HOST CAMP · RESOURCE

The House Rules *Rewrite Sheet*

Find the rules and messages that break Airbnb's new policies, and rewrite them before November 20.

What changes and when. 2 new Airbnb policies apply to reservations booked on or after November 20, 2026. The first covers house rules and requests. The second covers contracts, personal information, and other requirements. A reservation booked before November 20 follows the old policy, even if the stay is after that date.

What Airbnb Limits, and How to Rewrite It

Airbnb Limits	Rewrite It Like This
1. Checkout chores that take real time or effort, or that a cleaner normally does, such as stripping beds, taking trash offsite, or washing and putting away dishes.	Take the chore off the guest list and add it to your cleaner's checklist. If it adds cost, include it in your cleaning fee.
2. Fines or other penalties for guests.	Remove the fine and keep the rule in your house rules. If a guest breaks a rule, contact Airbnb for next steps. For damage, file an AirCover claim.
3. New rules or requests after booking, by message, sign in the home, or in person.	Put every rule in your listing's house rules and requests section before guests book.
4. Restricting access to something your listing advertises, or charging extra for it.	Include the fee in the price shown at booking. You can list fees for optional add-ons, such as breakfast, in your requests.
5. Separate contracts or rental agreements.	Remove the contract unless it fits 1 of 4 cases. The cases are law or HOA or building rules, an optional amenity such as a golf cart, a monthly stay of 28 nights or more, and a Luxe listing. Put the terms in your listing's contract section.
6. Collecting personal information, such as phone numbers, addresses, emails, ID documents or copies, card or bank details, and credit or background checks.	Remove the request. Check ID in person at check-in only if your listing says so, and keep no copy. If a law or HOA rule requires more, your listing must say what you collect and why.
7. Wi-Fi sign-in pages that ask for an email, or making guests use another app or website to get in.	Switch to a plain Wi-Fi password. Keyless entry apps are fine if you offer another way in when a guest asks.
8. Reviews or activities off Airbnb, such as asking for a review on another site or requiring a timeshare presentation.	Ask for reviews on Airbnb only. Recommend local places as optional, and disclose any referral fee or ownership.

What You Can Still Do

- Set reasonable house rules and requests, as long as they're in your listing at booking.
- Check a guest's ID in person at check-in, if your listing says so. Keep no copy.
- Offer keyless entry apps that need registration, with another way in if a guest asks. Optional apps such as Sonos or Nest are fine.
- Post notice of fines that an HOA, building, or local government may impose, in your listing's local rules section.
- Ask for rules that fit your home's situation. Airbnb's examples are shower limits during a drought and an animal-proof trash container in bear country.
- Use a contract in the 4 allowed cases, with its terms disclosed in your listing.

01 Rules and Messages to Check

For each place below, write what it says now. Mark Y if it hits a limit on page 1. Then write the new wording, or write Remove. Tick Done when it's updated.

Place	What It Says Now	Hits a Limit? (Y/N)	New Wording, or Remove	Done
Example: Checkout instructions	Strip the beds and start a load of towels	Y	Remove. Add the task to the cleaner's checklist.	
Example: Welcome message	Send me a photo of your ID before you arrive	Y	Remove. Check ID in person at check-in only if the listing says so.	
Example: Sign by the front door	$50 fine for smoking inside	Y	Remove the fine. Keep "No smoking inside" in the house rules.	
House rules in your listing				☐
Additional rules in your listing				☐
Checkout instructions in your listing				☐
Guidebook				☐
Saved replies and quick replies				☐
Welcome and pre-arrival messages				☐
Signs in the home				☐
Wi-Fi sign-in page or router portal				☐
Cleaner's checklist				☐
Rental agreement or contract				☐

02 Replacement Messages

Use these in place of messages that ask for IDs, send guests to a sign-in page, or list chores. Repeat only rules that are already in your listing's house rules and requests section.

Pre-Arrival Message (No ID Request, No Sign-In Page)

Welcome to [home name]. Check-in is at [time]. Your door code is [code]. The Wi-Fi network is [name] and the password is [password]. Message me here on Airbnb if anything isn't working.

Checkout Message (No Chores)

Checkout is at [time]. Please lock the door when you leave. We take care of the rest. Thank you for staying with us.

03 Dates and Reservations Booked Before November 20

Finish everything on this sheet before November 20, 2026. Write the date you will finish each part.

Rules and messages checked by: _____

Listing and saved replies updated by: _____

Signs, Wi-Fi page, and cleaner checklist updated by: _____

Reservations booked before November 20 follow the old policy, even if the stay is after that date. List them here.

Check-In Date	Booked On	Policy That Applies (Old or New)

Source: Airbnb Help Center, "Reasonable house rules and requests" and "Limiting host-imposed contracts and other requirements," both updated for reservations booked on or after November 20, 2026. Airbnb's own wording controls, and it may grant exceptions based on a listing's context. This sheet is for education and isn't legal advice.