



# The Airbnb cleaning handbook

Your step-by-step guide to Airbnb's  
enhanced cleaning protocol



## An important note about this handbook

Airbnb developed this cleaning protocol based on CDC guidance and in consultation with experts in the fields of sanitization and medicine, such as Ecolab and Dr. Vivek Murthy, Former US Surgeon General. The protocol is also endorsed by industry leaders like Diversey. It sets out helpful tips and best practices and sets the baseline standard you are expected to meet as a participant in the program. You should be aware that local governments around the world are issuing health and safety guidelines which may include mandatory cleaning protocols. If your listing is not in the United States, you should check local guidelines and rules that may have been issued by your local government or health authority, and ensure that you also comply with these.

This book is not provided with any guarantee, whether of comprehensiveness, efficacy, or otherwise. We will continue to update this handbook periodically, and will notify you so that you can maintain the cleaning protocol. Use of this handbook is subject to our [Terms](#).

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.

Every space on Airbnb is different and we understand that some have unique features that may require specialized cleaning or sanitizing. If a guest has access to a space that is not covered by this handbook, apply the principles outlined in this handbook when cleaning and sanitizing that space. If a guest must pass through an area of the building that you're not able to clean to access your listing, we recommend that you let them know what areas you could not clean so they can take appropriate precautions.

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Cleanliness has always been top of mind for hosts on Airbnb, and we know that it's fundamental to a great guest experience. Many hosts have come to us with questions about cleaning – what supplies to use, how to help keep yourself and your guests safe, and how to elevate your cleaning practices.

We've developed a cleaning protocol, created specifically for hosts. Here's what you can expect:

### **Developed with experts**

Airbnb developed the cleaning protocol outlined in this handbook in partnership with Ecolab, a global leader in cleaning and hygiene technologies. We also received guidance from Dr. Vivek Murthy, the former US Surgeon General, along with other experts.

### **Step-by-step checklists and host education**

This handbook provides specific guidance on how to clean, what to sanitize, and what supplies to have on hand. We'll be rolling out additional resources, so you feel confident providing a deeper clean, every time.

### **A new way to show guests you've gone the extra mile**

Hosts who commit to the Airbnb cleaning protocol will receive a special call-out on their listing, so guests know you're committed to an enhanced cleaning and sanitization routine.

### **Part one: Get to know the cleaning protocol**

[Cleaning vs. sanitizing](#) →

[5 steps to enhanced clean](#) →

[A detailed breakdown of the process](#) →

### **Part two: Cleaning checklists**

[Supplies and tools to have on hand](#) →

[Tips to help reduce the risk of cross-contamination](#) →

[Room-by-room checklists](#) →



#### **QUICK TIP**

To get started, read through the entire handbook, then reference the relevant sections as you clean. If you work with a cleaning professional, please make sure they follow these guidelines.

Developed with



# Hosting during COVID-19

During these challenging times, it's important to revisit your cleaning routine. In addition to cleaning and sanitizing your listing according to the cleaning protocol, there are other ways to help prevent the spread of COVID-19.

## Practice social distancing

You can help encourage social distancing by offering self check-in and checkout. Consider installing a key lockbox or smart lock with a keypad, and remember to update your listing to [add self check-in instructions](#). You can also minimize person-to-person contact by avoiding routine maintenance during your guest's stay. Practice social distancing with guests, and encourage them to do the same. In lieu of handshakes or hugging, consider alternative no-contact greetings. Check your local guidelines for social distancing requirements that may be applicable to your listing.

## Wait before entering the listing

Check your local authority for guidance on how long to wait before entering a space occupied by a person who may have been exposed to COVID-19. For example, the U.S. Centers for Disease Control and Prevention suggests waiting 24 hours. If that's not possible, we recommend waiting at least 3 hours, which is what the European CDC recommends. This waiting period is for your protection and helps to ventilate the room, to limit your exposure to aerosolized virus droplets that may be in the room. For up-to-date information on cleaning standards in your region, visit the [Airbnb Help Center](#).

## Wear protective gear while you clean

Personal protective items like disposable gloves, aprons or gowns, and facial coverings (such as homemade or purchased masks) may provide additional protection. Avoid touching your face at all times and make sure to wash your hands immediately after removing gloves.

Make sure to review and follow any additional cleaning guidance from government or health authorities in your local jurisdiction. You can also visit the [Airbnb Resource Center](#) for additional guidance on hosting during this time.

# What to do if you host a private room with common areas

Follow these additional guidelines if you or other guests or residents have shared access to the same areas as your guests. Examples of common areas include living rooms, kitchens, bathrooms and entryways that both you and your guests can use.

## **Clean and sanitize all common areas**

Follow the enhanced cleaning protocol for all spaces that you or your guests share with other guests, as well as their private room. Make sure to clean and sanitize common areas before every guest check-in.

## **Cap the guest count**

Make sure that your home can accommodate socially distanced occupancy of all common areas. For example, if your shared living room only has room for three people who are 6 feet/2 meters apart, you would cap your guest count at two so that you and/or your guests could be in the space at the same time.

The total number of people should also not be greater than the maximum number of people that are allowed to congregate in your listing, according to your local government guidelines (if applicable).

