



How to be a more inclusive Host

At Airbnb, every guest, regardless of race, religion, nationality or any other identity, should feel welcome.

To help promote safe and inclusive travel, we've partnered with [Race On The Agenda](#) (ROTA), an independent organisation that works to highlight and address the issues impacting Black, Asian, and Minority Ethnic (BAME) communities in the UK.

ROTA has shared some simple tips to help Hosts create a space where all guests can feel like they belong.



1. Never decline or discourage a booking based on race, colour, ethnicity, or nationality

As a Host on Airbnb you should welcome guests of all backgrounds; and treating someone differently because of their race or ethnicity is unacceptable. Discrimination has no place on Airbnb. That's why Airbnb enforces strict policies to tackle [discrimination](#) and combat [hate and harassment](#), including taking steps like not showing a guest's profile photo until after a booking has been confirmed.

It's important to remember that race is a protected characteristic under the [Equality Act \(2010\)](#), which means it's illegal in the UK to discriminate against someone because of their race.

Hosts and guests are equally protected under Airbnb's anti-discrimination policies, and any form of racism or discrimination against a member of the Airbnb community will not be tolerated.

Want to find out more about equality laws in the UK? Explore [ROTA's resources](#).

2. Don't make assumptions about someone's race or ethnicity

It's important to stay mindful of your guests' privacy and respect their willingness to discuss their background and heritage. You should never assume a guest's race based on characteristics like their accent or the colour of their skin – racial identity is more complex than that.

Race and identity can be highly personal – and it's up to guests to decide whether they want to talk about these subjects with you.



3. Be aware of your own cultural biases and how they might affect your interactions with guests

Racism is not always overt, and underlying bias and prejudice can influence how you may treat people – sometimes without even realising it. This is why it's important that these perceptions or subconscious biases are recognised, so they can be addressed and challenged.

One example of the ways bias can present itself is through stereotyping. Stereotyping groups of people can lead to discriminatory behaviour, from insults to extreme cases of injustice.

For more information on how you can help combat unconscious bias, check [this guide](#). Airbnb has also created several [allyship guides](#) to help the Airbnb community become better and more active allies.

4. Make an effort to learn about different cultures and traditions and be respectful of them

Educating yourself on the diversity within communities and cultures outside of your own can positively affect how you

relate and engage with your guests – and help to increase your respect and appreciation for traditions they may have.

Search online for relevant websites, books, TV shows and podcasts created or curated by people from minority backgrounds for an insight into their perspectives and the issues that are important to them. As a starting point, you can find some [useful resources](#) curated by [Black@](#), Airbnb's Employee Resource Group.

5. Be open to feedback and learn from any mistakes

It's possible you might say something offensive without recognising it. For instance, asking someone where they were born can be a microaggression and have a harmful othering effect.

If this type of behaviour is brought to your attention by a guest, it's important to listen and avoid being defensive. Being receptive to perspectives and experiences outside of your own can help with examining and challenging unconscious bias and prejudice.



Airbnb's work to increase equality, diversity and inclusion in travel

Airbnb is committed to making the experience of using our platform and travelling as part of our community equitable and inclusive.

Discrimination, hate and bias go against everything we stand for, and we have consulted and partnered with civil rights and privacy organisations to make sure we're battling discrimination thoughtfully and with the support of others engaged in this work. [Our steps](#) include:

- Creating a specialised anti-discrimination team dedicated to making changes to the platform that prevent and address discrimination and bias.
- Not displaying guest profile photos to Hosts until after a booking is confirmed.
- Through Airbnb's [Open Doors policy](#), support for any guest who feels they have been discriminated against to find another place to stay.
- Removing over 1.5 million people from the platform since 2016 for not agreeing to treat others without judgement or bias.
- Providing guides and resources for our community on allyship and anti-discrimination from Airbnb's Employee Resource Groups (ERG), including [Black@ Activism and Allyship](#) and [Asians@ Allyship and Fighting Anti-Asian Discrimination](#).

While this work so far is backed by experts, there is more to be done, and we continue to look at new ways to fight discrimination and bias on our platform, and build a community based on belonging and connection.

For more information on race and equality, please visit www.rota.org.uk