



The Airbnb cleaning handbook

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



US English
Last updated Sept 21, 2020

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. 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 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 one: Get to know the cleaning protocol

[Cleaning vs. sanitizing](#) →

[5 steps to enhanced clean](#) →

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

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

Part two: Cleaning checklists

[Supplies to have on hand](#) →

[Prepare for cleaning](#) →

[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

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.

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.

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 (CDC) 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

Protective items like disposable gloves, aprons or gowns, masks and face shields 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 or a shared space

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.

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, put up signs in your space and update your listing details to make this clear ahead of time.

Wear a mask in common areas and shared spaces

As part of our COVID-19 safety practices, guests and hosts are required to wear a face mask or face covering when interacting with each other. You should also wear a mask in common areas at all times.

In addition, please take extra precaution around social distancing in shared spaces where guests share sleeping quarters. If you're uncomfortable hosting a private room or shared space, you can list your entire place, or pause your hosting if that's not possible.

Ventilate common areas during the stay

Keep the windows open to increase air circulation in common areas, when safe to do so.

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!

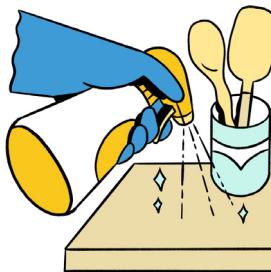
The difference between cleaning and sanitizing

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 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



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



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.

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 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.

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 with fresh bags, which will make it easier to dispose of tissues and other waste.

Collect all dirty linens throughout the space

We've heard from hosts that laundry is one of the most time consuming activities between turnovers. Collect all linens as soon as you enter the space, and avoid shaking dirty linens, which could increase the spread of germs.

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.

