

AGENDA

DES MOINES CITY COUNCIL PUBLIC SAFETY/EMERGENCY MANAGEMENT COMMITTEE

**City Council Chambers
21630 11th Avenue S, Des Moines, Washington**

Thursday, October 6, 2022 - 5:00 PM

Public Safety/Emergency Management Committee:

Deputy Mayor Traci Buxton; Councilmember Vic Pennington; Councilmember Harry Steinmetz

CALL TO ORDER

GREAT SHAKE OUT OCTOBER 20, 2022 AT 10:21 AM

- Director of Emergency Management and Workplace Safety

DRONE PROGRAM UPDATE

- Assistant Police Chief Mark Couey

SHORT TERM RENTAL INFORMATION DISTRIBUTION

Item 4.1. [Short Term Rental Information Distribution](#)

SCORE DISCUSSION

COMMENTS

ADJOURNMENT

PSEM questions for Police Department: July 7, 2022

1. Define short term rentals (STR)

The definition of short term rentals is defined in State Law, Chapter 64.37 RCW (attached below)

(9)(a) "Short-term rental" means a lodging use, that is not a hotel or motel or bed and breakfast, in which a dwelling unit, or portion thereof, that is offered or provided to a guest by a short-term rental operator for a fee for fewer than thirty consecutive nights.

2. Are these businesses that do not have a license?

Correct DM city code does not require a business license for STR's

3. Is there a trend for STR's to become party houses?

Could not find a trend, however, negative impacts caused by some short-term rental visitors include:

- ✓ excessive noise,
- ✓ after-hours partying,
- ✓ parking conflicts,

In response, several communities have adopted regulations to address those negative impacts

4. How many STR's turn violent?

No statistics available that we could find

5. Are there AIRbnb/VBRO standards for choosing rental clients? Give Examples

Not very strong standards but I have attached:

AIRbnb standards

VBRO Standards

6. What are examples of other city ordinances?

I have attached a few sample ordinances and this list is from MRSC:

Washington State Examples

Clyde Hill's Municipal Code addresses short term rentals in [Chapter 5.20](#), requiring that they be permitted, that the operator have a business license, and that rentals meet minimum standards in order to qualify.

Ilwaco's Municipal Code allows vacation rentals as a conditional use in single-family, residential zones and as a permitted use in other specified zones, and sets minimum standards for rentals to maintain in [Chapter 15.41](#).

Leavenworth's Municipal Code [Chapter 18.52, Section 120](#) allows "bed-and-breakfasts" as a conditional use, so long as the owner resides on the premises during a visitor's stay, and the operation meets other standards.

Poulsbo's Municipal Code [Chapter 18.70 \(Residential Districts\), Section 070](#) states "an ADU may not be used as a short-term rental and must be rented for a minimum of 90 days or more."

San Juan County's Municipal Code [Chapter 18.40, Section 270](#) establishes standards for use of single-family residences and ADUs as short-term rentals.

Spokane's [Short-Term Rentals webpage](#) describes that city's standards for two categories of short-term rentals:

1. Type A, which requires an administrative permit, where bedrooms or an entire dwelling unit can be rented but commercial meetings are prohibited
2. Type B, which requires a type III conditional use permit, where bedrooms or an entire dwelling unit can be rented and commercial meetings are allowed

Tacoma offers a 1-page [Short-Term Rental Fact Sheet](#) while **Walla Walla's** regulations are highlighted on its [Short-Term Rental FAQ webpage](#).

Finally, **Westport's** Municipal Code [Chapter 17.22 on Vacation Rental Dwellings](#) addresses its standards and permitting requirements for short-term rentals.

Out-of-State Examples

Boulder's (CO) [Short-Term Rentals webpage](#) includes a link to a [short-term rental license application packet](#).

Durango (CO) maintains a [Vacation Rental Information webpage](#) that details a relatively strict rental code, including a maximum number per block/intersection for designated residential areas. The city requires a rental license, which can be revoked if the Land Use Development Code is violated. The [Land Use and Development Code, Section 2-2-3-4, Subsection G](#) outlines the variety of standards vacation rental homes must meet. For more information on the city's regulatory strategy, check out the following presentation made by Durango City Planner Phillip Supino: [Preserving Housing through Short Term Rental Regulation](#)

San Francisco's (CA) [Office of Short-Term Rentals webpage](#) includes a lot of links to good information about local requirements. In order to legally rent a home as a short-term rental (less than 30 nights), a property owner must meet several conditions, including the following:

- You must be the **permanent resident** of the unit that you wish to rent;
- You must register as a business;
- You must become a certified host; and
- You may rent a portion of your residence for an unlimited number of nights if you (the owner) are also present, but there is a maximum of 90 **unhosted** nights per calendar year.

What were their issues?

Because of AIRbnb and VBRO small governments have been wrestling with how to regulate STR's for the last several years.

Most local governments' concerns about short-term rentals fall into at least one of the following categories:

- Tax Collection: Collection of lodging and sales tax on these short-term rental stays;
- Neighborhood Impacts: Mitigation of traffic, parking, noise, and other impacts on the surrounding neighborhood;
- Safety: Compliance with life/safety standards that are commonly applied to other types of lodging establishments (such as hotels, motels, and bed-and-breakfasts).

- Affordable Housing: Another issue of increasing concern is the impact of short-term rentals on a community's affordable housing supply. In this case, the concern isn't necessarily about a homeowner renting out a room or backyard cottage to help with monthly mortgage payments. Instead, local governments fear that property owners will purchase residential units and rent them out on a short-term basis to out-of-town visitors, thereby taking them out of the year-round rental housing supply.

What are their issues after starting regulations?