## **Be clear about areas guests can access**

Consider limiting the areas a guest can enter in your home to only the necessary spaces. This is to avoid unnecessary exposure for you and your guests and decrease the amount of space you need to clean afterwards. To clarify which areas are accessible to guests, think about putting up signs in your space and update your listing details to make this clear ahead of time.

## **Wear protective gear in common areas**

Guests and hosts should wear protective equipment, such as a face mask or facial covering at all times in common areas, as recommended by your local authority. Make sure to wash your hands often and avoid touching your face at all times.

## **Ventilate common areas during the stay**

During your guest's stay and if safe to do so, we suggest keeping windows open to increase air circulation in the common areas as much as possible.

You should be aware that some governments may place restrictions on hosting in private rooms or may impose additional obligations or requirements for private rooms. Please make sure to review and follow any additional cleaning guidance from government or health authorities in your local jurisdiction.

## Part one

# Get to know Airbnb's enhanced cleaning protocol

In this section, we'll define some key terms, break down the five-step cleaning process and equip you with detailed instructions on how to clean and sanitize your space.

These techniques can then be applied to the specific rooms in your listing. Let's get started!

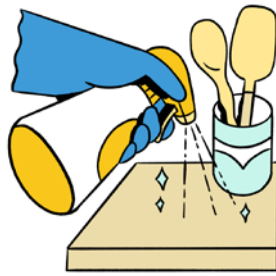
# The difference between cleaning and sanitizing

Cleaning and sanitizing are two separate steps, and it's important to do both in the correct order.



## Cleaning

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

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.

# The five-step cleaning process

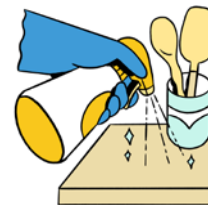
**1. Prepare** your equipment and get the space ready for cleaning



**2. Clean** each surface by removing dust and debris



**3. Sanitize** all high-touch areas, appliances, and electronics



**4. Check** that the space has been thoroughly cleaned and sanitized



**5. Reset** the room for the next guest and restock your supplies





The five-step cleaning process

# Step 1: Prepare

your equipment and  
get the space ready  
for cleaning



## The five-step cleaning process

# Step 1: Prepare

### Gather the right cleaning supplies

We recommend only using disinfectant and sanitizer solutions that are registered with your local government's chemical regulators (e.g. The Environmental Protection Agency).



### Wash your hands for at least 20 seconds with soap and water

If that's not possible, use a hand sanitizer containing at least 60% alcohol.

### Ventilate rooms before you clean.

Regulatory authorities such as the US CDC recommend opening outside doors and windows and using ventilating fans to increase air circulation in the space before beginning to clean and disinfect.

### Review the safety guidelines for your chemicals

Always read the labels on your products to understand their active ingredients and how to use them properly. For more on how to read the labels on your products and their Safety Data Sheets, check your local authority. For example, in the USA, refer to the Occupational Health and Safety Administration, and in the EU refer to the European Chemicals Agency.

### Wear protective equipment at all times

Before you enter the space, put on protective equipment such as disposable gloves, aprons or gowns, and masks or cloth facial coverings.

### Unplug before cleaning

For your safety and to protect fixtures, remember to unplug appliances before cleaning. Plugged appliances that are turned "off" are still connected to electricity until unplugged. You can also shut off the power at the breaker.