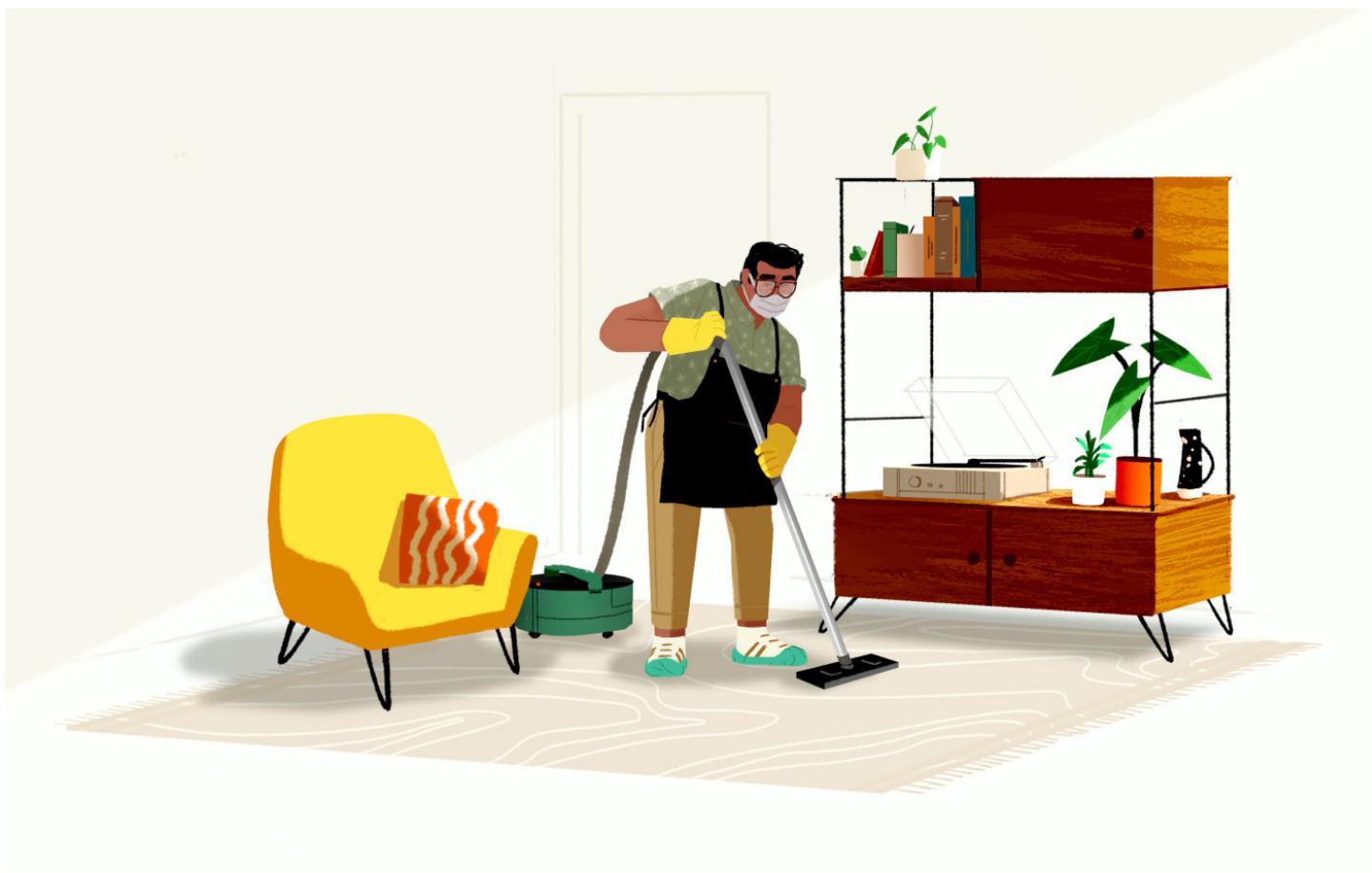


SAFETY REMINDER

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

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

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 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, 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



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.