1. Operator Compliance/Staffing

One of the basic challenges for cities and counties that have short-term rental businesses operating within their jurisdictions has been to achieve high rates of operator compliance with respect to business licensing/registration and related business and sales tax requirements.

It turns out that one of the best ways to enhance these numbers is to provide an easy-to-use public-facing portal where operators can register and pay all associated fees and taxes online without having to visit city hall.

That's how the city of Denver, CO, increased its compliance rate to 80%, which is the highest rate they have seen since they began regulating short-term vacation rentals in 2016. The city worked with [Accela](#), a permitting and licensing platform vendor, to develop their [short-term rental portal](#).

The city can also work with host platforms like Airbnb to match their list of properties with the city's list to help keep track of operator registrations. As an added bonus, the system also allows residents to look up vacation rentals operated by their neighbors and file a complaint, if warranted. The new system also requires less staff resources to operate.

7. Who is responsible for enforcement?

Development Services, Planning Departments

8. Who monitors?

Development Services, Planning Departments

9. Time spent vs value

Local governments begin by identifying what issue(s) they want to address. Is it:

1. **Tax Collection:** Lack of lodging and sales tax collection on these short-term rental stays;
2. **Neighborhood Impacts:** Unregulated traffic, parking, and noise impacts on the surrounding neighborhood; and/or
3. **Safety:** Non-compliance with life/safety standards that are commonly applied to other types of lodging establishments (such as hotels, motels, and bed-and-breakfasts)?

Tax Collection: Even though [Airbnb has started collecting all applicable sales and lodging-related taxes in Washington State](#) (as of October 15, 2015), there are many other short-term rental websites that leave it up to state and local government to try and collect those taxes. If a primary goal is to collect a lodging tax, a logical first step is to [adopt a local lodging tax](#), if you don't already have one. Once in place, a municipality should then

provide clear information to short-term rental unit owners about payment of applicable fees and lodging taxes, and may want to follow [Portland's lead by setting up a low-cost licensing program](#).

The benefits of a user-friendly, low-cost licensing/permitting program extend beyond just collection of lodging taxes. Such a program will also likely encourage more short-term transient rental owners to register their units, so that a local government will be knowledgeable of their locations and assured that the owners are aware of all local requirements.

Neighborhood Impacts:

In the ideal world, short-term transient rental guests would be well behaved and nearby residents would not even realize that those occasional visitors weren't just friends visiting their neighbors; this situation is likely the case for the vast majority of short-term rental experiences. If you are a local government and don't want to rely on a "best case" scenario, however, you should review and update your local regulations, so that it is clear how short-term rentals are defined, where they can be located, and what rules need to be followed by guests and owners. [Palm Desert, California's Short Term Rental regulations](#) provide a good example - they have a low-cost licensing program, specify the on-site parking requirement, and point out the local noise regulations, among other things. [New Orleans defines and regulates short term rentals as "bed and breakfasts,"](#) which means that owners need to occupy part of the residential structure they are renting out, making it easier for them to monitor guests' behavior.

It is also important to consider the impact of short-term rentals not just on immediate neighbors, but on the neighborhood as a whole. To avoid an over-concentration or "clustering" of short-term transient rentals in a specific neighborhood, [Durango, Colorado established a program](#) that currently limits such rentals to only one rental per "street segment" within specified zones and caps the total number within those zones. [Austin, Texas has a cap](#) on the number of non-owner-occupied and multi-family/commercial short-term rentals allowed per census tract.

Safety:

In most communities, lodging establishments must meet stricter life/safety standards than those required of single-family residences. Public safety is a major issue for Portland, so their [Accessory Short-Term Rental \(ASTR\) program](#) requires initial and follow-up inspections (which are covered by the permit fees) that check for adequate egress to the rentable sleeping rooms, smoke detectors, and even carbon monoxide detectors in some cases (Portland's ASTR adopted regulations may be found [here](#)).

10. Revenues Generated from other cities?

Ordinances are attached and range in fees they charge.

City of Portland, Enforcement Fee and Penalty Schedule

Type A Accessory Short-Term Rental Fee for 1 & 2 Dwelling Structures

Business Operation Validation Fee (renews every 2 years)	\$154
Reinspection Fee	\$154
Delinquent Renewal Fee	\$110

Type A Accessory Short-Term Rental Fee for Multi-Dwelling Structures

Initial application fee (valid for two years)	\$110
Renewal Application Fee (every two years)	\$68
Delinquent Renewal Fee	\$110

Type B Accessory Short-Term Rental Fee for 1 & 2 Dwelling Structures

Inspection Verification Fee (and every 6 years)	\$184
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Accessory Short-Term Rental Citation Fines

First Offense	\$1,103
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Second Offense	\$3,308
Third Offense	\$5,513
Additional violations after the third offense	\$5,513

ATTACHMENTS:

RCW-State Law

Chapter 64.37 RCW SHORT-TERM RENTALS

Sections

HTMLPDF	64.37.010	Definitions.
HTMLPDF	64.37.020	Taxes.
HTMLPDF	64.37.030	Consumer safety.
HTMLPDF	64.37.040	Short-term rental platforms.
HTMLPDF	64.37.050	Liability insurance.

[PDF](#) **RCW 64.37.010**

Definitions.

The definitions in this section apply throughout this chapter unless the context clearly requires otherwise.

(1) "Contact" means the operator or the operator's representative who is the point of contact for any short-term rental guest for the duration of the guest's stay in the short-term rental.

(2) "Department" means the department of revenue.

(3) "Dwelling unit" means a residential dwelling of any type, including a single-family residence, apartment, condominium, cooperative unit, or room, in which a person may obtain living accommodations for less than thirty days, but not including duly licensed bed and breakfast, inn, hotel, motel, or timeshare property.

(4) "Fee" means remuneration or anything of economic value that is provided, promised, or donated primarily in exchange for services rendered.

