

## RAWCS – Airbnb.org Emergency Accommodation Program

### A Guest's or Beneficiary's Step-by-Step Guide

#### 1. Introduction

Rotary Australia World Community Service (RAWCS) has partnered with Airbnb.org to support communities across Australia affected by disasters such as bushfires, floods, and other events by providing free, short term emergency accommodation through Airbnb.

Under this program, local Rotary clubs and districts play a key role by identifying eligible individuals and families within their communities who require temporary housing assistance.

This guide outlines the steps a community member takes to book their Airbnb accommodation, following a Rotary Club or District referral to Airbnb.org during disasters, such as bushfires, floods, or other large-scale events. These steps are triggered by a Rotary Club or District via RAWCS starting an emergency response with Airbnb.org. You can read more about this program [here](#).

1. **The guest receives an email from Airbnb.org to say a credit has been issued.** Credits are funds that can be used to pay for Airbnb accommodation. Credits are issued in USD but will convert to AUD in the Airbnb account.



2. **The email includes a link for the guest to accept the credit.** The guest may be prompted to sign in to their Airbnb account or, in some cases, to click the button labeled “Add [Airbnb.org](#) credit to this account.”

airbnb.org

### You have \$1.00 USD to book an emergency stay

You've received credit from [Airbnb.org](#), a non-profit that provides emergency housing during disasters and other times of crisis. You must book your stay and check in before your credit expires [on April 1, 2026](#). [Learn more](#)

By accepting your credit, you agree to the [Airbnb.org Credit Terms](#) and confirm that, because of the emergency event: You can't stay in your home, you are experiencing financial hardship and you need emergency housing.

Accept credit

3. **If the guest does not have an Airbnb account, an email will prompt them to create one.** They should do this using the email address that received the Airbnb.org credits. **A step-by-step guide of how to create a new Airbnb account is provided in Annex 1 at the end of this document.**
4. **Once logged in, the guest can search for a home** with location, dates, and number of people.
5. **To find the most suitable home, the guest can filter the results** to seek an entire home, a place where pets are allowed etc. There is an 'Instant Book' filter if the home is needed immediately.

Filters ×

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Amenities

 Kitchen

 Wifi

 Air conditioning

 TV

 Washing machine

 Dryer

[Show more](#) 

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Booking options

 Instant Book

 Self check-in

 Free cancellation

 Allows pets

6. **Select 'Airbnb.org stay' as 'type of stay' during the booking process** to be able to use the credit.

Review and continue ×

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**Sea Mist Studio Apartment**  
★ 4.9 (239)  Guest favourite

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**Dates** Change  
Fri 27 Mar – Sun 29 Mar

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**Guests** Change  
1 adult, 1 child

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**Total price** Details  
\$359.68 including taxes **AUD**  
 Your price is below the 60-day average

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This reservation is non-refundable. [Full policy](#)

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Type of trip

Airbnb.org stay ☒

Work stay ☐

Holiday stay ☐

Next

**The guest has booked their Airbnb! They will receive the address and other details on the app and via email!**

## Troubleshooting and FAQs

A guest will be able to contact their Airbnb host directly via the app for support accessing the property, amenities available or other questions related to their stay.

If they encounter issues or need additional support, they can contact Customer Services directly through the app. When doing so, it is important they specify this is an Airbnb.org stay and which emergency they are impacted by. Customer Support messages are funneled to [Airbnb.com](https://www.airbnb.com) and need to be correctly routed to the dedicated [Airbnb.org](https://www.airbnb.org) Customer Support team. Alternatively, they can contact the team by emailing [airbnb-org-support@airbnb.com](mailto:airbnb-org-support@airbnb.com), or calling +61272018175.

### **Q. When do issued credits expire?**

A. The credit expiration date can be found in the email to the guest. Typically, this occurs within 7 days of the request.

### **Q. Where will the email with credits come from?**

A. From: [automated@airbnb.org](mailto:automated@airbnb.org)  
Reply-to: [airbnb-org-support@airbnb.com](mailto:airbnb-org-support@airbnb.com)

### **Q. Can guests apply credits to existing reservations?**

A. We cannot retroactively apply credits to existing reservations (paid out of pocket). The beneficiary will need to cancel their existing reservation and rebook using the issued credits. All cancellations are subject to the host's cancellation rules.

### **Q. Is documentation required to open an Airbnb account?**

A. Airbnb.org does not require proof of ID or address for an initial referral, Airbnb.com will require ID verification if the guest does not already have an Airbnb account.

For Airbnb.com Account:

- Don't need a credit card
- Can take multiple different forms of IDs: passport, Drivers Licence etc.
- If ID is lost, will ask for a photo of the ID with a selfie/video to validate

## **Annex 1 – A guide on how to create a new Airbnb Account**

### **1. Go to the Sign-Up Page**

Open your web browser and go to [Airbnb.com](https://airbnb.com) or open the Airbnb app. Click or tap the **menu icon** (three horizontal lines) in the top-right corner and select **Log in or Sign up**.

### **2. Choose How to Sign Up**

A popup window will appear giving you several options to create an account. You can: **Continue with Google, Apple, or Facebook**: This is the fastest method. Just click the corresponding button and follow the prompts to log in to your existing third-party account.

- **Continue with Phone Number**: Click the phone icon, enter your mobile number, and tap **Continue**. You will receive an SMS text with a verification code to type in.
- **Continue with Email**: Click the email icon, type in your email address, and click **Continue**. You will then be prompted to create a strong password containing letters, numbers, and symbols.

### **3. Enter Your Profile Details**

Airbnb will ask for a few pieces of information to create your profile:

- **Legal Name**: Enter your first and last name exactly as they appear on your government-issued ID.
- **Date of Birth**: Select your birth month, day, and year. (You must be at least 18 to create an account).

### **4. Agree to Terms**

Review Airbnb's terms of service and privacy policy. Once you are ready, click **Agree and continue**.

### **5. Verify Your Identity**

To keep the community secure, Airbnb requires identity verification. Depending on your region, they may ask you to verify your phone number (with a text code), confirm your email address, or upload a photo of a government-issued ID.

### **6. Complete Your Profile (Optional but Recommended)**

While not required to create the account, adding a **profile picture** and a short **bio** goes a long way. Hosts are more likely to accept bookings from guests with fully completed, friendly-looking profiles.

**For the most up-to-date information on creating an Airbnb account [click here](#).**

If you experience any issues or need assistance during an emergency contact the Airbnb.org customer support team. Customer Support messages are funneled to [Airbnb.com](https://airbnb.com) and need to be correctly routed to the dedicated [Airbnb.org](https://airbnb.org) Customer Support team. Alternatively, they can contact the team by emailing [airbnb-org-support@airbnb.com](mailto:airbnb-org-support@airbnb.com), or calling +61272018175.