



The Airbnb cleaning handbook for hotels

Your step-by-step guide to Airbnb's
enhanced cleaning protocol,
adapted specifically for hotels



An important note about this handbook

This version of the Airbnb enhanced cleaning protocol was developed specifically for hotels. If you don't operate a hotel, please refer instead to the main [Airbnb enhanced cleaning protocol](#) for entire homes and private rooms.

Airbnb developed this cleaning protocol based on CDC guidance and in consultation with experts in the fields of sanitization and medicine, including Diversey, Inc., a leading cleaning and hygiene company, and Dr. Vivek Murthy, Former US Surgeon General. 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. 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 handbook 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.

This handbook is protected by copyright and is the property of Airbnb. Any unauthorized reproduction of part, or all, of the handbook beyond its intended purpose of providing hosts on Airbnb with helpful practices to clean and sanitize their properties is strictly prohibited.

This note and handbook were written in English. Any translations are for convenience only, and the English version shall prevail in the event of any inconsistency.

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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 higher standard of cleaning, made specifically for hotels. Here's what you can expect:

Developed with experts

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

Step-by-step checklists and education

Find specific instructions 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.

How to use this handbook

This document provides a comprehensive overview of the Airbnb cleaning protocol, and it's organized into two main sections:

Part 1: Get to know the cleaning protocol

[Hosting and operating a hotel during COVID-19](#) →

[Cleaning vs. sanitizing](#) →

[Five steps to enhanced clean](#) →

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

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

Part 2: Cleaning checklists

[Supplies to have on hand](#) →

[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 or have an on-site cleaning staff, please make sure they follow these guidelines.

Developed with



Hosting and operating a hotel during COVID-19

During these challenging times, it's important to revisit your cleaning routine to make sure that you're meeting guest expectations, and doing your part to help prevent the spread of COVID-19. In addition to cleaning and sanitizing the guest rooms, make sure to disinfect high-touch surfaces in common areas of your hotel (such as lobbies, gyms, pools, elevators, shared bathrooms and shared entryways) according to the cleaning protocol.

Operating principles

Offer contactless check-in when possible

Consider using a self check-in app with guests, or install a key lockbox or smart lock with a keypad. Remember to update your listing to add [self check-in instructions](#) if applicable. If contactless check-in is not feasible, then consider adding plexiglass barriers to the front desk as an alternative.

Practice social distancing

Practice social distancing with guests, and encourage them to do the same. In lieu of handshakes, consider alternative no-contact greetings. Require social distancing in common spaces like lobbies, gyms, and elevators, and encourage guests to take the stairs when possible. You can also minimize person-to-person contact by avoiding routine maintenance during your guest's stay. Make sure to check your local guidelines for social distancing requirements that may be applicable to your hotel.

Limit the number of people in common areas

Make sure that your hotel can accommodate socially distanced occupancy of all common areas (lobby, gym, elevators, restaurant if open). For example, if your gym only has room for

three people who are 6 feet/2 meters apart, you would cap your gym count at three. If you decide to continue with food and beverage service, ensure that dining tables are spaced at least 6 feet/2 meters apart. If guests and/or staff aren't able to practice social distancing in these areas, consider restricting access or suspending services.

Wear protective gear in common areas

Guests and any building staff 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 hotel staff and guests wash their hands often and avoid touching their face at all times. In addition, have hand sanitizer and extra masks available in common areas if possible.

Ventilate common areas

If safe to do so, we suggest keeping windows open in common areas as much as possible, to increase air circulation during your guests' stay. In addition, clean, check and maintain your HVAC systems and filters in accordance with local guidelines to ensure optimal ventilation.

Set expectations with guests

Be clear about what services and spaces are available

To clarify which areas are accessible to guests, put up signs in your space and update your listing details to make this clear ahead of time. For example, temporarily closing indoor gyms and restaurants to prevent contact between guests, offering room service and takeout meals only, or providing housekeeping only between stays.

Use signage to reinforce mask wearing, social distancing, and overall hygiene

Include appropriate signage at check-in (to emphasize that masks and social distancing are required), and display signs throughout other common areas, such as any gyms, spas, or restaurants if they remain open.

Overall cleaning guidance

Clean and sanitize all common areas as frequently as possible

Follow the enhanced cleaning protocol for all spaces, including common areas. Make sure to clean and sanitize common areas (such as lobbies, elevators, gyms and common bathrooms). For high traffic areas, sanitize every 4 hours during operating hours. If that's not possible, clean and disinfect at least daily, or between use as frequently as possible.

Add a vacancy period between guest check-out and cleaning

Allow time to pass between when a guest departs and you or your staff enters the room to clean. This waiting period is for your protection and helps to limit exposure to aerosolized virus droplets that may be in the room. 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 (CDC) suggests waiting 24 hours. If that's not possible, we recommend waiting at least 3 hours, which is what the European CDC recommends. For up-to-date information on cleaning standards in your region, visit the [Airbnb Help Center](#).

Wear protective gear while you clean

Hotel cleaning staff should wear personal protective items when cleaning. This includes face masks, face shields, disposable gloves, and aprons or gowns. Advise your staff to avoid touching their face at all times and make sure to wash their hands immediately after removing gloves. Cleaning staff should change gloves between each guest room cleaning to help prevent cross-contamination.

