



[Help Centre](#) > [Booking and travelling](#) > [Your reservations](#) > [Cancellations](#) > [Policies](#) > [Extenuating circumstances policy for the coronavirus \(COVID-19\)](#)

Searching and booking

Your reservations

Changes

Cancellations

Checking in

Preparing for an Airbnb Experience

Troubleshooting

Payments, pricing, and refunds

Your account

Safety and accessibility

About Airbnb

Managing company travel

Extenuating circumstances policy for the coronavirus (COVID-19)

This extenuating circumstances policy covers our hosts and guests with eligible reservations who are impacted by the coronavirus (COVID-19) pandemic. If your trip is covered by this policy, you'll have the option to cancel your reservation without penalties if you're a host, and you'll get a full refund if you're a guest.

Additionally, this policy doesn't apply to Luxe or Luxury Retreats reservations, which are subject to a separate [Luxe Guest Refund Policy](#).

- [Areas covered by the extenuating circumstances policy](#)
- [Other scenarios that qualify](#)
- [How the extenuating circumstances policy works](#)
- [Coronavirus updates and resources](#)

Areas covered by the extenuating circumstances policy

We've extended our extenuating circumstances policy to the following regions based on official guidance from local governmental and health authorities and the World Health Organization. If an area isn't listed here, check the other scenarios below.

Review the specific details of how the policy applies for reservations in each of the following areas:

[Italy](#)

[Mainland China](#)

[South Korea](#)

[United States](#)

Other scenarios that qualify

Any reservation that falls into one of the following scenarios will qualify under this policy. However, we'll need documentation, which we'll ask you to provide after you've cancelled and contacted us.

Reservations can be cancelled:

- In order to comply with disease control restrictions implemented by relevant governmental or health authorities due to COVID-19, such as those announced by governments in [India](#), [Israel](#) and the [United States](#). This includes any reservations made on or before the date of the area-specific announcement, with a check-in date during the impacted time-frame.
- In order to perform medical or disease control duties in connection with the COVID-19 outbreak.
- As a result of flight or ground transportation cancellations by an airline or ground transportation provider due to the COVID-19 outbreak.
- For people who obtain a statement from a physician confirming that they can't host or travel due to health concerns related to COVID-19.
- For people diagnosed by a medical or health authority with COVID-19.
- For people subject to a quarantine order related to COVID-19 that coincides with the reservation period.

How the extenuating circumstances policy works

If you're travelling to, travelling from, or hosting in one of the covered areas listed above and we can recognize your location and reservation details as outlined in the location-specific policy, you should be notified that your reservation automatically qualifies on the reservation details page (found in [Trips](#) if you're a traveller, or in your hosting dashboard if you're a host).

If your reservation doesn't automatically qualify, but you believe it falls under one of the other scenarios, you can cancel your reservation then [contact us](#) to file a claim. We'll walk you through the next steps, which will include submitting any required documentation and waiting for our team to review your case. Claims must be submitted within 14 days of cancellation.

Coronavirus updates and resources

We've curated [articles to help our community](#) during this time in the Resource Centre. You can find the latest information on our COVID-19 response, from policy updates to resources for hosts and guests. Some of these include:

- [Coronavirus travel advisories](#) around the world
- [Answers for hosts](#) about coronavirus
- [Answers for travellers](#) about coronavirus

You can also read more about our general [extenuating circumstances policy](#), which applies to situations unrelated to COVID-19.

We ask that all community members be mindful of respect, inclusion, and our [nondiscrimination policy](#) when interacting with other members of our community.

Related articles

When will I get my refund?

How do I cancel my reservation for a place to stay?

How do I change or cancel my experience reservation?

How do I cancel a reservation as a host of a place to stay?

How do I cancel a reservation as a host of an experience?

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