

Evidence checklist

Collect these as soon as you find the damage. The clock is 14 days from the guest's checkout.

"Within 14 days of the responsible guest's checkout, file a reimbursement request in the Resolution Center. Your guest will have 24 hours to respond to the request." Airbnb Help Center, Host damage protection (article 279): <https://www.airbnb.com/help/article/279>

Photos and video

- ☐ Close-up photo of each damaged item
- ☐ Wide photo showing where it is in the room
- ☐ A short video walk-through of the damage
- ☐ Before photos of the same items (listing photos, cleaner photos or your own, with dates)
- ☐ Photo or screenshot of any guest message about the damage

Proof of cost

- ☐ Repair quote or invoice from a tradesperson or cleaner
- ☐ Receipt for what you paid when you bought the item (or bank statement line)
- ☐ Link or screenshot of the same or nearest item for sale today
- ☐ Cleaning invoice if extra cleaning was needed (stains, smoke, pet accidents)
- ☐ If you had to cancel a later booking because of the damage: that booking's confirmation

Timeline

- ☐ Guest check-in and checkout dates (from the reservation)
- ☐ When you or your cleaner found the damage
- ☐ Who was in the home between checkout and finding it
- ☐ Date you messaged the guest in the Resolution Center

Leave out

- Normal wear and tear (Airbnb does not cover it)
- Normal checkout cleaning such as laundry, dishes or trash
- Lost cash
- Anything you cannot show was fine before the stay

Source: Airbnb Help Center, Host damage protection, <https://www.airbnb.com/help/article/279> (read 14 Oct 2026).
Claim Back is not Airbnb and is not insurance. Airbnb decides every request.