For more detail on health and safety guidelines for hosts and guests, visit the [Airbnb Help Center](#).

You should be aware that some governments may place restrictions on operating hotels or may impose additional obligations or requirements for hotels. Please make sure to review and follow any additional guidance from government or health authorities in your local jurisdiction (including cleaning and social distancing guidelines).

Part 1

Get to know Airbnb's enhanced cleaning protocol for hotels

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 guest rooms and common areas in your hotel. Let's get started!

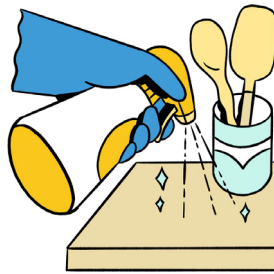
The difference between cleaning and sanitizing

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

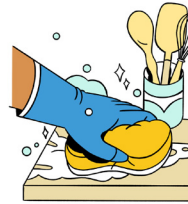
Sanitizing is when you use chemicals to reduce the number of germs and bacteria. For example, spraying a chemical disinfectant on high-touch surfaces such as doorknobs.

The five-step cleaning process

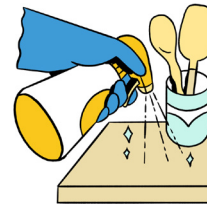
1. Prepare your equipment and ventilate the space before cleaning



2. Clean each area by removing dust and debris



3. Sanitize all high-touch surfaces, 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



This process is foundational to the enhanced cleaning protocol. Make sure that all hotel operators or managers are familiar with the overall process, and share this handbook as well as the detailed cleaning checklists with your cleaning staff. Next, we'll explore each of these steps in detail.

The five-step cleaning process

Step 1: Prepare

your equipment and
ventilate the space
before cleaning



The five-step cleaning process

Step 1: Prepare

Ventilate rooms before you clean

Regulatory authorities such as the World Health Organization (WHO) and the U.S. CDC recommend opening outside doors and windows, and using ventilating fans to increase air circulation in the space before cleaning. Ventilate the space for as long as possible before and during cleaning.

Order 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 or The European Chemicals Agency).

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.



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.

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.

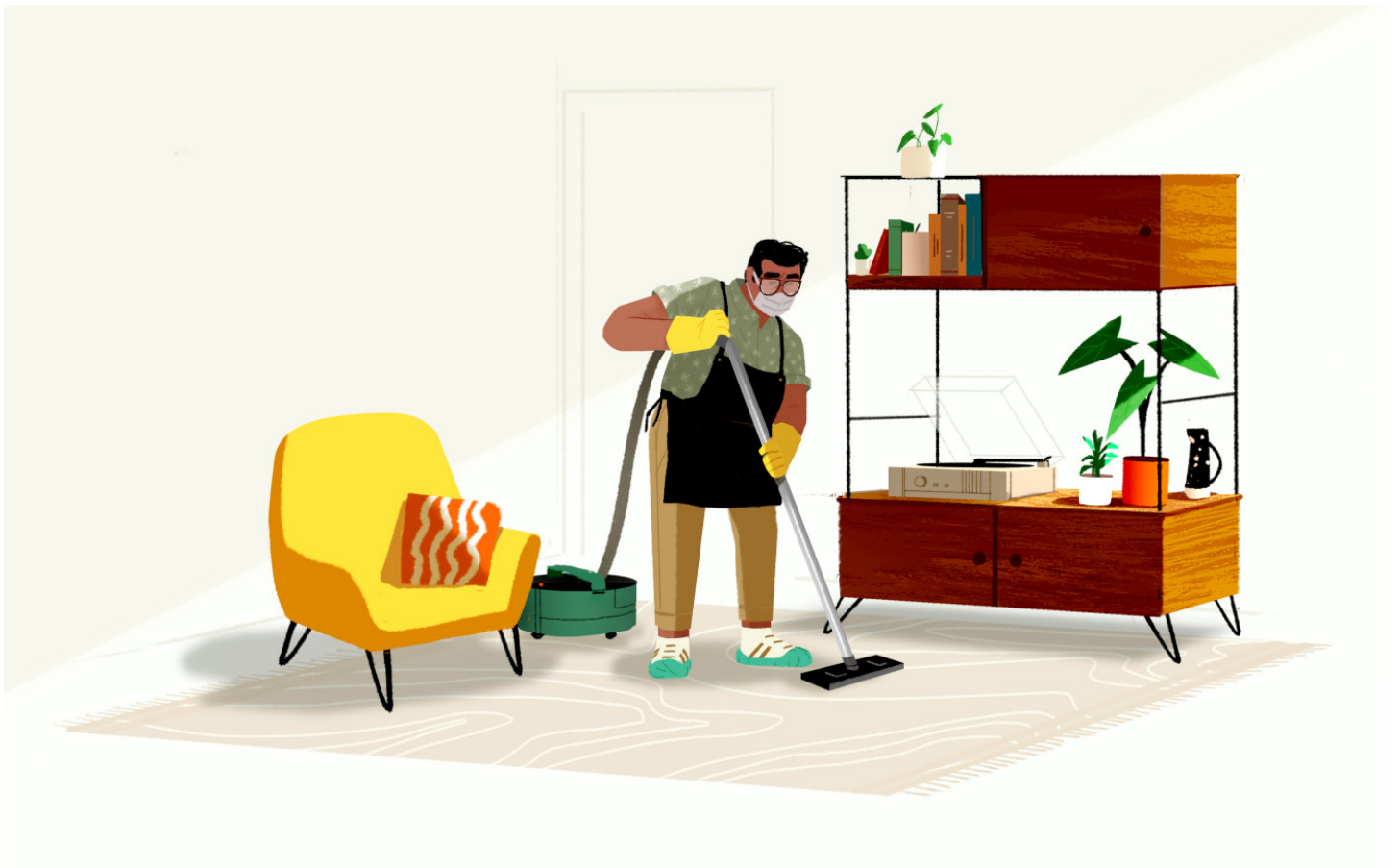


SAFETY REMINDER

Do not enter a space without the recommended 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 area 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

