Short Term Rental Riches × Corzly

Airbnb house rules, rebuilt for the new policy

A copy-and-paste template for bookings made on or after November 20, 2026. Includes an Airbnb version that fits the new rules, and a direct booking version for your own website.

7	2	14	Nov 20
standard house rules Airbnb will enforce	versions: Airbnb and direct booking	days after checkout to request damage costs	bookings made from this date use the new policy

Free template from the Short Term Rental Riches podcast and the Corzly team · Updated October 2026

START HERE

What changed, and how to use this template

Airbnb rewrote its house rules policy for every booking made on or after November 20, 2026. Bookings made before that keep the rules that were on your listing when the guest booked. Our team rebuilt the house rules we use across our properties to fit the new policy, and this is that template.

> **"Guests must follow hosts' house rules, and are encouraged to comply with hosts' requests."**
>
> Airbnb Help Center, "Reasonable house rules and requests"

House rules Only 7 standard categories. Guests must follow them, and you can cancel without a penalty if a guest breaks one.	**Requests** Everything else. Guests are encouraged to follow them, but you can't penalize a guest who doesn't.
No fines or surprise fees No penalties on guests. Any fee for an advertised part of the listing has to be in the price at booking.	**Before booking, in the listing** Rules sent by message, posted on signs, or added after booking don't count. Reminders are fine.

How to use it

- **Part 1** is for Airbnb. Set the 7 house rules in the Listing editor, then paste the requests into the "During the stay" and "Before checkout" boxes.
- **Part 2** is for your own direct booking website, where you set your own terms.
- Replace anything **[highlighted]** with your own details, and delete what doesn't apply to your property.
- Check your city, county and HOA rules. Where the law requires something (like guest ID), Airbnb allows it. See page 5.

This template is general guidance from an operator, not legal advice. Airbnb's policy and local laws change, so confirm the details in Airbnb's Help Center (articles 4168 and 4169) and with your local regulations before you publish.

Rather have our team handle this?

Book a free strategy call with the Corzly team. We'll look at your listing and show you how we'd run it, house rules included.

Request a strategy call · strriches.com/book

PART 1 · AIRBNB VERSION

The 7 house rules

Set these in your Listing editor under House rules. These are the only rules Airbnb will enforce, so use them for what matters most.

01	**Maximum overnight guests**	**[X]** guests overnight. Match your listing's guest count. Daytime visitors go in your requests.
02	**Quiet hours**	**[10:00 pm]** to **[8:00 am]**. Match your city or HOA quiet hours if they're stricter.
03	**Events**	Not allowed. If you allow small gatherings, keep this off and use the request on the next page.
04	**Pets**	**[Allowed, up to 2]** or **[Not allowed]**. Charge a pet fee only through Airbnb's pet fee setting. Service animals are always allowed.
05	**Smoking, vaping and e-cigarettes**	Not allowed. This rule is what supports a smoke cleaning claim later. Don't list a charge with it.
06	**Commercial photography and filming**	Not allowed without our written approval.
07	**Lock up at checkout**	Please lock **[the front door]** and return keys to **[the lockbox]**. New for most hosts. Add your key return details here.

Other parts of your listing to check

- **Safety and property info:** disclose any exterior cameras and noise monitors, and where they are.
- **Possible fines from your HOA or city:** use the listing section for this notice. Example: "Our HOA can fine for street parking. Please park in the driveway."
- **Check-in and checkout times:** set them in the listing, not in your rules.

PART 1 · AIRBNB VERSION

Requests to copy and paste

Keep requests light and friendly. Airbnb flags anything that asks guests for effort a cleaner would normally handle.

PASTE INTO "DURING THE STAY"

- If you live within **[25 miles]** or are under **[23]**, please message us before booking so we can make sure the home is a good fit.
- If anything about the cleanliness isn't right, please let us know within 2 hours of arriving so we can fix it quickly.
- Please message us before inviting daytime visitors who aren't on the reservation.
- Planning a small, calm get-together, like a birthday dinner or baby shower? Message us first and we'll let you know if it works for the home.
- For fire safety, please don't light candles, incense or sage inside.
- Pets: please keep them off the furniture, clean up after them (bags are provided), and crate them if you leave them alone. **[Size limit, e.g. up to 20 lbs]**
- Paid late checkout may be available for **[$X]**. Message us the day before and we'll confirm.

PASTE INTO "BEFORE CHECKOUT"

- Please put used dishes in the sink.
- Please gather used towels in **[the bathtub]**.
- Please put trash and recycling in the indoor bins.
- Please turn off the **[AC or heat]** and lights, and close the windows before you leave.
- Please take all your belongings with you. If something gets left behind, we'll hold it for **[14 days]** and can mail it back if you cover postage.

