and window handles
- Keys and lockboxes
- Railings
- Garbage cans and recycling bins
- Sinks
- Appliances
- Salt & pepper shakers
- Kitchenware
- Chairs
- Toilets
- Showers and tubs
- Shower curtains and doors
- Shampoo, conditioners and hand soaps
- Hair dryer
- Your Airbnb welcome book



# You got this.

## Stock up on these supplies

- Multi-surface cleaner
- Multi-surface disinfectant
- Glass cleaner
- Bleach
- Laundry detergent
- Laundry stain remover
- Dishwashing detergent
- Carpet cleaner
- Floor cleaner
- Furniture/wood polish
- Oven cleaner
- Oven degreaser
- Mold cleaner (if necessary)

This guide is a simple summary of the handbook. It is not comprehensive and not intended for use without first reading the entire handbook which includes important additional information about cleaning, Airbnb's enhanced cleaning protocol, and other statements by Airbnb. Please consult the guidelines issued by your local government, if any. This is not provided with any guarantee, whether of comprehensiveness, efficacy, or otherwise. If you decide to follow the protocol, you acknowledge that you may need to take additional steps to protect yourselves, your teams, and your guests and that you or your guests may still come into contact with and/or contract a communicable disease, including COVID-19, even if you follow the steps in this handbook. Airbnb is not responsible for any injuries or disease resulting from following these guidelines.