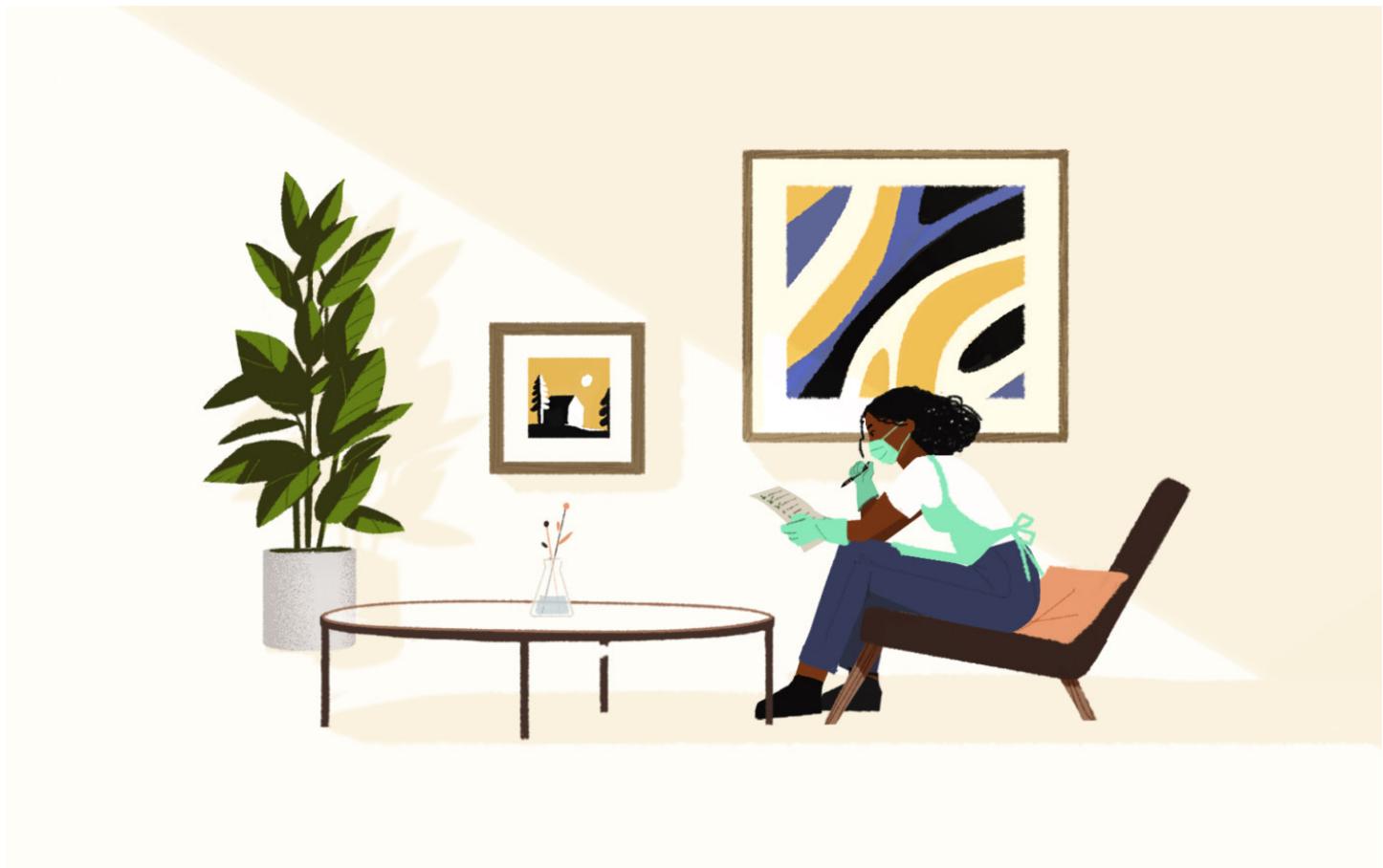
SAFETY REMINDER

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

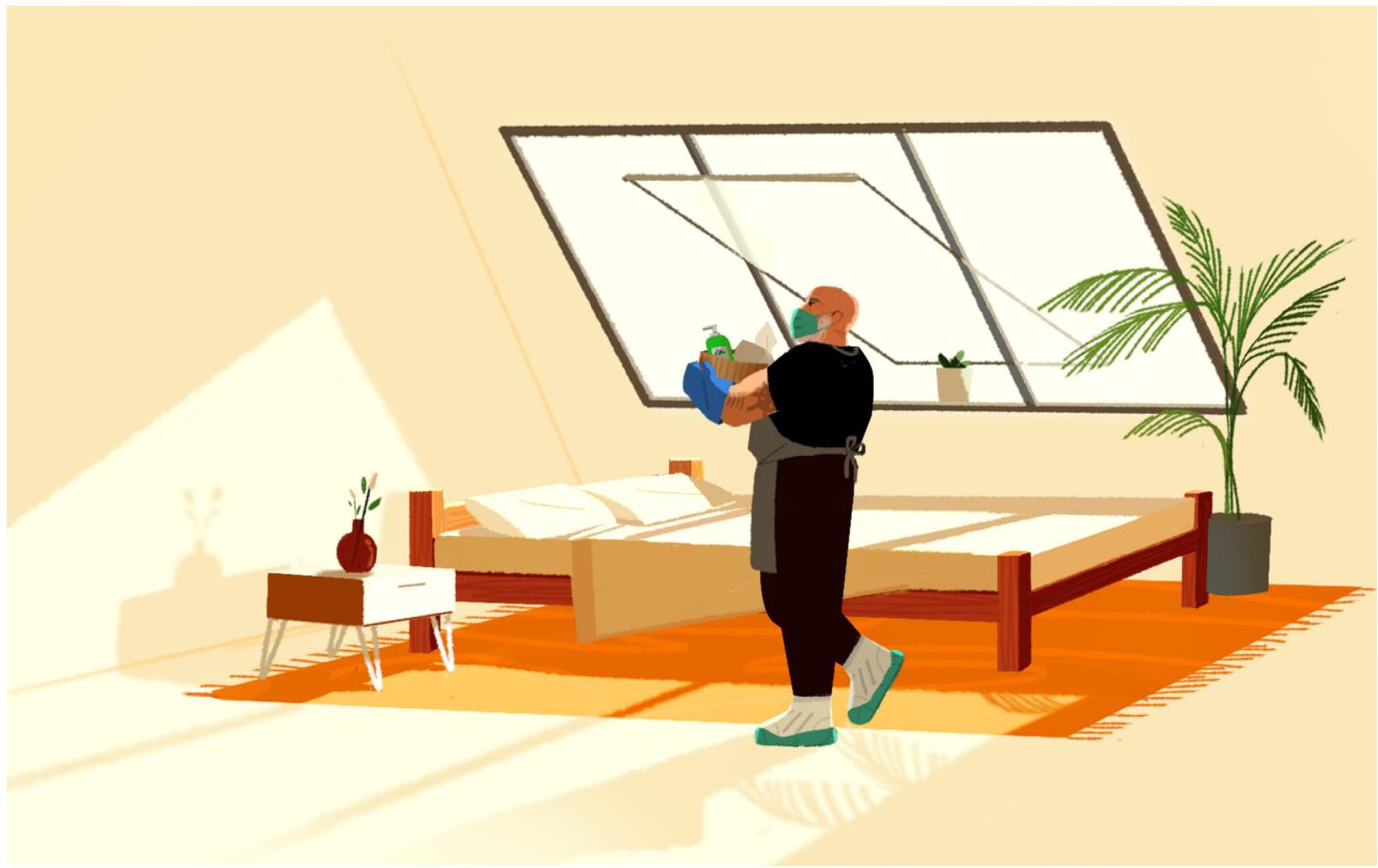
Follow the checklist for each room to ensure thorough cleaning and sanitization.