If you wash your linens onsite, use the highest setting recommended by the manufacturer. If you use a linen washing service, make sure that your vendor washes linens at the highest settings. 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 (if applicable)

It's important to wash all the dishes 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 (such as bathroom floors) and vacuum carpeting, including behind and under the bed.



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, and upholstery. Carefully remove any visible dirt or grime, then clean with the appropriate cleaners. 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 surfaces, 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 you remove the disinfectant before the recommended wet contact time, there's no guarantee that the product has killed the pathogens claimed on the label.



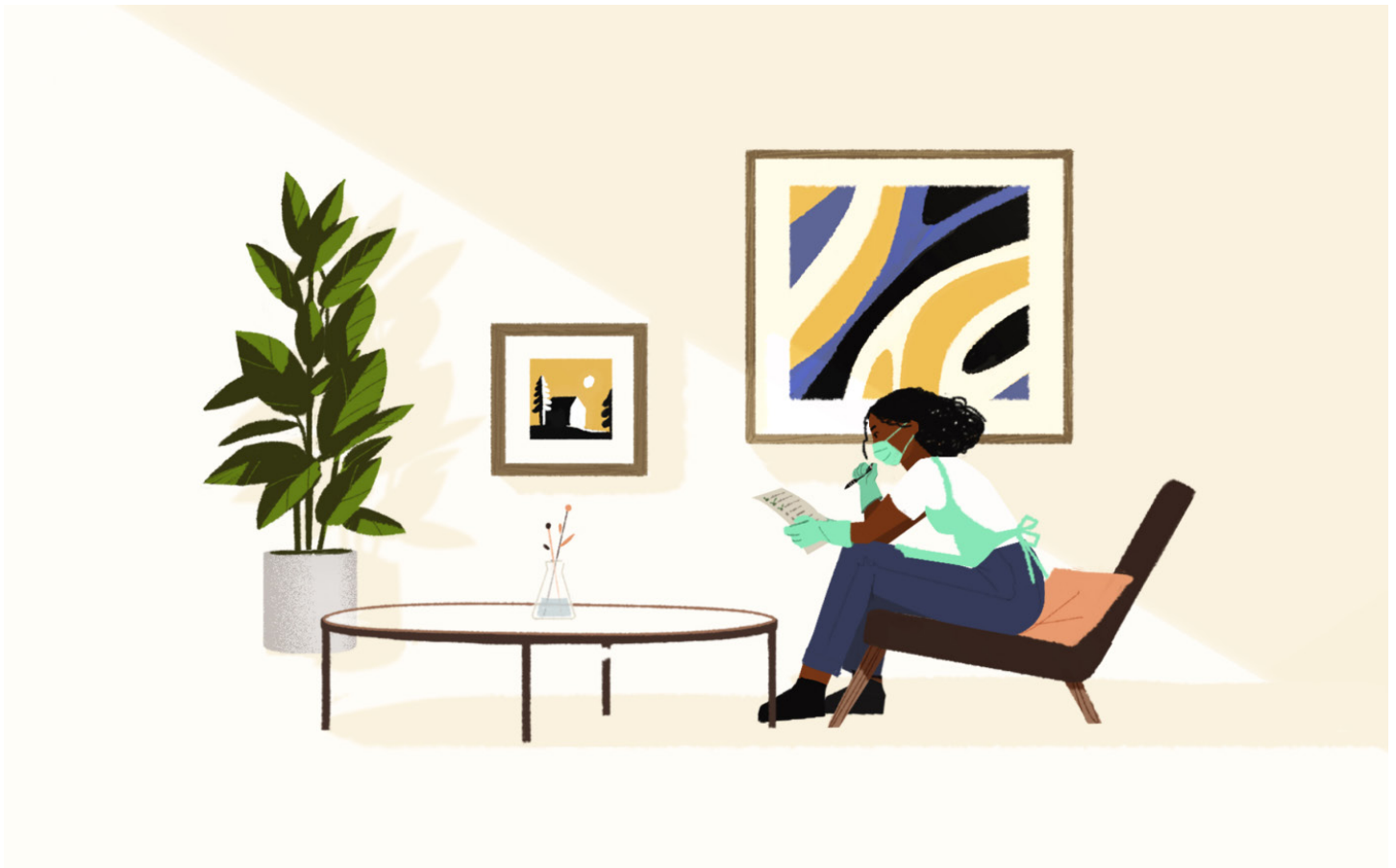
SAFETY REMINDER

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.

