

# Top 2 Reasons Airbnb Suspends a Listing

Airbnb defines its role as a “platform that enables Members to publish, offer, search for, and book Host Services.” It’s easy to be confused by Airbnb’s PR but experienced hosts know Airbnb is not a partner in your business. Airbnb is a platform, a tool, that helps you build your brand; that’s all. Let’s look at the most common Airbnb hosting “gotchas” so you can avoid them.

## 1. Cameras **MUST** be disclosed.

You must disclose cameras thoroughly and specifically or Airbnb will suspend your account.

Security cameras are found everywhere from grocery stores to hotel hallways so it’s no surprise when hosts install them at a rental property. As a matter of fact, we think they are key to protecting your investment. You are allowed to have cameras in public areas like exterior doorbell cams or exterior floodlight cams. You can even have them inside certain communal spaces like the kitchen (but we don’t recommend it). You can not have cameras in private spaces such as bedrooms and bathrooms. Airbnb gets negative press when the rare host violates guest privacy and, as a result, reacts swiftly and severely any time an undisclosed recording device is reported by a guest.



Airbnb updates their policies constantly so it is always best to check directly on [Use of Cameras and Recording Devices Page](#) but here is advice, based on the experiences of members in our [host community](#), regarding Airbnb requirements:

- Check yes for security cameras / audio recording devices in the Safety Devices section.
- Disclose in the listing description AND the guest safety sections.
- Specify the type of recording device, location, what is recorded, and when.

Here is an example of the written disclosure. “Ring doorbell camera by the front door records audio/video when motion-activated.” Cameras are the most common monitoring device but noise monitors and smart amenities, such as Alexa, also need to be disclosed.

## 2. Refusing service animals is discrimination.

**Service animals are not pets.** Airbnb requires that hosts accommodate service animals and has [specific rules](#) on the matter.

Service animals are a hot topic in hosting discussions and that isn't likely to change. The legalities of service animals in short-term rentals are murky, at best, but the result of *Hemenway vs. Homeway* suggests that a host will lose if sued for discrimination.

**You can only ask a guest 2 questions:**

- Do you require the service animal because of a disability?
- What work or task has the service animal been trained to perform?

You can not charge extra fees (cleaning fee, pet fee, etc.) or treat the guest differently. You can not refuse or cancel a service animal booking.



Many hosts suffer from allergies and Airbnb does make an exception "if the service animal directly threatens their health or safety." You need to contact Airbnb for clarification on the process to implement this exception and should do so immediately; do not wait until you have a service animal inquiry/booking. In addition to health exemptions, there are guidelines for how a guest (and their service animal) must behave while staying at your property. Service animals must be: under control at all times (this includes noise/barking), house broken, and not left alone at the listing without prior approval.

Cameras and service animal discrimination are the most frequently cited reasons for listings being suspended without warning. The Trust & Safety department can take days or even weeks to resolve a case while your listings are unable to accept bookings. Spend a few minutes drafting your service animal policy and save it as a template or auto-message to ensure compliance with Airbnb's requirements. This will protect you from a critical error made by many well-intentioned hosts. Make sure to also update your recording device disclosures and you'll avoid the 2 most common reasons for suspension.