Double check that all high-touch surfaces were sanitized

Correct anything that may have been missed.

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 clean the vacuum after every cleaning

Be sure to also clean any other 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 hand sanitizer or extra hand soap.



SAFETY REMINDER

Always keep chemical products out of reach of children.

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.

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.

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.

Part 2

Detailed cleaning checklists

Here you can find your go-to checklists to help elevate your day-to-day cleaning process.

Supplies to have on hand

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

Protective gear	Equipment	Products
<input type="checkbox"/> Disposable gloves	<input type="checkbox"/> Broom and dustpan	<input type="checkbox"/> Multi-surface cleaner
<input type="checkbox"/> Mask or cloth facial covering	<input type="checkbox"/> Duster	<input type="checkbox"/> Multi-surface disinfectant
<input type="checkbox"/> Safety glasses	<input type="checkbox"/> Microfiber cloths	<input type="checkbox"/> Glass cleaner
<input type="checkbox"/> Apron or gown	<input type="checkbox"/> Paper towels	<input type="checkbox"/> Bleach
<input type="checkbox"/> Face shield (optional)	<input type="checkbox"/> Scrub brush	<input type="checkbox"/> Laundry detergent
<input type="checkbox"/> Shoe coverings (optional)	<input type="checkbox"/> Toilet brush	<input type="checkbox"/> Laundry stain remover
	<input type="checkbox"/> Garbage bags	<input type="checkbox"/> Dishwashing detergent
Guest cleaning supplies	<input type="checkbox"/> Vacuum cleaner	<input type="checkbox"/> Floor cleaner
<input type="checkbox"/> Disposable paper towels	<input type="checkbox"/> Mop	<input type="checkbox"/> Furniture/wood polish
<input type="checkbox"/> Disposable gloves	<input type="checkbox"/> Washer & dryer	<input type="checkbox"/> Carpet cleaner (if necessary)
<input type="checkbox"/> Multi-surface cleaner	<input type="checkbox"/> Dishwasher	<input type="checkbox"/> Mold cleaner (if necessary)
<input type="checkbox"/> Disinfectant wipes or spray	<input type="checkbox"/> Vacuum bags (if necessary)	<input type="checkbox"/> Oven cleaner (kitchen only)
<input type="checkbox"/> Antibacterial hand sanitizer	<input type="checkbox"/> Bucket (if necessary)	<input type="checkbox"/> Oven degreaser (kitchen only)
<input type="checkbox"/> Extra hand soap	<input type="checkbox"/> Scrub pads (kitchen only)	

Prepare for cleaning

Before cleaning and sanitizing room-by-room, go through this checklist to make sure the entire space is prepared for cleaning.