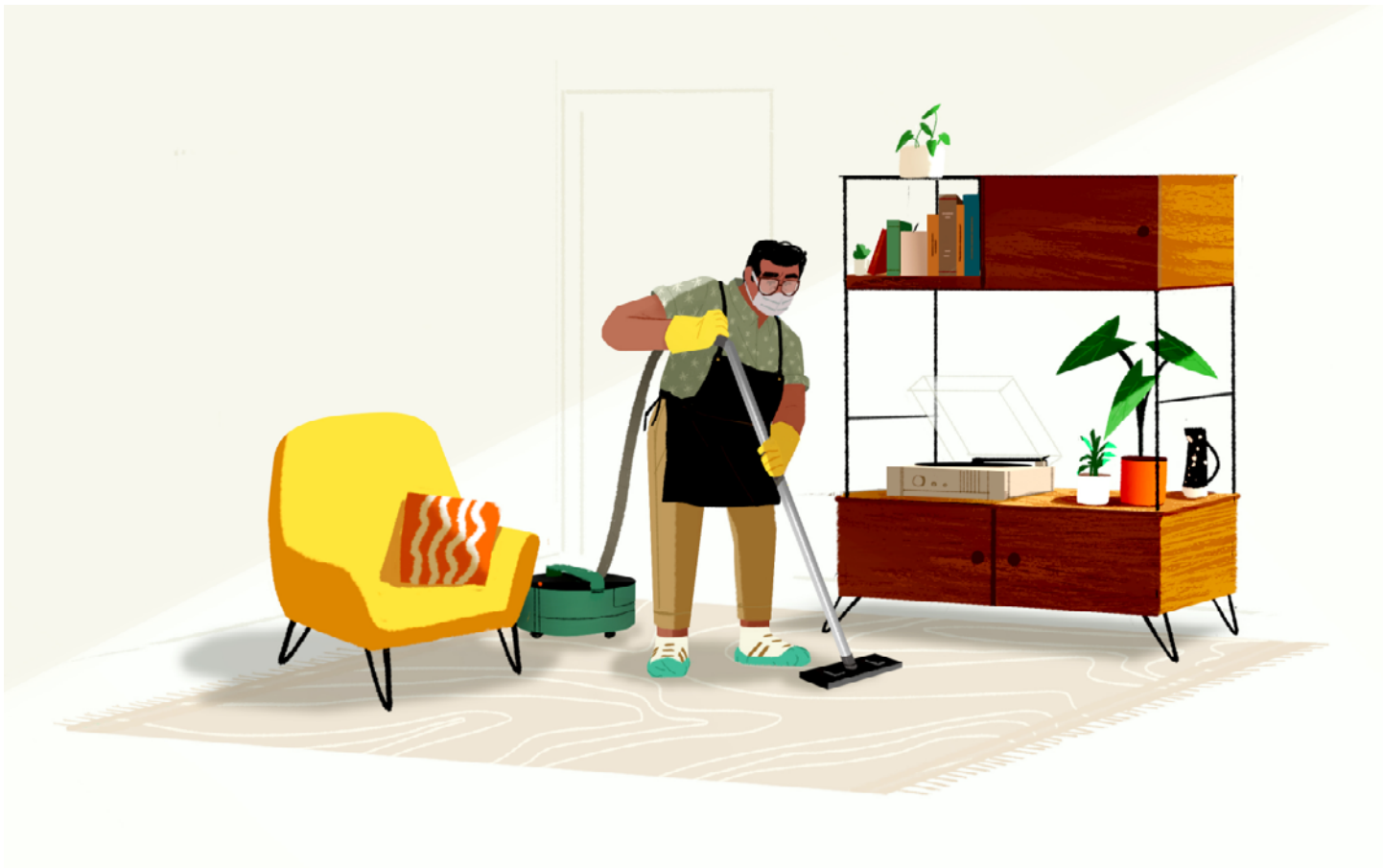


### SAFETY REMINDER

Do not enter a space without the proper protective equipment and do not reuse soiled gear. Be sure to read all safety labels so you understand how to use cleaning chemicals properly.

The five-step cleaning process

# Step 2: Clean each surface by removing dust and debris



## The five-step cleaning process

# Step 2: Clean

### Take out all the garbage

Starting with this step helps prevent dirty garbage from contaminating the space once it has been cleaned. Make sure to line all the garbage cans, which will make it easier to dispose of tissues and other waste.

### Wash all linens at the highest heat setting recommended by the manufacturer

Avoid shaking dirty linens, which could increase the spread of germs. Remember to change your disposable gloves before you handle any clean linens.

### Wash all dishes and empty the dishwasher

It's important to wash all the dishes – even ones in the cabinet – to help ensure hygienic standards. Start by walking through the space and collecting dishes from every room, to help avoid cross-contamination.



### Dust the space and sweep or vacuum the floor

When dusting, start from the top down to ensure there are no visible signs of dirt. Sweep all hard surface floors and vacuum carpeting.

### Clean all hard surfaces with soap and water

Wipe each surface down to remove dirt, grease, dust, and germs. Hard surfaces include things like countertops, tables, sinks, cabinets, and floors. When mopping, work from the back corner of the room to the front, and dispose of the water in a sink that has not yet been cleaned.

### Clean all soft surfaces based on the manufacturer's instructions

Soft surfaces include things like carpet, bedding, curtains and upholstery. Carefully remove any visible dirt or grime, then clean with the appropriate cleaners indicated for use on these surfaces. If possible, machine-wash items according to the manufacturer's instructions.



### SAFETY REMINDER

Do not touch your face while cleaning to help prevent the spread of germs.

The five-step cleaning process

# Step 3: Sanitize

all high-touch areas, appliances, and electronics



## The five-step cleaning process

# Step 3: Sanitize



### Once a hard surface is clean, spray with disinfectant

Focus on sanitizing all frequently touched surfaces in the space (such as doorknobs and light switches), as well as surfaces that may have touched soiled linens (such as flooring). Be sure to sanitize electronics based on the manufacturer's cleaning directions.

### Let the disinfectant stand for the specified length of time

The product label will specify the wet contact time needed for the chemicals to effectively sanitize a surface. This allows the chemicals time to kill as many germs as possible.

### Allow to air-dry

If the surface dries before the wet contact time, there's no guarantee that the product has killed the pathogens claimed on the label. When possible, allow the surface to air-dry.



### SAFETY REMINDER

Be sure to read all safety labels to ensure you're using cleaning chemicals properly.

The five-step cleaning process

# Step 4: Check that the space has been thoroughly cleaned and sanitized



## The five-step cleaning process

# Step 4: Check



### **Review the room-by-room guidelines**

Follow the checklist for each room to ensure thorough cleaning and sanitization.