OK to ask

- Dishes in the sink
- Gather used towels
- Sort trash into indoor bins
- Turn off the AC when you leave

Don't ask

- Wash and put away dishes
- Strip beds or start laundry
- Take trash off-site
- Avoid using an advertised amenity

Local exceptions can apply. Airbnb's own examples are animal-proof bins in bear country and shorter showers during drought restrictions.

PART 1 · AIRBNB VERSION

What to remove, and how you're still protected

Take these off your Airbnb listing

- Security deposit holds
- Fines, like a smoking charge or a late checkout fee
- Extra cleaning fees for "excessively dirty" stays
- Mailing fees for items left behind
- Card fees on cancellations or refunds
- A required rental agreement (unless an exception below applies)
- ID uploads and background checks (unless the law requires them)
- Required apps, sign-ups or WiFi login pages that collect guest info
- Separate no-show or cancellation terms (Airbnb's policy applies)
- Rules you send only by message or post on signs

When a contract is still allowed

- Required by law or a documented HOA or building rule
- An optional amenity, like a golf cart or boat
- Monthly stays of 28 nights or more
- Airbnb Luxe listings

Upload it to the listing before booking. It's publicly visible, so keep personal information out. Airbnb won't enforce it or collect signatures for you.

When the law requires guest ID

Airbnb allows it where needed to "comply with applicable law or a documented community association rule." Put it in your requests:

> - **[County/City]** requires us to collect a copy of the primary guest's government ID before check-in (**[Ordinance No.]**). We'll send a secure link after you book, and we only keep what the law requires.

Damage happens. Here's how you still get paid.

Instead of a flat fee in your rules, request your actual cost after the stay. Photos and receipts are what win.

1
Take photos and video before you clean or fix anything.

2
Within 14 days of checkout, request the money in the Resolution Center with photos and the invoice.

3
The guest has 24 hours to pay, pay part, or decline.

4
If they decline or don't answer, ask Airbnb to step in. AirCover reviews the claim.

AirCover for Hosts covers guest damage and specialized cleaning like smoke odor, pet accidents and stains. It doesn't cover normal turnover cleaning, wear and tear, or bookings made off Airbnb. Check Airbnb's current terms for limits and deadlines.

PART 2 · DIRECT BOOKING VERSION

House rules for your own website

Airbnb's policy doesn't apply to bookings on your own site, so you can keep the protections you rely on. Show these before the guest pays, and have them agree at checkout.

BOOKING AND PAYMENT

- After booking, you'll receive a rental agreement and check-in form to sign and return before arrival.
- The primary guest must be **[23]** or older and provide a valid government ID that matches the payment card.
- We place a refundable security deposit hold of **[$X]** **[2 days]** before arrival, released after checkout if there's no damage. **[Or: a non-refundable damage waiver of $X replaces the deposit.]**
- A **[4%]** card processing fee applies to cancellations and refunds.
- Cancellations: full refund **[30+]** days before check-in, 50% refund **[14 to 29]** days before, no refund within **[13]** days. No-shows are non-refundable.
- Stays of 30 nights or more include a mid-stay clean on day **[15]** for **[$X]**.

DURING THE STAY

- No more than **[X]** guests on the property at any time. Extra guests may result in cancellation without a refund.
- Quiet hours are **[10:00 pm]** to **[8:00 am]**. No parties or events without written approval.
- No smoking, vaping, candles or incense. A **[$200]** cleaning charge applies if this rule is broken.
- Pets: **[$50]** per pet, up to **[2]** pets under **[20 lbs]**, added to the reservation in advance. Service animals are always welcome.
- For your security, the property has exterior cameras at **[locations]**. There are no cameras inside.
- Please let us know within 2 hours of arrival if anything about the cleanliness isn't right.

CHECKOUT

- Checkout is **[11:00 am]**. Unapproved late checkouts are charged **[$50]**.
- Excessive cleaning beyond a normal turnover is charged at cost, with photos.
- Items left behind are mailed back for a **[$X]** handling fee plus postage.

Check your state and local rules on deposits, fees and guest data before publishing, and make sure your payment processor supports deposit holds.

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Rules like these are one more reason to grow your direct bookings.

Airbnb sets one policy across all of its listings. On your own website, you set the terms. Until your direct bookings carry more of the load, use Part 1 on Airbnb and Part 2 everywhere else.

Short Term Rental Riches

Weekly podcast and YouTube episodes for hosts and small managers. Hear the full walkthrough of these changes.

strriches.com

Corzly

Our team runs guest messaging, listings and operations for owners and managers, behind your brand.

corzly.com

Want our team to run your listing?

Book a free strategy call. We'll show you how we'd handle guest messaging, pricing, reviews and policy changes like this one for your property.

Request my strategy call

strriches.com/book

This template is general guidance, not legal advice. Airbnb policy references reflect Airbnb's Help Center (articles 4168 and 4169) and Airbnb's announcement of October 20, 2026. Resolution Center timelines and deposit rules are based on Airbnb's published terms and industry reporting as of October 2026, and may change. Always confirm with Airbnb and your local regulations.