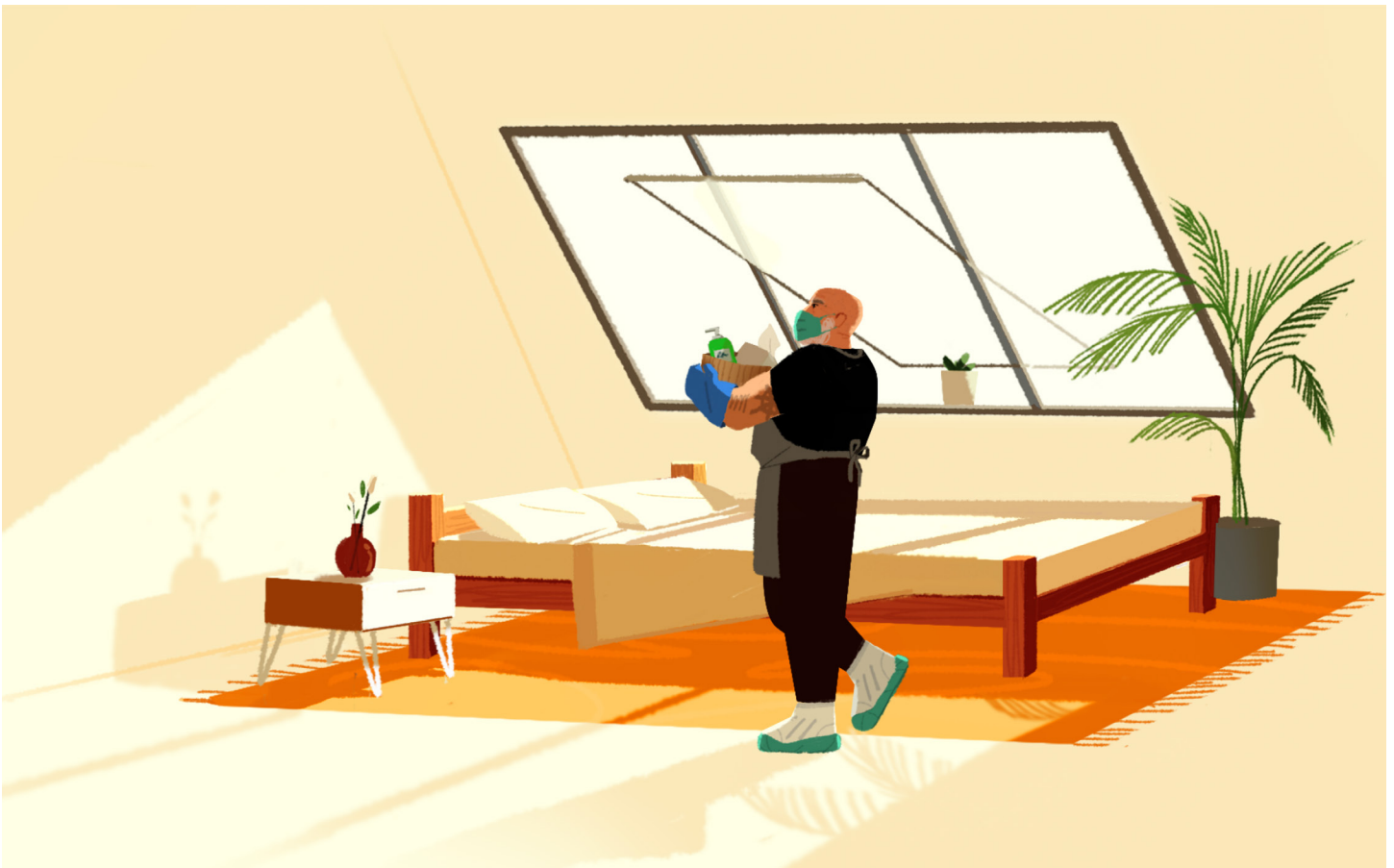
Double check that all high-touch surfaces were sanitized

Correct anything that may have been missed.

Make note of any maintenance issues

Once you've reset the room, report any maintenance issues to the appropriate staff member.

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 clean the vacuum cleaner after every cleaning

Be sure to also clean 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. Replace your gloves before resetting the room.

Set out cleaning supplies for your guests

Empower your guests by setting out guest cleaning supplies they can use, such as disposable paper towels, disposable gloves, disinfectant spray or wipes, and hand sanitizer or extra hand soap.



Visually assess each room and make any final touches

Imagine yourself as the guest entering the listing for the first time. Turn off the lights, close the windows, arrange curtains and blinds, and reset air conditioning to hotel specifications.

Exit the room and lock the door

Report the room as ready or report any maintenance issues that need to be addressed before the next guest check-in.

Restock your cleaning supplies

Be sure to take a moment to check expiration dates and refill any supplies that you have used, before moving on to the next room.



SAFETY REMINDER

Always keep chemical products out of reach of children.

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 (if applicable)
3. Bedrooms
4. Common areas
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.

Part 2

Detailed cleaning checklists

Here you can find detailed checklists to share with your cleaning staff: supplies to have on hand, steps to help prevent cross-contamination in your cleaning process, and room-by-room guidelines.

