

AIRBNB TRAVEL GUIDANCE

New guidance about Airbnb is set out below:

CAN I BOOK AIRBNB ACCOMMODATION FOR MY TRIP?

- Booking Airbnb accommodation for your trip (UK & abroad) is permitted by the University on the basis that: Airbnb accommodation cannot be booked through the University's approved travel services agencies: Key Travel and Click Travel. This is because the companies are unable to obtain insurance cover for customer stays in Airbnb accommodation.
- Unlike hotel accommodation, e.g. the UK hotel star rating system, Airbnb accommodation **is not independently vetted by a statutory or regulated organisation to ensure it complies with all current statutory obligations in particular safety legislation** (e.g. electrical testing of TVs etc., fire safety management and carbon monoxide gas monitoring) in the country in which the accommodation is located.
- Whilst accommodation hosts may have some insurance cover provided by Airbnb, this **does not provide insurance protection to staff/PGRs/PGTs who sub-let rooms** to colleagues/friends/family/others either whilst they are staying within a rental property, or whilst absent from it. Please refer to host's insurance cover for further detail: <https://www.airbnb.co.uk/host-protection-insurance>.
 - Note: the University's insurance will not provide insurance protection to staff/PGRs/PGTs who find themselves subject to a claim from others for compensation for damages/injuries etc. sustained during their sub-let use of the Airbnb accommodation.
- Airbnb bookings are not covered by ABTA and ATOL protection. Your payments including deposit may not be refundable from the Airbnb host if you cancel the booking.
- Airbnb bookings may be illegal if the country / region / city / building does not permit short-term room rentals, or if the host has not complied with local regulations e.g. tax payments. Advertising the property on the Airbnb site doesn't give you assurance that the accommodation rental is legal. This could cause issues at the point of arrival in a country.
- Airbnb hosts who have no Airbnb insurance - normal domestic insurance cover may not include reimbursement to people temporarily residing in their property [i.e. you] for cancelled bookings, damage to personal/other property, nor compensation for injury sustained during your occupation of the property. Court action (likely to have to be actioned in the country where the Airbnb accommodation is located) against the host may be the only way to secure re-imburement/compensation.
- Airbnb is highly unlikely to share traveller information with the University in the event of an emergency (e.g. terrorist incident, natural disaster) occurring in the locality of

where you may be staying. You must submit your travel data as required by the University's booking procedure exception process. This could hinder the University's efforts to support you during these events.

- Travellers booking via the exceptions process should ensure their information is held locally or via their line manager should we need to locate you in an emergency.
- Airbnb hosts may cancel your booking at very short notice and the University's insurance will not cover any direct or indirect costs associated with such cancellations
- If booking rooms, the accommodation will be in a stranger's house. This accommodation may be less secure than a hotel bedroom, with no smoke detection alarms, emergency exits, CCTV inside/outside the property, key control, robust door locks, swipe access or room safe.

If, having read all of the above, you wish to proceed with your booking, the following information needs to be considered, verified & acted upon

Prior to booking, travel bookers and travellers shall satisfy themselves about the following matters, that:

- The University's approved travel agencies: Key Travel and Click Travel cannot book suitable, affordable accommodation for the purpose and duration of your trip. This can be done by discussing with the travel services companies your trip requirements and requesting a quotation for your trip;
- The host confirms by email that:
 - The accommodation is available for the duration of the trip and that you and your party will have sole access. To help ensure travellers' personal safety, only a self-contained apartment, or house should be rented;
 - The accommodation has good locks/security;
 - Telephone numbers are displayed in the accommodation to summon emergency services;
 - The accommodation complies with fire safety regulations. This should include functioning smoke detectors and instructions displayed in the accommodation about how to evacuate the accommodation in an emergency to a place of safety.
 - The accommodation is licenced to be rented as a short-term accommodation;
 - The accommodation's has a history of positive rental reviews (this is shown on the Airbnb website).

Make the booking - Note:

- Payment for the accommodation must be made at the time the booking is made. Airbnb do not accept the University's purchase orders, therefore payments for all bookings must be made by credit card. If you hold a University purchasing card, it could be used for this purpose providing you have sufficient credit limit to cover the payment on your card.
- Contact the insurance office to request the University arranges insurance cover for the duration of your business/research/field trip.

It is recommended that after a booking has been made that:

- The booker secures a booking confirmation for the rental property, information about the conditions of use etc. and receipt for payment
- The bookers reads and keeps a copy of the property’s cancellation policy
- The booker keeps a full record of the trip including contact details of the traveller/s, a copy of the full travel itinerary including the address of the apartment/house and the host’s contact details.
- Informs the Insurance Office about the trip including booking information by completing the International Travel Form:
<http://www.exeter.ac.uk/staff/internationaltravel/> .

The following points should also be noted:

Staff should not sub-let (charge rent) accommodation to colleagues/ friends/ family members/ others without the written permission of your trip insurers e.g. your personal insurers if trip cover is purchased (students), or the University’s Head of Insurance, Compliance & Risk if the University’s insurance is required. Insurance may not include cover to reimburse people who are sub-letting accommodation for injuries/losses etc. sustained.

Travel bookers and travellers are reminded of the following clauses taken from the University’s expenses policy in respect of trips where partners, spouses, family accompany staff/PGRs/PGTs on business/ research/study trips:

3.4 The University will not fund the costs of partners accompanying staff unless the partner is assuming an official University role, such as hosting official receptions, and line manager approval has been obtained prior to travel. If a member of staff wishes to extend an overseas visit into a holiday, and/or take family members with them, all non-University business costs must be borne in full by the member of staff. This will include the cost of accommodation incurred for stays taking place either before or after the work that was the reason for staff travel is completed.

3.5 Air miles and similar reward scheme benefits earned through official travel may be used to “purchase” enhanced facilities on University business travel such as seat or facility upgrades or to obtain access to facilities such as priority booking or departure lounges. They must not be used for personal benefit.

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Change Version Number	Changed By	Job Title	Date of Change	Detail of Change

1	Kathy Duffie	Head of Strategic Procurement	16/12/19	Original document
2	Donna Fitzgerald	Deputy Director Operations and Procurement	17/12/19	Amendments
3	Chrysten Cole	General Counsel	06/01/2020	Amendments
4	Kate Lindsell	Head of Compliance	15/1/2020	Amendments
5	Kathy Duffie	Head of Strategic Procurement	23/1/20	Amendments added
6	Kathy Duffie	Head of Strategic Procurement	17/2/20	Amendments added
7	Kathy Duffie	Head of Strategic Procurement	09/10/20	Amendments added
8	Tracey Hill	Head of Operational Procurement	14/06/2022	Amendments