



The Airbnb cleaning handbook

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



US English
Last updated June 15, 2020

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.

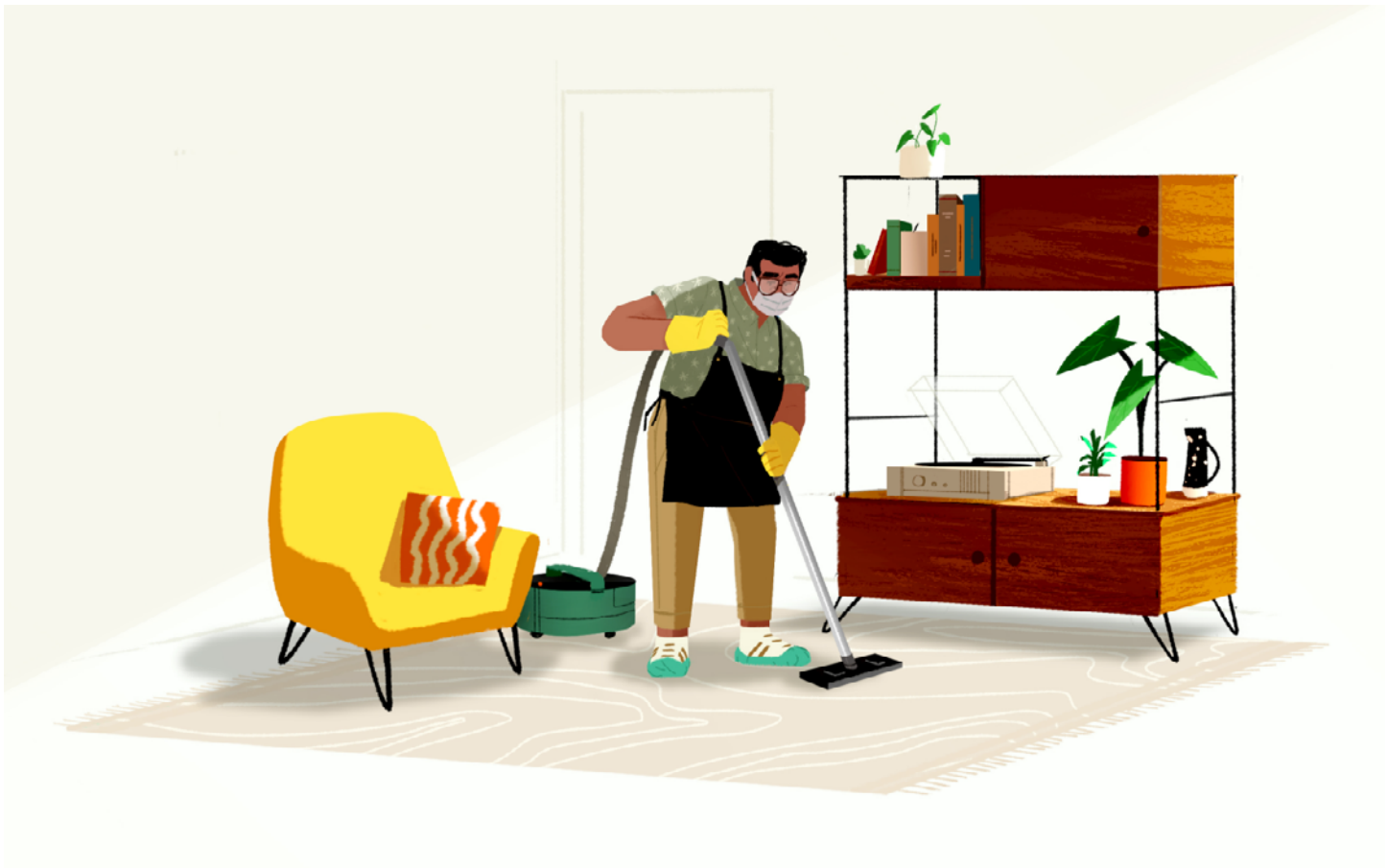


SAFETY REMINDER

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.