(5) "Guest" means any person or persons renting a short-term rental unit.

(6) "Operator" or "short-term rental operator" means any person who receives payment for owning or operating a dwelling unit, or portion thereof, as a short-term rental unit.

(7) "Owner" means any person who, alone or with others, has title or interest in any building, property, dwelling unit, or portion thereof, with or without accompanying actual possession thereof, and including any person who as agent, executor, administrator, trustee, or guardian of an estate has charge, care, or control of any building, dwelling unit, or portion thereof. A person whose sole interest in any building, dwelling unit, or portion thereof is solely that of a lessee under a lease agreement is not considered an owner.

(8) "Person" has the same meaning as provided in RCW **82.04.030**.

(9)(a) "Short-term rental" means a lodging use, that is not a hotel or motel or bed and breakfast, in which a dwelling unit, or portion thereof, that is offered or provided to a guest by a short-term rental operator for a fee for fewer than thirty consecutive nights.

(b) "Short-term rental" does not include any of the following:

(i) A dwelling unit that is occupied by the owner for at least six months during the calendar year and in which fewer than three rooms are rented at any time;

(ii) A dwelling unit, or portion thereof, that is used by the same person for thirty or more consecutive nights; or

(iii) A dwelling unit, or portion thereof, that is operated by an organization or government entity that is registered as a charitable organization with the secretary of state, state of Washington, or is classified by the federal internal revenue service as a public charity or a private foundation, and provides temporary housing to individuals who are being treated for trauma, injury, or disease, or their family members.

(10) "Short-term rental advertisement" means any method of soliciting use of a dwelling unit for short-term rental purposes.

(11) "Short-term rental platform" or "platform" means a person that provides a means through which an operator may offer a dwelling unit, or portion thereof, for short-term rental use, and from which the person or entity financially benefits. Merely publishing a short-term rental advertisement for accommodations does not make the publisher a short-term rental platform.

[**2019 c 346 § 1.**]

PDF **RCW 64.37.020**

Taxes.

Short-term rental operators must remit all applicable local, state, and federal taxes unless the platform does this on the operator's behalf. This includes occupancy, sales, lodging, and other taxes, fees, and assessments to which an owner or operator of a hotel or bed and breakfast is subject in the jurisdiction in which the short-term rental is located. If the short-term rental platform collects and remits an occupancy, sales, lodging, and other tax, fee, or assessment to which a short-term rental operator is subject on behalf of such operator, the platform must collect and remit such tax to the appropriate authorities.

[**2019 c 346 § 2.**]

PDF **RCW 64.37.030**

Consumer safety.

(1) All short-term rental operators who offer dwelling units, or portions thereof, for short-term rental use in the state of Washington must:

(a) Provide contact information to all short-term rental guests during a guest's stay. The contact must be available to respond to inquiries at the short-term rental during the length of stay;

(b) Provide that their short-term rental is in compliance with RCW **19.27.530** and any rules adopted by the state building code council regarding the installation of carbon monoxide alarms; and

(c) Post the following information in a conspicuous place within each dwelling unit used as a short-term rental:

(i) The short-term rental street address;

(ii) The emergency contact information for summoning police, fire, or emergency medical services;

(iii) The floor plan indicating fire exits and escape routes;

(iv) The maximum occupancy limits; and

(v) The contact information for the operator or designated contact.

(2) Short-term rental platforms must provide short-term rental operators with a summary of the consumer safety requirements in subsection (1) of this section.

(3) For a first violation of this section, the city or county attorney must issue a warning letter to the owner or operator. An owner that violates this section after receiving a warning letter is guilty of a class 2 civil infraction under chapter **7.80** RCW. [**2019 c 346 § 3.**]

PDF **RCW 64.37.040**

Short-term rental platforms.

(1) No short-term rental platform may engage in the business in the state of Washington unless the short-term rental platform is in compliance with the requirements of this chapter.

(2) A short-term rental platform must register with the department.

(3) Short-term rental platforms must inform all operators who use the platform of the operator's responsibilities to collect and remit all applicable local, state, and federal taxes unless the platform does this on the operator's behalf.

(4) Short-term rental platforms must inform all operators who use the platform of short-term rental safety requirements required in this chapter.

(5) Short-term rental platforms must provide all operators who use the platform with written notice, delivered by mail or electronically, that the operator's personal insurance policy that covers their dwelling unit might not provide liability protection,

defense costs, or first party coverage when their property is used for short-term rental stays.

[2019 c 346 § 4.]

PDF **RCW 64.37.050**

Liability insurance.

A short-term rental operator must maintain primary liability insurance to cover the short-term rental dwelling unit in the aggregate of not less than one million dollars or conduct each short-term rental transaction through a platform that provides equal or greater primary liability insurance coverage. Nothing in this section prevents an operator or a platform from seeking contributions from any other insurer also providing primary liability insurance coverage for the short-term rental transaction to the extent of that insurer's primary liability coverage limits.

[2019 c 346 § 5.]

City of Enumclaw Ordinance:

**Chapter 5.06
SHORT-TERM RENTALS**

Sections:

5.06.010 Administrative license required.

5.06.020 Conditions of approval of a business license for short-term rentals.

5.06.030 Notice, approval, and/or denial of short-term rental business licenses.

5.06.040 Suspension or revocation procedure.

5.06.050 Penalties.

5.06.010 Administrative license required.

A. Purpose. It is the intent of this chapter to recognize the desire of some property owners to rent their dwelling on a short-term basis and establish appropriate regulations to mitigate the disruption that short-term and vacation rental dwellings may have on a neighborhood. This purpose and intent shall govern the interpretation of the entire chapter.