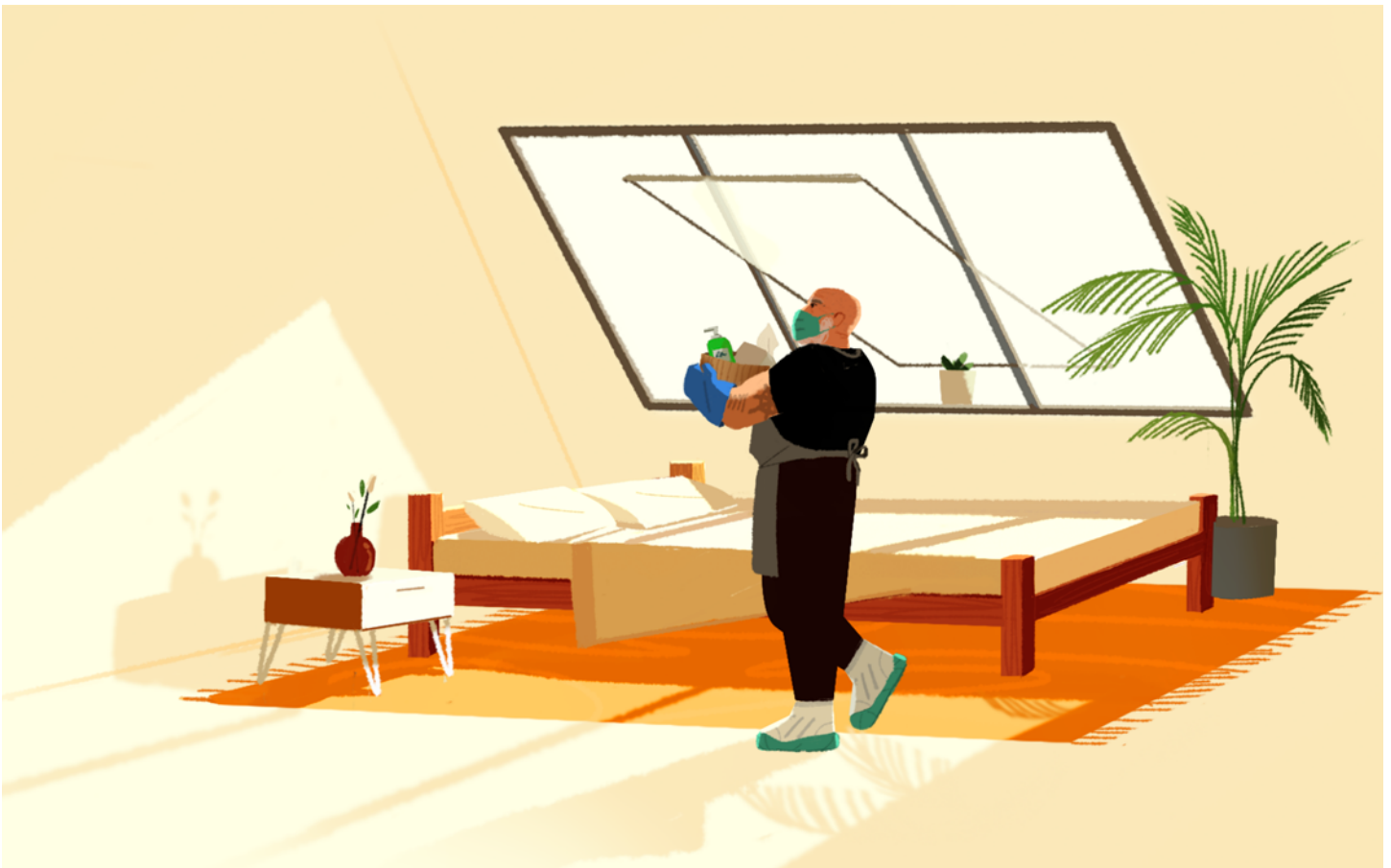
### **Double check that all high-touch surfaces were sanitized**

Correct anything that may have been missed.



The five-step cleaning process

# Step 5: Reset the room for the next guest and restock your supplies



## The five-step cleaning process

# Step 5: Reset

### Dispose of and wash your cleaning supplies

Throw away disposable products such as disinfectant wipes. Wash any cleaning cloths at the highest heat setting appropriate for the material.

### Empty and sanitize the vacuum cleaner after every cleaning

Be sure to also disinfect any other cleaning tools that were used.

### Safely remove any cleaning gear once you are done cleaning

Dispose of or wash any protective gear according to their usage guidelines.

### Wash your hands for at least 20 seconds with soap and water

If that's not possible, use a hand sanitizer containing at least 60% alcohol.

### Set out cleaning supplies for your guests

We've heard from guests that they want the ability to clean on their own while staying at your listing. Empower your guests by setting out guest cleaning supplies they can use, such as disposable paper towels, disposable gloves, disinfectant spray or wipes, and extra hand soap.



### Restock your cleaning supplies

Be sure to take a moment to check expiration dates and refill any supplies that you have used, so you're ready for the next turnover.

### Visually assess each room to ensure the stage is set for the next guest

Imagine yourself as the guest entering the listing for the first time.



### SAFETY REMINDER

Always keep chemical products out of reach of children.

## Part 2

# Detailed cleaning checklists

Here you can find your go-to checklists:

- Supplies to have on hand
- Tips to help reduce the risk of cross-contamination
- Room-by-room checklists

# Supplies to have on hand

Start by gathering all the items you'll need to clean, sanitize and maintain your listing.