Supplies to have on hand

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
- ☐ Face shield (optional)
- ☐ Shoe coverings (optional)

Guest cleaning supplies

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

Equipment

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

Products

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

Room-by-room checklists

Checklists for cleaning and sanitizing public and private spaces in your hotel

Cleaning checklist for public areas

Guidance on how to clean and sanitize the public areas of a hotel (including offices, meeting rooms, lobbies, reception, gyms, leisure and elevator areas)

Step 1: Prepare

- ☐ Gather your supplies
- ☐ 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.
- ☐ Display “wet floor” signs as needed
- ☐ If cleaning an elevator:
 - Lock the elevator doors open by using an elevator key inserted into the key panel located on the inside of the elevator
 - Leave the cleaning cart/trolley positioned on the outside of the elevator in order to secure the area, but be sure to still allow for foot traffic if applicable

Step 2: Clean the space

General cleaning principles:

- ☐ Clean from high to low
- ☐ Start from the furthest point of the room and work backwards to the door
- ☐ Maintain a constant flow such as working in a clockwise direction around the room so no areas are missed
- ☐ Check the floor for loose trash and discard in the proper container
- ☐ Empty cigarette urns and garbage
 - If there are any ash urns outside the building, empty cigarette butts and ashes into a small metal can filled slightly with water before discarding
 - Then empty any remaining trash containers. Wear safety gloves
 - Spray the inside and outside of the trash can with disinfectant cleaner and wipe dry, following label directions
 - Place a new liner in the trash can and return it to the proper location
- ☐ Shake out the floor mat to remove dust and debris
- ☐ Use a microfiber cloth or duster to dust:
 - The top and sides of furniture - including hotel front desk
 - The door entrance and door hinges
- ☐ Using a detergent solution and a microfiber cloth:
 - Wipe down the walls, lights and any ceiling surfaces with visible dirt, allowing them to air-dry when you're done
- Spot or damp clean any frequently touched surfaces such as the front security desks, lobby furniture and countertops
- Spot clean any carpets and rugs
- ☐ Sweep the door threshold plate, crevices, and baseboards
- ☐ Vacuum all rugs and carpets, as well as sofas, chairs and other seating
- ☐ Mop the floors - guidance for lobbies and other hard floors
 - Dust mop the floor
 - Use a putty knife to remove any gum or other debris stuck to the floor
 - Start from a far corner and work towards the door
 - Shake the dust mop over a trash can. Don't shake right outside the door.
 - Damp mop the floor
 - Make sure the "Wet Floor" sign is at the doorway
 - Damp mop the floor with a disinfectant, general purpose cleaner or deodorant digester/ cleaner
 - Dip your mop into the cleaner solution and wring out so that there is no dripping
 - Remove "Wet Floor" signs only after the floor is dry
- ☐ Clean any windows using glass cleaner

Pools

- ☐ Clean customer touch points like chairs, pool lounges and tables

Step 3: Sanitize

- ☐ Use a multi-surface disinfectant and spray frequently-touched surfaces and allow them to air-dry. Be sure to follow the diagrams below for a list of high-touch surfaces in different spaces.

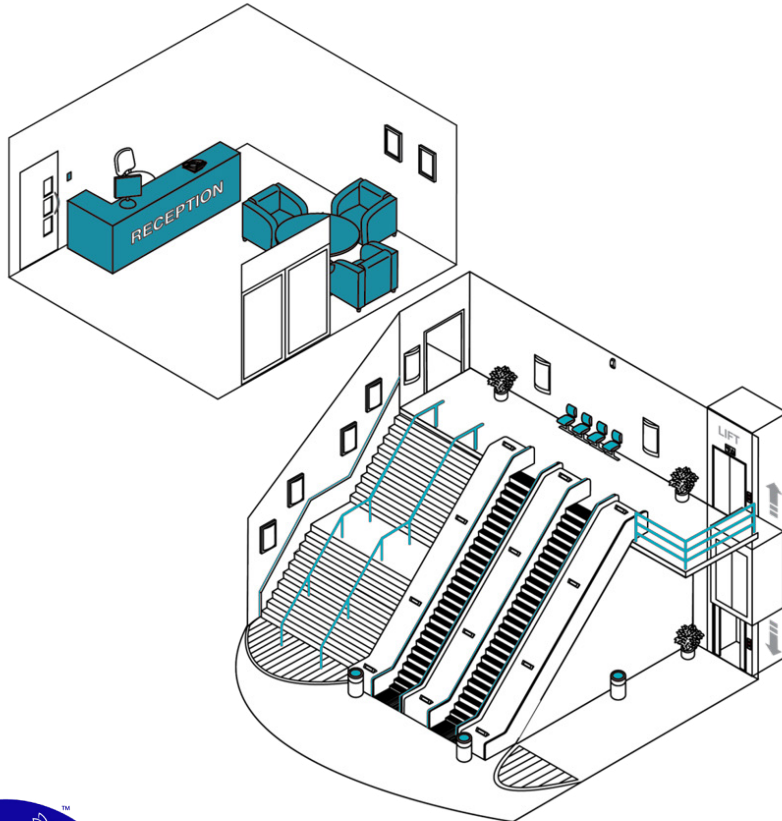
General:

- Name badges / swipe cards / keys
- Phones
- The doorbell
- Doorknobs
- Keypads
- Handrails
- Light switches
- Blinds
- Desks/tables in office and dining tables in restaurant areas
- Guest seating or furniture
- Elevator buttons

Note: Provide hand sanitizers and surface disinfectant in work spaces where employees are responsible for cleaning after themselves

Reception and lobby

Sanitize every surface outlined in the diagram below every 4 hours during the day, and sanitize the front desk after every guest if possible.