B. License Required. Any person desiring to rent their home on a short-term or vacation rental basis shall make application for a business license pursuant to Chapter 5.02 EMC, and pay the administrative fee established by city resolution for this purpose. For purposes of this chapter, a "short-term or vacation rental" means the rental of a dwelling or portion thereof used for the purpose of providing lodging for periods of less than 30 days where the owner or operator does not reside or operate the facility. A short-term or vacation rental shall not include a house-swap or home-exchange arrangement or bed and breakfast facilities pursuant to EMC 19.32.030 where the owner lives on the premises. (Ord. 2673 § 1 (Exh. 1), 2020).

5.06.020 Conditions of approval of a business license for short-term rentals.

A. The following conditions of approval shall apply to business license applications for short-term or vacation rentals:

1. **Local Property Representative.** The property owner must designate a local property representative who shall be available 24 hours per day, seven days per week, for the purpose of: (a) responding within one hour to complaints regarding the condition, operation, or conduct of occupants of the short-term rental; and (b) taking remedial action to resolve any such complaints. The name, address, and telephone contact number of the property owner and the local property representative shall be kept on file at the city. The failure to provide the contact information, failure to keep the contact information current, failure to respond in a timely manner to complaints, or the occurrence of repeated complaints may result in the suspension or revocation of approval and/or civil or criminal penalties.

2. Notice shall be mailed to all adjacent properties. The notice shall include the name, address, and telephone contact number of the property owner and the local property representative. Adjacent properties shall be properties directly adjacent to the rental property, excluding intervening features such as roads, alleys, etc. Documentation shall be provided to the city that this mailing has been completed.

3. **Occupancy.** Maximum occupancy of the rental shall be based on the International Building Code standards. The property owner shall be responsible for ensuring that the dwelling unit is in conformance with its maximum occupancy.

4. **Restrictions on Use.** A renter may not use a short-term rental for a purpose not incidental to its use for lodging or sleeping purposes. This restriction includes using the rental for a wedding, banquet, reception, meetings, bachelor or bachelorette party, concert, fundraiser, sponsored event, or any similar group activity.

5. **Parking.** There will be no demand for parking beyond that which is normal to a residential area and no unusual or excessive traffic to and from the premises.

6. **Signage.** No outdoor advertising signs related to the rental dwelling shall be allowed on the site.

7. **Informational Packet.** A packet of information shall be provided to renters and posted conspicuously in the common area of the short-term

rental summarizing guidelines and restrictions applicable to the short-term rental use, including:

- a. Information on maximum occupancy;
- b. Applicable noise and use restrictions;
- c. Location of off-street parking (if applicable);
- d. Direction that trash shall not be stored within public view, except within proper containers for the purpose of collection, and provision of the trash collection schedule;
- e. Contact information for the local property representative;
- f. The renter's responsibility not to trespass on private property or to create disturbances; and
- g. Notification that the renter is responsible for complying with this chapter and that the renter may be cited or fined by the city for violating any provisions of this chapter.

8. Insurance. The property owner shall maintain on file at the city an up-to-date certificate of insurance documenting that the dwelling is insured as a short-term or vacation rental.

9. Inspection. The property owner or his/her designee shall maintain on file at the city an up-to-date certificate of inspection documenting that the dwelling complies with the provisions for transient accommodations in the International Building Code as adopted by the city and shall obtain an appropriate certificate of occupancy. It shall be the responsibility of the property owner to schedule and pass an annual safety inspection.

10. Compliance with City Ordinances. All short-term or vacation rentals must comply with all city codes and ordinances, including but not limited to Chapter [8.20](#) EMC, Noise Control, and Chapter [9.40](#) EMC, Public Nuisance.

B. Effective Date and Expiration. A business license obtained under Chapter [5.02](#) EMC shall be effective for one year and shall be renewed by July 1st every calendar year. (Ord. 2673 § 1 (Exh. 1), 2020).

5.06.030 Notice, approval, and/or denial of short-term rental business licenses.

The procedures for the suspension, revocation or denial of a license shall apply as established in EMC [5.02.070](#). Applicants that do not comply with the conditions of approval as established in EMC [5.06.020](#) shall be denied a business license or renewal of a business license. (Ord. 2673 § 1 (Exh. 1), 2020).

5.06.040 Suspension or revocation procedure.

If the administrator has reasonable cause to believe that any of the conditions imposed upon a short-term rental business under this chapter have been violated, the administrator shall follow the procedures established in EMC [5.02.070](#) to revoke or suspend the business license. (Ord. 2673 § 1 (Exh. 1), 2020).

5.06.050 Penalties.

Any person violating any provision of this chapter shall be subject to the enforcement procedures, remedies, and the civil and criminal penalties provided in EMC [5.02.080](#), Violation – Penalty. (Ord. 2673 § 1 (Exh. 1), 2020).

City of Bellingham:

Short-Term Rental Regulations

The City of Bellingham recently adopted new regulations that define what is allowed as a short-term rental (STR) in [Bellingham Municipal Code Section 20.10.037](#). The regulations are intended to balance the economic opportunity created by STRs with the need to maintain the city's housing supply and protect the rights and safety of owners, guests and neighbors.

An STR is defined as a lodging use, other than a hotel or motel, in which a dwelling unit or portion thereof is provided to guests by an STR operator for a fee for fewer than 30 consecutive nights. STRs are allowed, with some exceptions, in legally-established dwelling units in residential, commercial and urban village zoning districts.