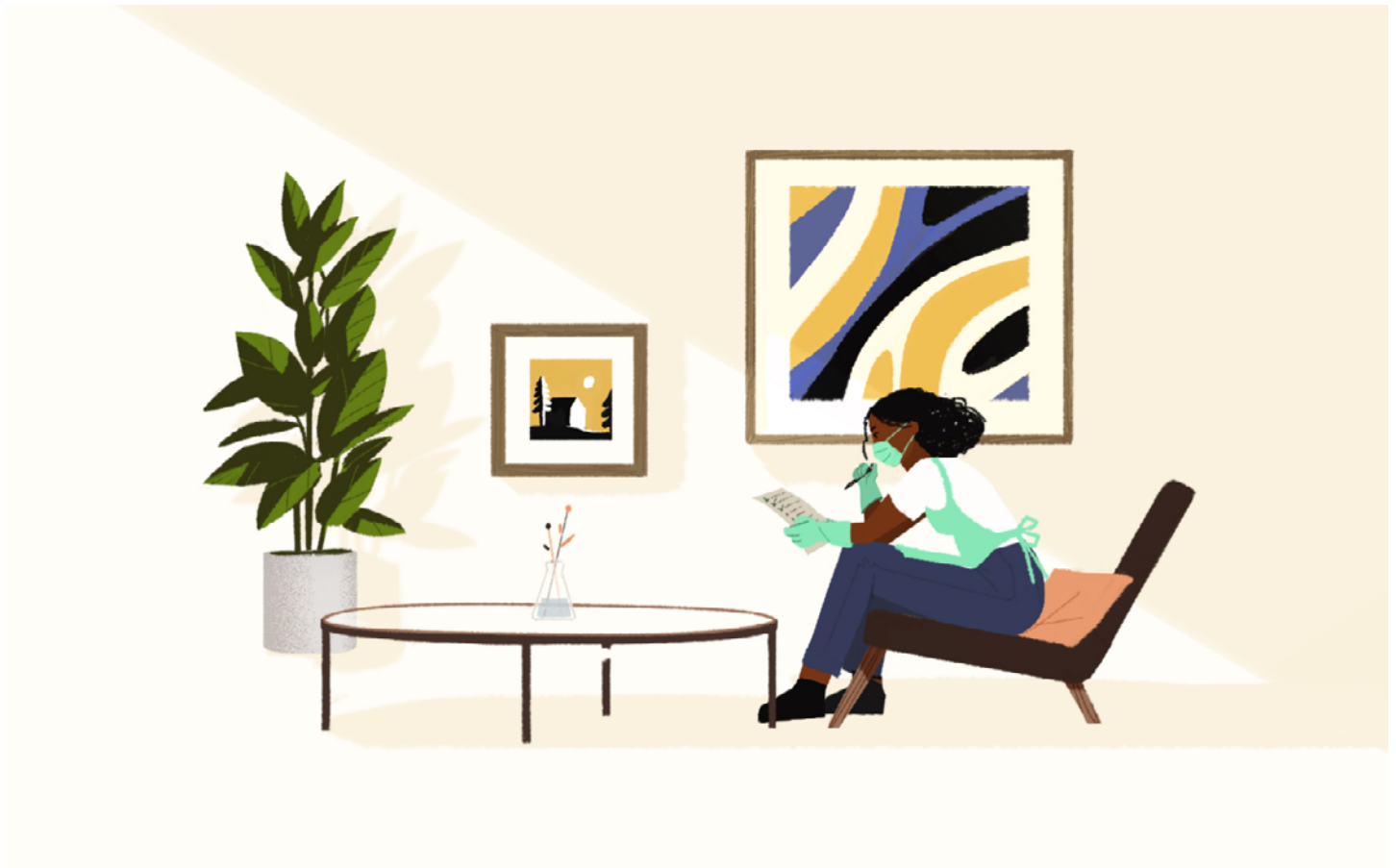
SAFETY REMINDER

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

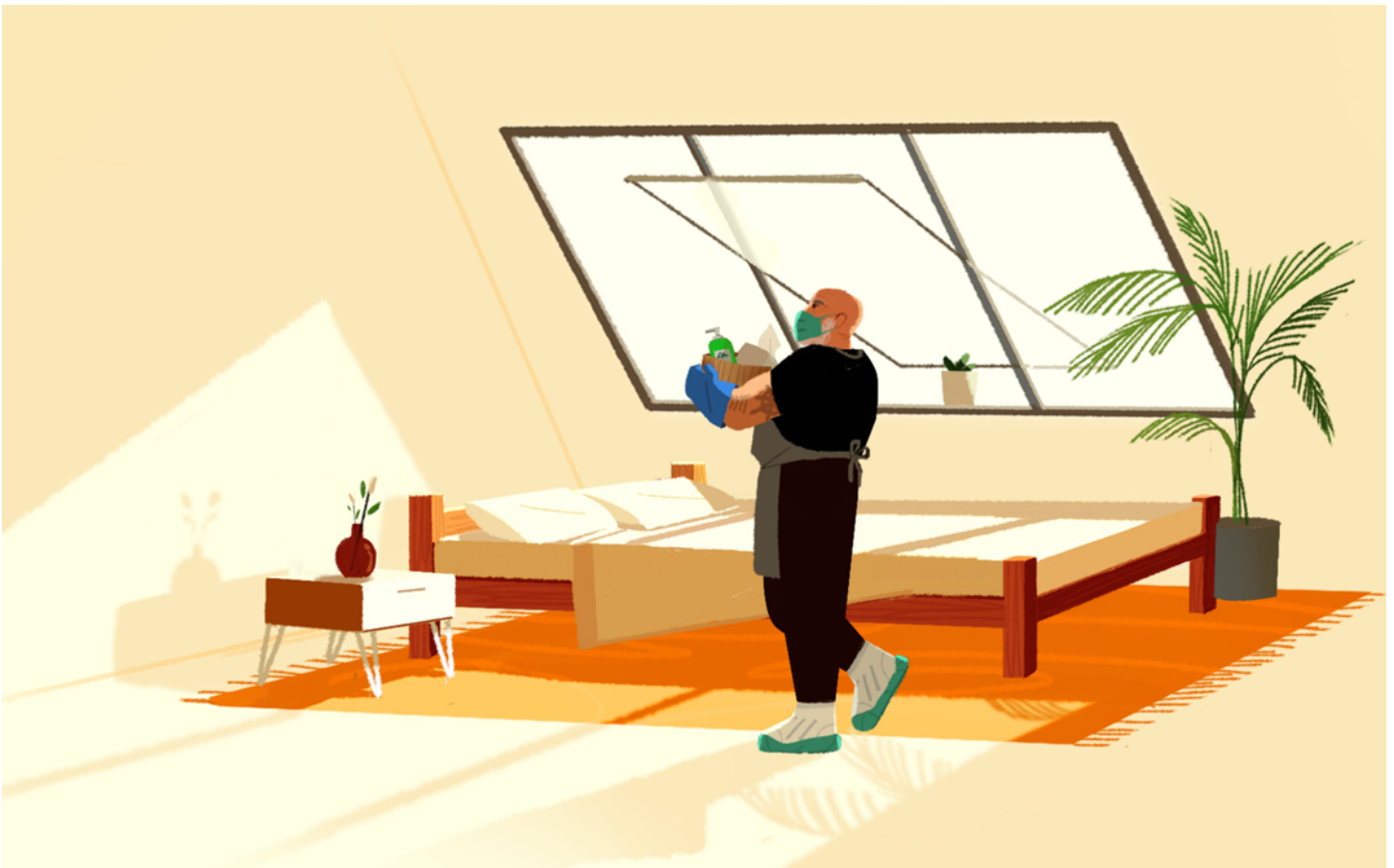
Follow the checklist for each room to ensure thorough cleaning and sanitization.

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.