## Protective gear

- Disposable gloves
- Mask or cloth facial covering
- Safety glasses
- Apron or gown
- Shoe coverings (recommended)

## Guest cleaning supplies

- Disposable paper towels
- Disposable gloves
- Multi-surface cleaner
- Disinfectant wipes or spray
- Antibacterial hand sanitizer
- Extra hand soap

## Equipment

- Broom
- Bucket
- Duster
- Dustpan
- Microfiber cloths
- Paper towels
- Scrub pads
- Scrub brush
- Step ladder
- Toilet brush
- Garbage bags
- Vacuum cleaner
- Vacuum bags (if necessary)
- Mop
- Washer & dryer
- Dishwasher

## Products

- 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)

# Tips to help reduce the risk of cross-contamination

It's important that you find a cleaning process that works best for your space and your cleaning team. As you get up to speed, here are some tips and techniques to help protect against contamination, while creating the most efficient workflow possible.

## **Clean the dirtiest spaces first**

Spend the most time cleaning the areas that are most prone to germs and bacteria. This means starting with the bathroom and kitchen before moving on to the rest of the space. We recommend cleaning in the order below:

1. Bathroom
2. Kitchen
3. Bedrooms
4. Common areas (e.g. living room, dining room, office)
5. Outdoor areas
6. Entryway

## **After sanitizing a room, close the door**

When you finish sanitizing and resetting a room, close the door and disinfect the doorknob. This is an indication to yourself and any other members of your cleaning team that the room has been completed. Once sanitized, don't re-enter this space.

## **Replace your protective gear between steps**

Each time you switch between cleaning and sanitizing, be sure to replace your gloves and any gear that may have been contaminated.

## **End with the entryway**

Complete the outdoor and interior spaces before you sanitize the entryway. Finishing your cleaning process at the entryway means you can lock up and leave as you clean.

# Room-by-room checklists

Checklists for cleaning and sanitizing every room in your listing

# Bathroom cleaning checklist

Guidance on how to sanitize a bathroom that has a toilet, shower, and/or bathtub

## Step 1: Prepare

- Open outside doors and windows, and turn on fans to ventilate the area before you begin. If possible, leave the windows open throughout the entire cleaning process.
- Gather your supplies

### PROTECTIVE GEAR

- Disposable gloves
- Mask or cloth facial covering
- Safety glasses
- Apron or gown
- Shoe coverings (recommended)

### EQUIPMENT

- Vacuum cleaner or broom and dustpan
- Garbage bag
- Microfiber cloths
- Extendable duster
- Scrub brush
- Toilet brush
- Washing machine
- Dryer
- Mop
- Bucket (if necessary)

### PRODUCTS

- Bleach
- Laundry detergent
- Multi-surface cleaner
- Multi-surface disinfectant
- Glass cleaner
- Mopping solution

## Step 2: Clean

- Remove dirty linen, towels, and shower curtains and wash them at the highest heat setting recommended by the manufacturer
- Empty any garbage cans and recycling bins, then line empty cans with fresh garbage bags
- Spray the toilet, shower, bathtub and sink with a multi-surface cleaner, and allow it to set for the amount of time specified on the label. Be sure to cover:
  - The inside of the toilet bowl, the seat, and the seat hinges. Put down the toilet seat while the cleaner sets.
  - The surfaces of the shower walls or bathtub
  - Any tiled surfaces
  - The sink basin, handles, and backsplash
- Clean the toilet:
  - Scrub the inside of the toilet bowl and make sure that any build-up has been removed
- Clean the toilet brush:
  - Secure the brush handle between the already-cleaned seat and the basin so that it hovers over the bowl and pour bleach over the bristles
  - Wait a few minutes, then rinse it with a pitcher of clean water
- Clean the toilet brush canister:
  - Fill the brush canister with warm, soapy water and let it sit for a few minutes
  - Dump the dirty water into the toilet and flush
- Clean the shower walls or bathtub interior:
  - Scrub the surfaces with a scrub brush
  - Rinse the surfaces and wipe them dry with a microfiber cloth
- Clean the sink:
  - Using the scrub brush, scrub the basin, handles, and backsplash to loosen any buildup
  - Flush the sink drain with hot water and rinse the sink basin for a few minutes
  - Wipe down the faucets, flossing between the small spaces using a microfiber cloth, and finish by wiping down the backsplash
  - Once all the water has drained, wipe down the basin with a clean microfiber cloth
  - Place the microfiber cloths in the laundry to be sanitized and do not use them to clean anything else
- Clean all tiled areas:
  - Wipe down with a microfiber cloth, working from top to bottom
  - Pay particular attention to the spaces between the tiles
- Clean all remaining bathroom surfaces:
  - Use a microfiber cloth and a multi-surface cleaner to wipe down all of the remaining bathroom surfaces, making sure to work from top to bottom
  - Use an extendable duster to clean hard-to-reach areas such as high shelves, windowsills and the space behind radiators
- Sweep or vacuum the floor to remove any hair and debris, starting at the farthest corner in the room and working toward the door
- Mop the floor, paying particular attention to corners and the areas behind the doors
- Clean any mirrors and glass using glass cleaner and a microfiber cloth



### Step 3: Sanitize

- Use a multi-surface disinfectant and spray frequently-touched surfaces and allow them to air-dry. Be sure to sanitize:
  - Door handles and knobs
  - Light switches
  - Sink, bath, and shower faucets
  - The sink basin
  - Toilet handle, seat, and surface
  - Countertops
  - Cabinets
  - Shelves
  - Windowsills and handles
  - Blinds
  - Railings
  - Garbage cans