High-touch surfaces

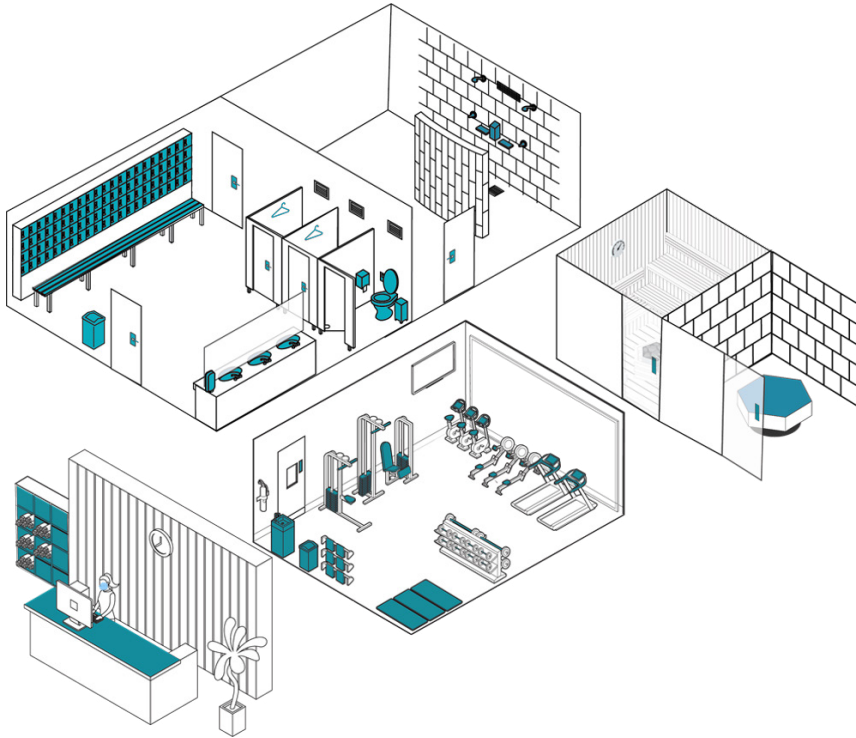
- ☐ Armchairs
- ☐ Coffee machines / water fountain
- ☐ Door handles
- ☐ Hand rails
- ☐ Elevator buttons
- ☐ Credit card machine
- ☐ Pens
- ☐ Phones
- ☐ Room key cards
- ☐ Tables
- ☐ Garbage cans
- ☐ Vending machine
- ☐ Plexiglass barriers / sneeze guards



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Gym or leisure area with public bathrooms

Sanitize every surface outlined in the diagram below as frequently as possible (at least once every 4 hours), and after every guest use if possible.



High-touch surfaces

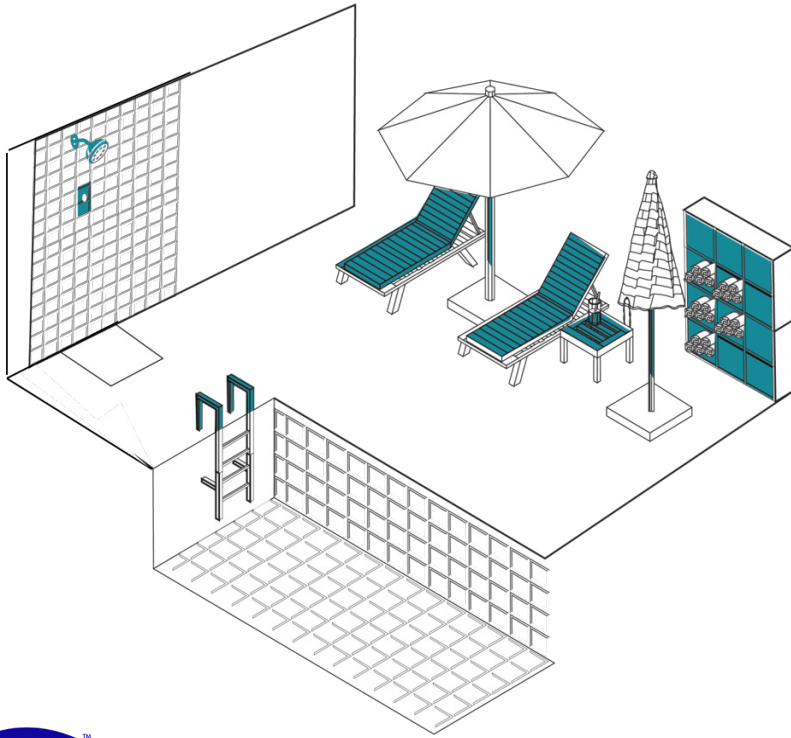
- ☐ Gym equipment (handles and seats)
- ☐ All handles (not only doors)
- ☐ Switches
- ☐ Garbage cans
- ☐ Lockers
- ☐ Bathrooms
- ☐ Faucets and sink
- ☐ Waterless urinals (change caps, flush with an appropriate chemical)
- ☐ Gym showers (if they remain open)
- ☐ Sauna & hammam (if applicable)
- ☐ Water dispensers and taps (using a food-safe disinfectant)
 - To avoid cross contamination, consider leaving bottled water for guests as opposed to a refillable water station



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Pool

Sanitize every surface outlined in the diagram below as frequently as possible (at least once every 4 hours), and after every guest use if possible.



