StayValet

FREE GUIDE FOR AIRBNB HOSTS

Airbnb's November 20 Rules: What Hosts Can and Can't Do

For bookings made on or after November 20, 2026, you generally can't collect a guest's contact details or ID copies, and most checkout chores, fines and required contracts are out. Here's what to change.

01 Know what's changing

Limits during the booking and the stay

Area	Not allowed, unless an exception applies
Guest contact details	Asking for an email, phone number or home address, including on pre-arrival or check-in forms
ID and background	Passport or license copies or photos, Social Security numbers, background or credit checks, keeping a copy of an ID
Financial and health data	Card or bank details outside Airbnb's payment rules, biometric or health data
Wi-Fi logins	Portals that ask for an email or other personal details (hotels and resorts are excepted)
Apps and websites	Requiring a third-party app or registration elsewhere to enter or use a critical amenity
Contracts	Requiring a separate contract or rental agreement, unless it fits an exception
Reviews and surveys	Asking guests to review or complete a survey on another website (hotels are excepted)
Sales pressure	Requiring or pressuring guests into timeshare presentations, subscriptions or memberships
Fines and chores	Generally, fines or penalties. Requiring guests to wash dishes, strip beds, start laundry or take trash off-site.
Moving guests off Airbnb	Links in listings or messages that leave Airbnb, discounts to book elsewhere, rebooking an Airbnb reservation off-platform

Timing: bookings made before November 20 stay under the earlier rules. Airbnb starts reviewing listings on November 20 and continues initial reviews through March 2027. If a rule needs changing, you get at least 20 days to update it or appeal.

02 Fix your house rules

Guests must see them before booking

- [ ] **Set all seven standard rules.** Maximum overnight guests, pets, smoking and vaping, quiet hours, events, commercial photography and filming, and locking up at checkout.
- [ ] **Rewrite everything else as a reasonable additional rule.** Use Airbnb's examples below.
- [ ] **Remove fines and penalties.** You can still tell guests about government or HOA fines, in the section at the bottom of your house rules.

Topic	Reasonable	Not reasonable
Dishes	Put used dishes in the sink	Wash and put away dishes
Laundry	Gather used towels	Strip beds or start laundry
Trash	Separate trash and recycling into indoor bins	Take garbage off-site
Utilities	Turn off the air conditioning when leaving	Avoid using a listed amenity

03 Stop collecting guest details

Forms, Wi-Fi and pre-arrival requests

- [ ] **Clean up pre-arrival forms.** Remove email, phone, address, license plate and ID fields.
- [ ] **Turn off any Wi-Fi login** that asks for an email.
- [ ] **Stop requesting ID photos before arrival.** You can check ID in person at check-in if your listing's requests section says so, but generally can't keep a copy.
- [ ] **Document any legal need.** If a law or HOA requires guest details, say what's needed and why in your requests section. Collect only that, store it securely and keep the proof.

04 Clean up messages and guidebooks

Check every saved message

- [ ] **Search saved messages and automations** for phone, WhatsApp, text and email.
- [ ] **Replace WhatsApp links with Airbnb messages.** Temporary numbers don't support it.
- [ ] **Remove outside review and survey requests.**
- [ ] **Remove anything inviting guests to book elsewhere,** including in your guidebook.
- [ ] **Disclose referral fees or ownership** on local recommendations, and keep them optional.

05 Test check-in and door codes

Don't rely on the guest's number

- [ ] **Stop building door codes from a phone number.** Temporary numbers are rolling out for eligible US and Canadian bookings and expire 48 hours after checkout.
- [ ] **Send a unique or rotating code through Airbnb.**

- [ ] **Offer a non-app way in,** and test it with a dummy reservation. Keyless entry apps are allowed if you offer another option when asked.
- [ ] **Check software that reads guest phone numbers,** including for current bookings.

06 Handle contracts and notices

Keep what's allowed, appeal what's needed

- [ ] **Remove required agreements that don't fit an exception.** Exceptions: required by law or a community association, optional amenities like a golf cart, stays of 28 nights or more, and Airbnb Luxe listings. Airbnb's update also mentions insurance requirements.
- [ ] **Upload an allowed contract under Contracts in listing settings,** with no personal information in it. Airbnb doesn't enforce contracts or require guests to sign them.
- [ ] **Watch your email and Listing editor** for a required action from November 20.
- [ ] **Appeal only with evidence,** such as an ordinance or HOA document. You can only submit an appeal once.

Watch out: Airbnb can warn hosts, suspend or remove listings, and remove accounts for repeat offenses. Guests may also see a notice on a listing that keeps an unapproved rule.

Still unclear: Airbnb's pages don't specifically address printed direct-booking cards or fridge magnets in the home, pool or hot tub waivers, or a guest who volunteers their number unasked. Until Airbnb clarifies, don't place direct-booking materials in the home during Airbnb stays.

What this means for direct bookings

These rules cover Airbnb bookings. On your own site you still set the terms: a signed rental agreement, ID verification, a deposit, and an email list with the guest's permission. Don't try to convert Airbnb guests. Reach new guests before they book through:

Google Vacation Rentals and local search, destination pages, social media, local partners such as wedding planners and charters, and repeat stays from guests who already booked direct.

Next step: get the free Direct Booking Checklist

It shows what to set up and how to build your list without putting your Airbnb account at risk. **stayvalet.co/checklist**

Last checked November 9, 2026. This guide covers Airbnb only. It is general guidance, not legal advice, and Airbnb can change its policies, so check the current rules. Sources: Airbnb Help Center articles **4169**, **2799** and **3764**; **Airbnb Resource Center**; **Rental Scale-Up**; **Revenuenaire**; **Haven**. © 2026 StayValet.