Key regulations include:

- In Residential Zoning Districts:
 - STRs are limited to one per operator.
 - The dwelling unit, including accessory dwelling units, hosting the STR must serve as the primary residence of the owner or long-term renter (with at least a 270-day lease) for at least 270 days/year and the whole unit may be rented no more than 95 days/year.
- In **single-family zones**, STRs are not permitted in detached accessory dwelling units.
- In Commercial and Urban Village Zoning Districts:
 - There is no limit on the number of STRs per operator
 - STRs may be located in primary or nonprimary residences
 - For STRs in nonprimary residences, there is no limit on the number of days/year the unit may be rented
 - For STRs in primary residences, there is no limit on the number of days/year the unit must serve as the primary

residence of the applicant or the number of days/year it may be rented

- In all Zoning Districts:
 - STRs are not allowed in the Lake Whatcom Watershed or shoreline areas.
 - STRs are not allowed in units subsidized by the multi-family tax exemption program or other housing subsidy programs.

Permit Types

The new regulations require an STR land use permit for all STRs in the City. The table below summarizes the permit type required in each zoning district. Type I and Type II STR permits are approved administratively by the Planning Director or designee. Please contact the Permit Center (City Hall – 210 Lottie St., 360-778-8300) for more information.

Short-term Rental Type:	Review Process Type for Residential Zoning Areas:	Review Type for City Urban Zoning
<p>Primary Residence – No more than 2 bedrooms in a dwelling unit, including an accessory dwelling unit (when permitted), may be rented to overnight guests. The subject dwelling unit must serve as the primary residence of the applicant (the owner or long-term tenant) for no less than 270 days per year. The whole dwelling unit may be rented for no more than 95 days per year.</p>	Type I	Type I
<p>Primary Residence – No more than 5 bedrooms in a dwelling unit, including an accessory dwelling unit (when permitted), may be rented to overnight guests. The subject dwelling unit must serve as the primary residence of the applicant (the owner or long-term tenant) for no less than 270 days per year. The whole dwelling unit may be rented for no more than 95 days per year.</p>	Type II	Type 1
<p>Non-primary Residence – No more than 5 bedrooms in a dwelling unit, including an accessory dwelling unit (when permitted), may be rented to overnight guests. The subject dwelling unit is not the primary residence of the applicant. There is no limit on the number of days per year the dwelling unit may be rented.</p>	Not Allowed	Type 1

Safety and courtesy requirements include the following:

- One off-street parking space during guest stay in residential zones
- Operations must prevent unreasonable disturbances to nearby residents
- No change in outside appearance of building or premise that indicates the site is hosting a commercial use
- Local contact person must be available 24 hours/day
- Good neighbor guidelines must be posted in the unit and rental agreement
- No events for compensation in residential zones
- Safety requirements and a City inspection per 20.10.037.D.11 (inspection is required prior to application approval)
- Proof of a valid City of Bellingham [business license](#) must be submitted with the application (may take several weeks to receive the license number)
- Liability insurance

Please refer to [Bellingham Municipal Code Section 20.10.037](#) for the complete set of requirements for STRs.

Prior to submitting an application, please complete these pre-application steps:

- Check in with City staff in the Permit Center (City Hall – 210 Lottie St., 360-778-8300) to obtain guidance on your proposal.
- If you are applying for a Type 1 STR permit, a courtesy notice must be mailed or delivered to residents and property owners adjacent to the STR. See the application for instructions and a sample courtesy notice.

The STR application is available on the City's [Land Use Application webpage](#). After meeting with City staff on your proposal, please fill out the application and submit it to staff in the Permit Center (City Hall – 210 Lottie St.)

An [application fee](#) and a City of Bellingham [business license number](#) for your STR are required to be submitted with the application. Please note that if you do not currently have a City of Bellingham business license for your STR, you will need to apply for one through the [Department of Revenue](#). Once your business license application is

submitted to the DOR, it may take up to two weeks to receive your City of Bellingham business license number.

STR permit application fees are as follows:

- Type I: \$370.00
- Type II: \$550.00
- Type III-A: \$847.00
- Renewal (before January 1 of every even-numbered year): \$250.00
 - [STR Renewal Affidavit](#)

City of Walla Walla

Short-Term Rental FAQ

While these frequently asked question responses endeavor to answer most concerns from community members, please read the rules in their entirety as outlined in [Ordinance No. 2017-33](#) and [Ordinance No. 2017-23](#).

- **What are Type 1 and Type 2 short-term rentals?**

"Short-term rental" means temporary lodging for charge or fee at a dwelling for a period of less than one month, or less than 30 continuous days if the rental period does not begin on the first day of the month.

Short-term rental Type 1 means short-term rental at a dwelling that is the owner's principal residence and where either (1) rooms are rented and the owner is personally present at the dwelling during the rental period, or (2) the entire dwelling is rented no more than 90 total days in a calendar year. Portions of calendar days shall be counted as full days. The room(s) for rent may be located within a detached or attached accessory dwelling unit.

Short-term rental Type 2 means short-term rental at a dwelling that is not the owner's principal residence.

- **What did the City Council decide regarding non owner-occupied Type 2 short-term rentals?**

City Council adopted [Ordinance No. 2017-33](#), which bans new Type 2 short term rentals (non-owner occupied). Non owner-occupied short-term rentals within the city which existed prior to Nov. 9, 2017, may potentially continue operation as a non-conforming use – provided that the owners applied for a Short Term Rental License before February 1, 2018 and demonstrated the following as part of the permit application:

- Property was used as a short-term rental during 2017 prior to Nov. 9, 2017;
- The property continued as a short-term rental as of Nov. 9, 2017 and was not merely intermittent or occasional;
- The owner fully and timely paid all applicable taxes for short-term rental use that occurred prior to Nov. 9, 2017.

- **What if I purchase a Type 2 short-term rental?**

Obtain a [short-term rental permit](#) upon closing.

Keep your short-term rental in good standing by renewing annually.