### Step 4: Check

- Make sure you've completed all the tasks above
- Check that the lights and electronics are working properly
- Ensure that any HVAC/air filters have been replaced per the manufacturer's recommendation

### Step 5: Reset

- Wash your hands and put on a pair of clean gloves, then:
  - Hang the shower curtain and liner and extend them so that they can dry properly
  - Replace the toilet rolls, guest supplies, and fresh towels
  - Replace or refill any hospitality items (i.e. shampoo, conditioner, handsoap, body soap) for the next guest
  - Switch off all lights and devices
  - Close the windows, arrange the curtains and blinds, and turn off the lights, closing the door behind you as you exit the room

# Kitchen cleaning checklist

Guidance on how to clean and sanitize a kitchen or kitchenette

## Step 1: Prepare

- Open outside doors and windows, and turn on fans to ventilate the area before you begin. If possible, leave the windows open throughout the entire cleaning process.
- Gather your supplies

### PROTECTIVE GEAR

- Disposable gloves
- Mask or cloth facial covering
- Apron or gown
- Shoe coverings (recommended)

### EQUIPMENT

- Vacuum cleaner or broom and dustpan
- Garbage bag(s)
- Microfiber cloths
- Sponge\*
- Scrub pad
- Mop
- Bucket (if necessary)

### PRODUCTS

- Dish soap
- Dishwasher detergent or pods
- Garbage disposal tablets
- Multi-surface cleaner
- Multi-surface disinfectant
- Oven cleaner
- Oven degreaser (if necessary)
- Mopping solution

*\*The sponge should be new.  
Do not use a sponge for multiple cleaning tasks.*

## Step 2: Clean

- Remove any food and garbage
  - Empty any food items the previous guest may have left in the refrigerator, freezer, and pantry
  - Empty any garbage cans and recycling bins, then line empty cans with fresh garbage bags
- Wash any dirty dishes
  - Check the dishwasher for any dishes
  - Place clean dishes aside, and return dirty dishes to the dishwasher for a second cycle
  - Fill the kitchen sink halfway with hot water and dish soap and soak any dishes with stuck-on food or grease
  - Hand wash any items that are not dishwasher safe, such as pots and pans
- Rewash all other dishware to ensure it's been properly cleaned
  - Moving left to right through cabinets and drawers, pull out all the dishes, silverware, cups, and glasses
  - Place all items in the dishwasher (everything must be washed in the dishwasher between guests). If you don't have a dishwasher, hand wash all dishes with soap and hot water.
  - Inspect all the rooms for any additional dirty dishes and add them to the dishwasher
  - Remove and clean the microwave plate
- Using a multi-surface cleaner and a clean microfiber cloth, wipe down:
  - Refrigerator shelving
  - Interior walls of the refrigerator and freezer
  - Pantry shelves and walls
  - Countertops, ledges, and backsplashes
  - The inside of the garbage can and recycling bin
- Clean the oven and the exhaust hood
  - Using oven cleaner, spray the stovetop, the inside of the oven, and the inside of the microwave
  - Follow cleaning instructions that tell you how long to let the cleaner set, then scrub off any build-up with a scrub pad
  - Use a microfiber cloth and water to wash off any chemical and carbon particles
  - Clean the interior of the exhaust hood with a scrub pad
  - Use a wet cloth and water to wash away any residue
- Unplug and clean any additional appliances, such as coffee-makers or toasters
  - Disassemble all movable parts so they can be properly cleaned
  - Use a multi-surface cleaner and cloth to wipe down all exterior areas
  - Use a wet scrub pad for any debris that is not easily removable
  - Set the appliances aside and allow them to air-dry
  - If you're not able to air-dry appliances, use dry microfiber cloths to dry them instead
- Clean the sink, garbage disposal, and dishwasher
  - Rinse down any food particles and soap in the sink
  - Place garbage disposal tablets inside the garbage disposal and follow the directions on the packaging
  - Look inside the dishwasher to ensure there is no food debris sitting at the bottom and that the inside of the dishwasher is clean
  - If it's not clean, add dishwasher detergent and run the dishwasher without any items inside
- Sweep and mop the floor

### Step 3: Sanitize

- Use a multi-surface disinfectant and spray frequently-touched surfaces and allow them to air-dry. Be sure to sanitize:
  - The faucet and sink basin
  - Cabinets
  - Shelves
  - Doors and door handles
  - Silverware holders
  - The outside of the microwave and buttons
  - The inside of the microwave
  - The inside of the dishwasher
  - The outside of the dishwasher and buttons
  - Oven handles and knobs
  - The outside of the refrigerator and handles
  - Fan and lamp chains
  - Garbage and recycling bins
  - Light switches
  - Railings
  - Tabletops
  - Thermostats
  - Windowsills and handles
  - Blinds
  - Keys
  - Remote controls
  - Your Airbnb welcome book

### Step 4: Check

- Make sure you've completed all the tasks above
- Check that the lights and electronics are working properly
- Dry off any metal surfaces or appliances with microfiber cloths

### Step 5: Reset

- Wash your hands and put on a pair of clean gloves, then:
  - Put away any pots, pans, appliances and dishes that have been moved
  - Replace cleaned linens, such as dishtowels
  - Replace any racks and plates you removed from the refrigerator, microwave or oven
  - Switch off all lights and devices
  - Close the windows, arrange the curtains and blinds, and turn off the lights, closing the door behind you as you exit the room