High-touch surfaces

- ☐ Lounge chair
- ☐ Pool ladder
- ☐ Shower head and button
- ☐ Umbrella
- ☐ Tables
- ☐ Towel shelves/storage



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Spas:

- Clean and sanitize customer touch points like massage tables, manicure and pedicure stations
- If you are going to be in close contact with guests when providing spa services, wear a mask and consider a face shield as well
- Be sure to wash all towels and linens at the highest heat possible and use a fresh towel for each guest

Valet parking or bus service:

- Allow guests to self-park if possible. If a valet or bus service is present, then clean and sanitize high touch areas (door handle, wheel, seat belt) between every guest
- If driving guests, the fewer people in the vehicle the better. Reduce the number of people in the same vehicle wherever possible
- If driving guests, ensure all parties wear a face mask, and, when possible, roll the windows down for proper ventilation

Food and beverage:

- Clean and sanitize hotel kitchens at least daily
- Thoroughly sanitize all high touch surfaces (counters, benches, cash registers, etc)
- Minimize opportunities where multiple guests can touch similar surfaces or come into contact with one another. For example, consider avoiding or temporarily suspending buffet services
- Ensure protective gear, such as gloves and masks, are adequately stocked for staff. If possible, provide extra gear for guests.
- Please consult relevant authorities for guidelines on food and beverage services (such as the CDC and WHO). Make sure to also adhere to additional local guidelines.

Laundry room:

- Clean and sanitize laundry rooms at the end of each day

Step 4: Check

- ☐ Make sure you've completed all the tasks above
- ☐ Check that any devices, electronics and equipment is working properly

Step 5: Reset

- ☐ Wash your hands and put on a pair of clean gloves
- ☐ Ensure hand sanitizers and hand soap are available in all areas for staff and visitors
- ☐ Step back and admire your hard work. You did it!

Hotel suite (bedroom and bathroom) cleaning checklist

Guidance on how to clean and sanitize a guest suite that has a bedroom or dedicated sleeping area, and a bathroom.

Step 1: Prepare

- ☐ Gather your supplies
- ☐ Enter the room
 - Knock, wait, knock again and announce housekeeping. If there is no reply, enter the room.
 - If the bathroom door is closed, repeat the procedure as above. If the room is empty, prepare for cleaning.
 - Switch all lights on to ensure they are in working order
 - Switch off all electrical appliances. Plugged appliances that are turned "off" are still connected to electricity until unplugged.
 - Check for lost property and handle as per your hotel procedures
- ☐ 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.

Step 2: Clean

Spray cleaning solution on the bathroom surfaces

- ☐ 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

Empty garbage and service items

- ☐ Empty any garbage cans and recycling bins, then line empty cans with fresh bags
- ☐ Remove any room service trays and all glassware/crockery for machine dishwashing

Strip the bed and remove all linens

- ☐ Remove all of the items below and wash them at the highest heat setting recommended by the manufacturer:
 - Towels
 - Sheets
 - Duvet covers
 - Blankets
 - Pillow cases and protective covers
 - Shower curtains
- ☐ Move the bed away from the wall and strip the bed. Do not place any pillows, blankets, comforters on the floor.
- ☐ Check the mattress and mattress protector
- ☐ Replace mattress protector as needed

Dust and then sweep bedroom surfaces and floor

Working in a circle around the room starting from the door:

- ☐ Dust all surfaces with a microfiber cloth and a multi-surface cleaner, moving from top to bottom
- ☐ Use an extendable duster to clean hard-to-reach areas
- ☐ 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 the floor and clean hard surfaces

- ☐ Mop all non-carpeted areas, paying particular attention to corners and the area behind the doors
- ☐ Use an interior mop to dust hard to reach areas such as high level areas, picture frames and behind radiators.
- ☐ Spray glass cleaner on a new microfiber towel and clean any glass, mirrors, or windows from top to bottom
- ☐ Wipe down electronics and the television screen 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

Clean surfaces in bathroom

Return to the bathroom after waiting the appropriate amount of time.

- ☐ Clean the toilet:
 - Scrub the inside of the toilet bowl with the toilet brush and make sure that any build-up has been removed
 - When done, clean the toilet brush with bleach and flush the canister with soapy water
 - Clean outside of the toilet, handle, lid & cistern then seat and rim using a microfiber cloth and surface cleaner
- ☐ Scrub the shower walls or bathtub interior with a scrub brush then rinse clean
 - Wipe surfaces dry with a microfiber cloth. Do not reuse the cloth for other surfaces.
- ☐ Scrub the sink, basin, handles and backsplash with a scrub brush, then rinse clean
 - Wipe the basin and backsplash dry with a microfiber cloth. Do not reuse the cloth for other surfaces.
- ☐ Wipe down all tiled areas with a microfiber cloth
 - Work from top to bottom, paying particular attention to the spaces between the tiles