- **What will qualify Type 2 short-term rentals to be considered lawfully established and existing?**

Only those Type 2 short-term rentals that were lawfully established and existing prior to November 9, 2017 will be allowed as non-conforming uses. Only properties which have a current permit in good standing are considered to be lawfully established and existing.

- **How will I keep my Type 2 short-term rental in good standing?**

The permit and license must be renewed annually. Applicable standards of [Chapter 20.139](#) must be met and the following renewal requirements must also be met:

- Verification that all business and lodging taxes for the previous year have been paid to the Washington State Department of Revenue.
- Schedule the annual inspection. Owners are responsible for scheduling the inspection.
- Renewals must provide proof that Type 2 short-term rental use continued throughout the preceding year. If such use has been discontinued or abandoned, then the Type 2 short-term rental must cease operation. Intent to discontinue and abandon shall be presumed if a location was not rented at least a total of 29 days during the preceding year. Discontinued and abandoned uses may not be reestablished, and no permit or license for a discontinued or abandoned Type 2 short-term rental use shall be renewed.

- **What if I sell my Type 2 short-term rental?**

As long as the Type 2 short-term rental has been determined to be lawfully established and existing and the use has not been abandoned, non-conforming status runs with the property. If the new owner wishes to continue the non-conforming use of the property as a Type 2 short-term rental, then the new owner is required to obtain a Type 2 short-term rental permit and license and comply with regulations.

- **What are the rules regarding nuisance complaints?**

Failure of the owner or the authorized agent or local contact of a Type 2 short-term rental to respond to a nuisance complaint to the Walla Walla Police Department arising out of the occupancy and use of the Type 2 short-term rental by a tenant, or the tenant's visitors or guests is a violation and will be fined as follows:

- First call and violation received is no charge;

- Second call and violation is \$750.00; and
- Third call and violation is \$1,000.00; and
- Fourth call and violation results in revocation of permit and license

- **How can I lose my Type 2 short-term permit and license?**

1. Type 2 short-term rental use must cease if such use has been discontinued or abandoned. Intent to discontinue and abandon a Type 2 short-term rental use shall be presumed if a location was not rented at least a total of 29 days during the preceding year. An owner may rebut such presumption by presenting proof that the failure to sufficiently rent a location was due to conditions over which the owner had no control. Discontinued and abandoned uses may not be reestablished, and no permit or license for a discontinued or abandoned Type 2 short-term rental use shall be renewed.
2. Type 2 short-term rental use must cease if a location is not rented for short-term use for 6 consecutive months or more. When a location is not rented for Type 2 short-term use for 6 consecutive months or more, the use shall be deemed vacated even if the use has been unintentionally vacated.
3. Type 2 permits and licenses may be suspended, modified, or revoked for violations of [Chapter 20.139](#), for violation of any other law on the premises of the short-term rental, or the maintenance of such other conditions as may be shown to be injurious to the public health and safety.

- **How will the City enforce the ordinance?**

The City will enforce the ordinance as we do the other regulations within the municipal code. See [Section 20.139.100](#) of the amended short-term rental regulations and enforcement is process as outlined in Walla Walla Municipal Code [Chapter 20.42](#).

City Seattle

Short-Term Rentals

Short-Term Rental License Posting and Format

Short-term Rental Operator Licenses issued by the City must be posted on every listing advertising or offering the short-term rental unit, including listings on platforms (e.g VRBO, Expedia, MrBnb, Airbnb etc.). The short-term rental license must be posted in this format: STR-OPLI-##-#####. Example STR-OPLI-21-000123. Platforms may remove listings if the license number is not formatted correctly.

Short-Term Rental License Renewals

- Short-term Rental Operator licenses are valid for 12 months from the date they are issued (e.g., if you received your short-term operator's license on March 15, 2021, your license renewal is due on or before March 15, 2022).
- Renewal reminder e-mails will be sent to the e-mail you have on file for the short-term rental operator license. To renew your license, login to your Seattle Services Portal account (<https://cosaccela.seattle.gov/Portal/welcome.aspx>) and follow the steps below:
 1. From the home page, click My Records and select Licenses - Short Term Rentals
 2. Locate your license record, and click the Renew link in the Action column
 3. Follow the prompts, and provide the required information

Under provisions of the Seattle Municipal Code, failure to maintain the required regulatory license while operating may result in enforcement actions.

If you have questions about short-term rental licensing, please contact customer service at [\(206\) 386-1267](tel:2063861267) or STR@seattle.gov.

Get licensed to operate short-term rentals

If you operate short-term rentals (STRs) in Seattle, you must have both a [business license tax certificate](#) and a regulatory license for STRs. Operating an STR without a regulatory license could subject you to fines and other penalties. Avoid fines and penalties by completing the licensing process.

1. If you have not already done so, begin by obtaining a City of Seattle [business license tax certificate](#). (Allow 48 hours after you first apply to proceed to applying for the STR regulatory license.) You may do this online at www.Filelocal-wa.gov.
2. Next, please determine if your STR property is subject to Seattle's [Rental Registration and Inspection Ordinance](#). If so, register your property with the Seattle Department of Construction and Inspections prior to applying for a regulatory license for short-term rental operators.
3. Finally, apply for an STR regulatory license through the [Seattle Services Portal](#). If you do not already have a Seattle Services Portal account, you will be required to create one. You may also submit a paper application, however, please note that paper applications take longer to process. The fee for an STR operator regulatory license is \$75 per unit and it must be renewed annually.

If you are not able to complete the licensing process online, please contact customer service at [\(206\) 386-1267](tel:2063861267) or STR@seattle.gov prior to mailing in a paper application. You may download and print a [paper application](#) here.

Helpful information about Seattle's STR Ordinance

The City's short-term rental ordinance limits the number of units that any one short-term rental operator can operate. (An operator can be a single person, a marital unit, a group of people, or a corporate entity such as an LLC.) The licensing process requires you to include the addresses of specific units to your operator license.