# Bedroom cleaning checklist

Guidance on how to clean and sanitize a bedroom or dedicated sleeping area

## Step 1: Prepare

- Open outside doors and windows, and turn on fans to ventilate the area before you begin. If possible, leave the windows open throughout the entire cleaning process.
- Gather your supplies

### PROTECTIVE GEAR

- Disposable gloves
- Mask or cloth facial covering
- Apron or gown
- Shoe coverings (recommended)

### EQUIPMENT

- Vacuum cleaner or broom and dustpan
- Garbage bag
- Microfiber cloths
- Extendable duster
- Washing machine
- Dryer
- Mop
- Bucket (if necessary)

### PRODUCTS

- Multi-surface cleaner
- Multi-surface disinfectant
- Laundry detergent
- Glass cleaner
- Furniture polish

## Step 2: Clean

- Empty any garbage cans and recycling bins, then line empty cans with fresh garbage bags
- Remove all the following items and wash them at the highest heat setting recommended by the manufacturer:
  - Towels
  - Sheets
  - Duvet covers
  - Blankets
  - Pillow cases and protective covers
- Dust all surfaces with a microfiber cloth and a multi-surface cleaner
- Use an extendable duster to clean hard-to-reach areas such as high shelves and the space behind radiators
- Pull the bed away from the wall and vacuum all carpeted areas, including behind and under the bed
- Sweep all non-carpeted areas with a broom and dustpan, including behind and under the bed
- Mop all non-carpeted areas, paying particular attention to corners and the area behind the doors
- Wipe down electronics with a damp microfiber cloth, following the manufacturer's guidelines
- Use furniture polish as needed on:
  - Bed frames
  - Bedside tables
  - Chairs
  - Clothing racks
  - Other wooden furniture
- Spray glass cleaner on a new microfiber towel and clean any glass, mirrors, or windows from top to bottom

### Step 3: Sanitize

- Use a multi-surface disinfectant and spray frequently-touched surfaces and allow them to air-dry. Be sure to sanitize:
  - The TV remote
  - TV screen buttons
  - The telephone
  - Light switches
  - Doorknobs
  - Bedside tables
  - Electronics
  - Clothing racks
  - Clothing hangers
  - Chest of drawers/armoires
  - Windowsills and handles
  - Blinds

### Step 4: Check

- Make sure you've completed all the tasks above
- Check that the lights and electronics are working properly

### Step 5: Reset

- Wash your hands and put on a pair of clean gloves, then:
  - Make the bed using fresh, clean sheets, pillow cases, and a duvet or comforter
  - Replace or refill any hospitality items for the next guest
  - Switch off all lights and devices
  - Close the windows, arrange curtains/blinds, and close the door behind you

# Common room cleaning checklist

Guidance on how to clean and sanitize a common area, such as a living room, family room, dining room, or office without a dedicated bed

## Step 1: Prepare

- Open outside doors and windows, and turn on fans to ventilate the area before you begin. If possible, leave the windows open throughout the entire cleaning process.
- Gather your supplies

### PROTECTIVE GEAR

- Disposable gloves
- Mask or cloth facial covering
- Apron or gown
- Shoe coverings (recommended)

### EQUIPMENT

- Vacuum cleaner or broom and dustpan
- Garbage bag
- Microfiber cloths
- Washing machine
- Dryer
- Mop
- Bucket (if necessary)
- Extendable duster (if necessary)
- Bristle brush (if necessary)

### PRODUCTS

- Multi-surface disinfectant
- Laundry detergent
- Detergent solution
- Mopping solution
- Glass cleaner
- Stain remover



## Step 2: Clean

- Empty any garbage cans and recycling bins, then line empty cans with fresh garbage bags
- Remove all the following items and wash them at the highest heat setting allowed by the manufacturer.
  - Throw pillow covers
  - Blankets
  - Dining room linens
  - Curtains
- Remove all objects from the surface of tables and shelves, such as decor, lamps or place-settings. Starting with the highest shelf, use a microfiber cloth to dust shelving, surfaces, and items below, working from left to right:
  - TVs
  - Speakers
  - Lamps
  - Gaming consoles
  - Shelving
  - Cabinets
  - Wall art or pictures
- Use a water and detergent solution to clean:
  - Walls
  - Baseboards
  - Table tops and furniture
- Vacuum:
  - Sofas, chairs and other seating
  - All rugs and carpets
- If there are any stains:
  - Use a microfiber cloth, bristle brush, and stain remover to spot treat any carpet stains
  - Gently blot any upholstery stains using a water and detergent solution
- Mop the floor
- Spray glass cleaner on a new microfiber towel and clean any glass from top to bottom

### Step 3: Sanitize

- Use a multi-surface disinfectant and spray frequently-touched surfaces and allow them to air-dry. Be sure to sanitize:
  - Doorknobs
  - Cabinet knobs
  - Fan and lamp chains
  - Blinds
  - Keys
  - Light switches
  - Railings
  - Remote controls
  - Tabletops
  - Thermostats
  - Windowsills
  - Fan and lamp chains
  - Blinds
  - Garbage cans and recycling bins
  - Electronics
  - Book covers
  - Your Airbnb welcome book
  - Smart keypads (if applicable)
  - Gym and exercise equipment (if applicable)