- ☐ Clean all remaining bathroom surfaces (including shower screen)
 - Use a microfiber cloth (or nonabrasive sponge) and a multi-surface cleaner to wipe down all of the remaining bathroom surfaces (including soap dispensers, tissue dispenser, hair dryer), 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
 - Clean mirrors and glass using a glass cleaner and microfiber cloth. Use a cloth to buff to a shiny finish.
- ☐ 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

Step 3: Sanitize

- ☐ Use a multi-surface disinfectant to spray frequently-touched surfaces throughout the guest suite and allow them to air-dry. Be sure to sanitize:

Bathroom

- 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
- Hairdryer
- Multi-use shampoo or soap bottles

Bedroom

- The TV remote
- TV screen buttons
- The telephone
- Thermostat / air conditioning
- Light switches
- Doorknobs
- Bedside tables
- Table tops
- Armchairs and armrests
- Electronics
- Clothing racks
- Clothing hangers
- Chest of drawers/armoires
- Windowsills and handles
- Blinds
- Welcome book or hotel information
- Mini bar and/or refrigerator (if applicable)
- Safe (if applicable)
- “Do not disturb sign” (if applicable)

Guest suite

Sanitize every surface outlined in the diagram below after every guest checkout.



Step 4: Check

- ☐ Make sure you've completed all the tasks above
- ☐ Plug in electronics. 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:

- ☐ Make the bed using fresh, clean sheets, pillow cases, and a duvet or comforter
- ☐ Hang a fresh shower curtain and liner
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

- ☐ Gather your supplies
- ☐ 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.

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 you've collected using a dishwasher if possible
 - Soak any dishes with stuck-on food or grease and hand-wash any items that are not dishwasher safe, such as pots and pans
 - If you don't have a dishwasher, hand wash dishes at high heat using antibacterial dish soap
- ☐ Wash all other dishes that the guest can access
- ☐ Using a multi-surface cleaner and a clean microfiber cloth, wipe down:
 - Refrigerator shelving and interior walls
 - Countertops, ledges, and backsplashes
- ☐ Clean the oven, microwave, and stovetop
 - 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 (if needed)
- Use a wet cloth and water to wash away any residue
- ☐ Unplug and clean any additional appliances, such as coffee-makers or toasters
 - Disassemble (if necessary) and wipe down with a multi-surface cleaner. Scrub any debris with a scrub pad.
 - Allow appliances to air-dry or use a microfiber cloth to dry them by hand
- ☐ Clean the sink, garbage disposal, and dishwasher
 - Rinse down any food particles and soap in the sink
 - 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 to 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 inside and outside of the microwave
 - The inside and outside of the dishwasher
 - 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
 - Welcome book or hotel information

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



QUICK TIP

Only leave out dishes you're able to wash between stays

It's best practice to wash all dishes before each guest check-in. Consider limiting the number of dishes that guests have access to, to ensure that you can clean them between each stay. We recommend providing double the number of your maximum guest count (so if your hotel suite fits 4 people, leave out 8 sets of dishware).

In-suite common room cleaning checklist

Guidance on how to clean and sanitize a common area, such as a separate living room or seating area.

Step 1: Prepare

- ☐ Gather your supplies
- ☐ 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.

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 (if necessary)
- ☐ 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
- ☐ Using a multi-surface cleaner and a clean microfiber cloth, wipe down walls, baseboards, and table tops
- ☐ Vacuum rugs, carpets, sofas, chairs and other seating
- ☐ 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
- ☐ Sweep non-carpeted areas and remove debris with a dustpan
- ☐ Mop the floor, paying particular attention to the corners and the space behind the door
- ☐ Spray glass cleaner on a new microfiber towel and clean any glass from top to bottom

Step 3: Sanitize

- ☐ Use a multi-surface disinfectant to 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
 - Welcome book or hotel information
 - 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 pillow covers, 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 of all lights and devices
- ☐ Close the windows, arrange curtains/blinds, turn off the lights, and close the door behind you

Guest patio or balcony cleaning checklist

Guidance on how to clean and sanitize an in-suite patio, balcony, or outdoor area

Step 1: Prepare

- ☐ Gather your supplies

Step 2: Clean

- ☐ Sweep any outdoor patio spaces and dispose of debris using a dustpan
- ☐ Use a broom or duster to remove visible dirt/cobwebs from walls, screens or ceilings
- ☐ Shake out any rugs
- ☐ Vacuum the surface of any soft patio furniture
- ☐ Using a multi-surface cleaner, wipe down hard surfaces, including light fixtures, outdoor furniture, shelves, pool or hot tub surfaces, or outdoor cooking areas (shelves, 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 to 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 a guest suite

Step 1: Prepare

- ☐ Gather your supplies
- ☐ 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.

Step 2: Clean the space

- ☐ Shake out the floor mat to remove dust and debris
- ☐ Use a microfiber cloth or duster to clean:
 - The top and sides of furniture
 - The door entrance and door hinges
- ☐ Wipe down any surfaces with visible dirt, and spot clean any stained carpets or rugs
- ☐ Sweep the door threshold plate, crevices, and baseboards
- ☐ Vacuum all rugs and carpets, as well as sofas, chairs and other seating
- ☐ Mop the floors, paying particular attention to the corners and the areas behind the doors
- ☐ Spray glass cleaner on a new microfiber towel and clean any glass 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 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 and resources, visit airbnb.com/hosting/cleaning and read the [Enhanced Cleaning FAQ](#)