- Wait at least 3 hours, or as long as possible after the guest leaves before entering the listing
- Put on a mask, fresh gloves, and other protective gear
- Ventilate the space for as long as possible
 - When safe to do so, open outside doors and windows throughout the space, and turn on fans to ventilate the area before and during cleaning
- Remove all linens throughout the listing and wash on the highest heat setting possible. This includes:
 - Bathroom towels
 - Shower curtain and liner
 - Kitchen towels
 - Dining linens (napkins, table cloths, etc.)
 - Sheets, blankets and duvet covers
 - Pillow covers and pillow liners
 - Upholstery covers (if necessary)
 - Curtains (if necessary)
- Collect all dirty dishes throughout the space and place in the kitchen
- Check any HVAC/air filters
 - Make sure they're functional and have been replaced per the manufacturer's recommendation
- Remove all garbage and recycling
 - Wipe down the bins with a multi-surface cleaner, then line with fresh bags to help avoid cross-contamination



QUICK TIP

Alternate between two sets of linens

It's important to fully sanitize linens between stays, but it can be tricky if you have a quick turnover. Try purchasing two washable shower curtains (if applicable), and two sets of linens and alternate between them. This gives you more time to wash the dirty linens, and prepare them for the next guest.

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

- Gather your supplies
- Ventilate the space
- Refer to the “Prepare for cleaning” checklist

Step 2: Clean

- Spray all surfaces 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
- Scrub the toilet bowl with the toilet brush to remove build-up
 - When done, clean the toilet brush with bleach and flush the canister with soapy water
- 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 with a multi-surface cleaner, working 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

Step 5: Reset

- Wash your hands and put on a pair of clean gloves, then:
 - Hang the clean 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

- Gather your supplies
- Ventilate the space
- Refer to the “Prepare for cleaning” checklist

Step 2: Clean

- Remove any food or beverages the previous guest may have left in the refrigerator, freezer, and pantry
- 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 the floor and remove debris with a dustpan
- Mop the floor, paying attention to the corners and the areas behind the doors

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
 - 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



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 place fits 4 people, leave out 8 sets of dishware).

Bedroom cleaning checklist

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

Step 1: Prepare

- Gather your supplies
- Ventilate the space
- Refer to the “Prepare for cleaning” checklist

Step 2: Clean

- Dust all surfaces with a microfiber cloth and a multi-surface cleaner
 - Use an extendable duster to clean hard-to-reach areas
- 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 wooden furniture, such as bed frames and tables
- 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

- Gather your supplies
- Ventilate the space
- Refer to the “Prepare for cleaning” checklist

Step 2: Clean

- Remove all objects from the surface of tables and shelves, such as decor, lamps or place-settings
- Dust shelving, surfaces, and items below, starting from the highest shelf and working from left to right:
 - TVs
 - Speakers
 - Lamps
 - 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

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 and any gaming consoles
 - TV screen buttons
 - Tabletops
 - Thermostats
 - Windowsills
 - 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

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 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
- Refer to the “Prepare for cleaning” checklist

Step 2: Clean

- Sweep 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, 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 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
- 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
 - Replace any freshly laundered items like furniture covers or towels

Entryway cleaning checklist

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

Step 1: Prepare

- Gather your supplies
- Ventilate the space
- Refer to the “Prepare for cleaning” checklist

Step 2: Clean

- 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](#)