### Step 4: Check

- Make sure you've completed all the tasks above
- Check that the lights and electronics are working properly
- Ensure that any HVAC/air filters have been replaced per the manufacturer's recommendation

### Step 5: Reset

- Wash your hands and put on a pair of clean gloves, then:
  - Replace any objects that may have been moved during cleaning
  - Reset all freshly laundered linens such as pillows, throw blankets, and curtains
  - Set out cleaning supplies that guests can use during their stay, such as:
    - Disposable paper towels
    - Disposable gloves
    - Multi-surface cleaner
    - Disinfectant wipes or spray
    - Antibacterial hand sanitizer
    - Extra hand soap
  - Switch off all lights and devices
  - Close the windows, arrange curtains/blinds, turn off the lights, and close the door behind you

# Outdoor area cleaning checklist

Guidance on how to clean and sanitize a patio, deck, or outdoor area

## Step 1: Prepare

- Gather your supplies

### PROTECTIVE GEAR

- Disposable gloves
- Mask or cloth facial covering
- Apron or gown
- Shoe coverings (recommended)

### EQUIPMENT

- Vacuum cleaner
- Broom and dustpan
- Microfiber cloths

### PRODUCTS

- Multi-surface cleaner
- Multi-surface disinfectant

## Step 2: Clean

- Sweep any outdoor patio spaces and dispose of debris using a dustpan
- Vacuum any rugs to remove dust and debris
- Vacuum the surface of any soft patio furniture
- Using a multi-surface cleaner, wipe down hard surfaces, including:
  - Patio walls
  - Window screens
  - Doors
  - Window sills
  - The ceiling
  - Umbrellas
  - Lighting fixtures
  - Pool or hot tub surfaces
  - All outdoor furniture including tables, chairs, patio bars, shelves, outdoor fridges and barbecues/grills.
- Spray glass cleaner on a new microfiber towel and clean any glass from top to bottom

## Step 3: Sanitize

- Use a multi-surface disinfectant and spray frequently-touched surfaces and allow them to air-dry. Be sure to sanitize:
  - Doorknobs
  - Screen door handles
  - Tables
  - Chairs
  - Shelves
  - Furniture
  - Light switches
  - The patio bar (if applicable)
  - The outdoor fridge (if applicable)
  - The barbecue/grill (if applicable)
- If you have a pool or hot tub, follow the manufacturer's instructions on cleaning and sanitization

## Step 4: Check

- Make sure you've completed all the tasks above
- Check that the lights and electronics are working properly
- Ensure that any HVAC/air filters have been replaced per the manufacturer's recommendation
- Make sure that the furniture is clean and in good condition
- Make sure that all lights, appliances, and amenities (e.g. hot tub) are in working order

## Step 5: Reset

- Wash your hands and put on a pair of clean gloves, then:
  - Replace any objects or cushions that may have been moved during cleaning

# Entryway cleaning checklist

Guidance on how to clean and sanitize the interior or exterior entryway of your place

## Step 1: Prepare

- Open outside doors and windows, and turn on fans to ventilate the area before you begin. If possible, leave the windows open throughout the entire cleaning process.
- Gather your supplies

### PROTECTIVE GEAR

- Disposable gloves
- Mask or cloth facial covering
- Apron or gown

### EQUIPMENT

- Vacuum cleaner
- Broom and dustpan
- Microfiber cloths
- Extendable duster
- Mop
- Bucket (if necessary)

### PRODUCTS

- Multi-surface disinfectant
- Detergent solution
- Mopping solution
- Glass cleaner

## Step 2: Clean

- Shake out the floor mat to remove dust and debris
- Use a microfiber cloth or duster to dust:
  - The top and sides of furniture
  - The door entrance and door hinges
- Using a detergent solution and a microfiber cloth:
  - Wipe down the walls and any ceiling surfaces with visible dirt, allowing them to air-dry when you're done
  - Spot clean any carpets and rugs
- Sweep the following areas:
  - The door threshold plate
  - Crevices
  - Baseboards
- Vacuum:
  - Sofas, chairs and other seating
  - All rugs and carpets
- Mop the floors
- Clean any windows using glass cleaner

## Step 3: Sanitize

- Use a multi-surface disinfectant and spray frequently-touched surfaces and allow them to air-dry. Be sure to sanitize:
  - The doorbell
  - Doorknobs
  - Keypads
  - Handrails
  - Light switches
  - Blinds

## Step 4: Check

- Make sure you've completed all the tasks above
- Check that the door locks, unlocks, opens and closes easily
- If you have a keypad, check that it is clean and in good condition
- Check that any lights are working properly

## Step 5: Reset

- Wash your hands and put on a pair of clean gloves, then lock the door behind you
  - Step back and admire your hard work. You did it!

## Links and resources

# Cleaning is a process, and we're in it together

By following this cleaning protocol, you're offering a great guest experience and taking significant steps toward protecting yourself, your guests, and the global Airbnb community. We know that introducing a new process into your workflow takes time, so we're already developing new host education and product features to help you get up to speed.

Stay tuned for updates – and in the meantime, check out the links below:

For up-to-date information on cleaning standards in your region, visit the [Airbnb Help Center](#)

For more information about requirements and how to get started, visit the [Enhanced Cleaning FAQ](#)