Most short-term rental operators may operate two units: the operator's primary residence and a secondary unit, one in which the operator does not live. The primary unit may be an attached or detached accessory dwelling unit (ADU or DADU) or an "in-law" apartment contained within a larger housing unit. Rented rooms without their own kitchens and bathrooms do not count towards an operator's two units and do not require an additional license. They are covered by a STR operator's primary or secondary residence license. (As an example, if there are three rooms in your house that you offer for rent on an STR platform, you need to obtain an STR license for your primary residence, and all three of these rooms are covered by that single license.)

For operators who have been legally operating short-term rental units prior to Sept. 30, 2017, some special provisions apply. If you operate one or more legacy units (consistent with the limitations of the STR ordinance, you will be required to upload documentation demonstrating its use as a short-term rental within the 12-month period prior to Sept. 30, 2017. This documentation is often referred to as a rental registry. Please have a digital copy (.pdf, .xls or .xlsx, or .doc) of your rental registry ready to upload as you are applying for an operator license.

What do I need before I apply?

Short-term
rental
operator's
license

- Valid [Seattle business license tax certificate number](#) (business license /customer number) If you applied for a new business license tax certificate, please allow 48 hours processing time before applying for the short-term rental regulatory license.

- [Rental Registration Inspection Ordinance \(RRIO\) registration](#) for all rentals that are **not** the primary residence
- For [legacy units](#), you will be required to upload documentation demonstrating its use as a short-term rental within the 12-month period prior to Sept. 30, 2017.

Bed-and-breakfast operator's license

- Valid [Seattle business license tax certificate number](#) (business license/customer number) If you applied for a new business license tax certificate, please allow 48 hours processing time before applying for the short-term rental regulatory license.
- Washington state transient accommodation license number
- A copy of your Washington state transient accommodation license (required to upload)
- Must adhere to Seattle Department of Construction and Inspections (SDCI) zoning requirements for a bed-and-breakfast

Platform (e.g., Airbnb or Vrbo)

- Valid [Seattle business license tax certificate](#) (business license/customer number) if there is an office in Seattle. If you applied for a new business license tax certificate, please allow 48 hours processing time before applying for the short-term rental regulatory license.

Platform reporting requirements

STR platforms (companies like Airbnb, Vrbo, etc.) are required to submit monthly and quarterly reports to the City. They must also pay quarterly fees. [More information about short-term rental platform licensing and reporting.](#)

Frequency	Due date	What's due
Monthly	15th of each month for the previous month's data	Report of all licensed operators, including listed unit and URL
Quarterly	Jan. 15, April 15, July 15 and Oct. 15	Number of STR/B&B operators and number of nights booked

Frequency	Due date	What's due
	(15 calendar days after the end of each quarter)	
<u>Quarterly</u>	Jan. 30, April 30, July 30, Oct. 30 (30 calendar days after the end of each quarter)	Licensing fees--\$1.00 for each night booked (nights stayed by a guest)

What is a short-term rental?

A short-term rental is a type of lodging where a home, or part of a home, is rented for a fee for fewer than 30 consecutive nights. Examples of short-term rentals are those rented through platforms such as Airbnb and VRBO.

Municipal Research Council 2017 Regulations

The issue of internet-based, short-term vacation rentals has been in the news for a few years now. From the consumers' perspective, they are more popular than ever, but many local governments are still wrestling with questions about whether this industry should be regulated and, if so, how?

For communities in Washington State (and elsewhere) without an active tourist market, short-term rentals are not a major issue and those local governments don't usually have regulations addressing them. For those local governments with a significant number of tourists or transient visitors, however, these jurisdictions either already have regulations in place or are contemplating adopting them.

[Kirkland](#) and [Walla Walla](#) recently adopted new regulations on short-term rentals. Other cities, such as [Seattle](#) and [Bellingham](#), are currently developing regulations for these types of rental properties. A [recent public radio feature segment](#) highlighted a referendum placed on Gearhart, Oregon's November 7, 2017, ballot by vacation rental property owners that would've repealed and replaced that town's short-term vacation rental regulations with less restrictive ones. The referendum was defeated by a [reported vote tally](#) of 77% against and 33% in favor of repeal.

Summary of Local Government Issues/Concerns

Most local governments' concerns about short-term rentals fall into at least one of the following categories:

- Collection of lodging and sales tax on these short-term rental stays;
- Mitigation of traffic, parking, noise, and other impacts on the surrounding neighborhood; and
- Compliance with life/safety standards that are commonly applied to other types of lodging establishments (such as hotels, motels, and bed-and-breakfasts).

Another issue of increasing concern is the impact of short-term rentals on a community's affordable housing supply. In this case, the concern isn't necessarily about a homeowner renting out a room or backyard cottage to help with monthly mortgage payments. Instead, local governments fear that property owners will purchase residential units and rent them out on a short-term basis to out-of-town visitors, thereby taking them out of the year-round rental housing supply.

In fact, [Vancouver, BC](#), just passed regulations allowing homeowners or renters to rent out some or all of their principal home, but prohibits the rental of a secondary residence or a "laneway home" — what we in the U.S. would call a detached accessory dwelling unit (ADU) or a backyard cottage. A major driver for that action was the concern about the impact of short-term vacation rentals on the city's already tight rental housing market.

City of Spokane:

Short-Term Rentals

Overview

A short term rental is a rental of all or a portion (e.g. bedroom, basement) of your residential dwelling unit for periods of less than 30 nights. This law became effective on June 17, 2015, allowing eligible permanent residents (owners and tenants) to apply for a short term rental license.

