

SAMPLE: made-up names and numbers, to show what you get.

Damage claim pack

Use this pack to ask your guest to pay first, then, if they say no or stay silent, to ask Airbnb under AirCover for Hosts.

"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>

1. The booking

Reservation code	HMSAMPLE01
Listing name	SAMPLE Lakeview Cottage, 2 bedrooms
Guest name (as on the booking)	SAMPLE Guest (Alex)
Check-in date	Fri 2 Oct 2026
Checkout date	Mon 5 Oct 2026
Last day to file (checkout + 14 days)	Mon 19 Oct 2026
Date damage found	Mon 5 Oct 2026, 1:20 PM
Who found it	Cleaner (SAMPLE Cleaning Co.)
Total amount asked	\$612.40

2. Message to the guest (send in the Resolution Center)

Hi Alex, thank you for staying at Lakeview Cottage. After your checkout on 5 Oct, our cleaner found the living-room TV screen cracked and a red wine stain on the cream rug. Photos and receipts are attached. The cost to replace the TV and clean the rug is \$612.40; the breakdown is below. Please let us know within 24 hours if you can pay this through Airbnb. Thank you, Sam

3. What was damaged

#	Item and where	What happened	Repair or replace?	Cost	Proof of cost	Evidence
1	43-inch TV, living room	Screen cracked from the inside, a hit mark at the lower left	Replace (screen repair quote is more than the TV price)	\$449.00	Same model for sale today, screenshot; original receipt 2025	E1, E2, E3, E5
2	Cream wool rug, living room	Red wine stain about 30 cm across	Specialist clean	\$163.40	Invoice from rug cleaner	E4, E6

4. Why this was this stay (timeline)

Date and time	What happened	Evidence
Fri 2 Oct, 11:05 AM	Cleaner photos before the stay: TV fine, rug clean	E1
Fri 2 Oct, 4:00 PM	Guest checked in	
Mon 5 Oct, 10:58 AM	Guest checked out	
Mon 5 Oct, 1:20 PM	Cleaner found the damage, no one else in the home	E2, E4
Mon 5 Oct, 3:10 PM	Message sent to guest in the Resolution Center	E7
Tue 6 Oct, 3:10 PM	24 hours passed with no answer	E7

5. Short statement for Airbnb

Between check-in on 2 Oct and checkout on 5 Oct, the living-room TV screen was cracked and the cream rug was stained with red wine. Both were in good condition before the stay, shown in the cleaner’s photos E1 taken on 2 Oct at 11:05 AM. Our cleaner found the damage on 5 Oct at 1:20 PM, before any other guest arrived, shown in E2 and E4. This is not normal wear and tear: a cracked screen comes from a hit, and a wine stain is a spill, not use over time. We asked the guest to pay through the Resolution Center on 5 Oct; there was no reply within 24 hours. We ask Airbnb to review this under Host damage protection. Our costs are shown in E5 and E6.

6. Evidence list

Ref	What it is	Date taken or dated	File name
E1	Cleaner photos before the stay (TV on, rug clean)	2 Oct 2026, 11:05 AM	E1_before.jpg
E2	Close-up of cracked TV screen	5 Oct 2026, 1:22 PM	E2_tv_crack.jpg

Ref	What it is	Date taken or dated	File name
E3	Video walk-through of the living room	5 Oct 2026, 1:25 PM	E3_walkthrough.mp4
E4	Wine stain on rug, with ruler	5 Oct 2026, 1:24 PM	E4_rug.jpg
E5	Same TV model for sale today, \$449.00; original receipt	5 Oct 2026	E5_tv_price.pdf
E6	Rug cleaning invoice, \$163.40	8 Oct 2026	E6_rug_invoice.pdf
E7	Resolution Center message and no reply after 24 hours	5-6 Oct 2026	E7_messages.png

Before you send

- ☐ Filed in the Resolution Center within 14 days of checkout
- ☐ Every cost has a receipt, quote or shop link
- ☐ Every damaged item has a before photo and an after photo
- ☐ No normal wear and tear on the list (Airbnb does not cover it)
- ☐ No normal cleaning on the list (laundry, dishes, trash are not covered)

Claim Back writes the pack; you send it yourself from your Airbnb account. Airbnb decides every request. We cannot promise a payout or an amount. Host damage protection is not insurance (Airbnb's words) and, per article 279, does not cover stays in Japan or stays through Airbnb Travel LLC. Not legal advice.