Forms

- [Ordinance](#) (PDF 1.1 MB)
- [Application](#) (PDF 381 KB)
- [Guidesheet](#) (PDF 115 KB)

Application

Applications can be submitted to the City of Spokane Development Services Center, located on the 3rd floor of City Hall. Short term rentals are required to complete the following (including but not limited to):

Before Application:

- Spokane Business License – The City of Spokane and Washington State business license is now combined into one consolidated process. You can apply at the [Department of Revenue website](#).
- Applicable taxes - See [Department of Revenue](#) for Short-term Home Rentals or at 800.647.7706. Effective October 15, 2015, the Department of Revenue and Airbnb.com

have an agreement in place that allows Airbnb.com to collect and report taxes to the State on behalf of the host. [More information.](#)

- Insurance – Proof of insurance to operate as a short term rental
- [Spokane County Health](#) permits (if offering smoking areas, food preparation, pool and spa facilities)
- Properties may also be required to conform to applicable state building code requirements. If commercial events such as hosting weddings, parties or other events which bring the public to a site are proposed a **Type B** Conditional Use Permit may be required – Please contact the Development Services Center, 509.625.6300 for information.

During or After Application:

- Distribute notification letter to all recognized organizations and owners of property abutting and directly across the street from the short-term rental (after permit is issued with contact information and notification of short term rental use)
- Must display City of Spokane provided short term permit number in advertisements

Fees & Renewal

There is a \$150 fee due at the time of application, which does not include the fee of the Spokane Business license. Renewals will be accepted every December (regardless of when you originally applied in the year) for a fee of \$100. If you wish to discontinue the operation of your short term rental, you will not need to take any action as the license will automatically close when a renewal fee isn't paid.

Monitoring and Advertising

All short term rentals must maintain a guest log book. It must include the names and home addresses of guests, guest's license plate numbers if traveling by car, dates of stay, and the room assigned to each guest. The log must be available for inspection by city staff upon request.

All advertised listings for the short term rental must include your short term license number.

Important Notes for Owners/Tenants:

The City of Spokane strongly recommends that you review your lease before submitting an application. Receiving a short term rental license does not override any lease agreements, homeowners association bylaws, Covenants, Conditions & Restrictions (CC&R's), or any other agreement, law, or regulations that prohibit subletting or use of your residential structure as a short term rental.

If you have any further questions regarding short term rentals please contact the City of Spokane Development Services Center at 509.625.6300.

Kirkland

Short-Term Rentals in Kirkland

The City Council adopted an ordinance regulating short-term rentals in Kirkland in October 2017. The ordinance, O-4607, defines short-term rentals as a rental lasting for

less than thirty days, as opposed to long-term rentals, which are defined as those lasting 30 days or more.

The ordinance primarily applies to single family residences. Multifamily residences are generally governed by the rules of the individual complex.

Residents should be aware, however, that the City of Kirkland requires business licenses for any commercial transaction, including all short-term and long-term rentals (including multifamily residences).

Current requirements to obtain a short-term rental business license for homes in Kirkland:

1. The property owner, or an authorized agent, must occupy the property as a primary residence at least 245 days per year to enter into short-term rentals there.
2. A property manager living within 15 miles of the residence must be identified for those days when neither the owner nor an authorized agent are occupying the property.
3. The property owner must have a business license from the State of Washington.
4. The property owner (or authorized agent) also must complete and submit a business license application for the City of Kirkland, and pay licensing fees.
5. As part of the application, a declaration must be filled out and signed. If the applicant is not the owner, it must still be signed by the owner, as owners retain specified responsibilities in all events.
6. Lodging taxes for short-term rentals must be paid to the State of Washington, and those payments are the responsibility of the property owner

White Salmon

In 2022, the city modified its codes related to short-term rentals. The following is a summary of those codes but is not intended to replace the codes.

Short-term rentals are allowed in the R1, R2, R3 and RL residential zones and within commercial zones. Permits are required for all short-term rentals.

Short-term Rentals in Residential Zones

- A property owner in a residential zone can only have one short-term rental regardless of how many residential properties are owned.
- A short-term rental must either be a “vacation home rental” or a “hosted homeshare.” The property owner must provide documentation that the home is the property owner’s primary residence.

- “Vacation Home Rental” is the short-term rental of an entire primary dwelling unit for a maximum of 150 days per year. This does not include accessory dwelling units (ADUs).
- “Hosted Homeshare” is the short-term rental of a portion of a dwelling or an attached or detached separate accessory dwelling unit (ADU) on the property of the licensee’s primary address, where the licensee is present during rental periods. There is no limitation on the maximum number of days per year the unit can be rented.
- The total number of short-term rentals within the residential zones in White Salmon is limited to 10% of the total number of units recorded by the Washington State Office of Financial Management. Currently that number is 122 short-term rentals (based on 1214 housing units).
- A land use permit is also required to obtain a short-term rental permit.
- You must submit a Short-term Rental Permit Application to the City. This application will be used for both the land use permit and the short-term rental permitting processes.

Short-term Rentals in Commercial Zones

- There is no limit as to how many short-term rentals a property owner may have in a commercial zone.
- There is a limit of short-term rentals per parcel, i.e. no more than 30% of the residential units on a given parcel in a commercial zone may be used for short-term rentals.
- There is no limitation on the maximum number of nights per year an STR unit can be rented in a commercial zone.
- You must submit a Short-term Rental Application to the City.

Fees Associated with Short-term Rentals

- \$75.00 application fee per short-term rental application (a single application may contain multiple short-term rentals if within a commercial zone)
- \$175.00 permit fee per short-term rental
- \$75.00 land use permit fee

The City of White Salmon also requires that home owners who rent out their property, short-term or long-term, obtain a city business license. To obtain a city business license, you need to also be registered with the State of Washington and have a UBI# (Unified Business Identification Number). Once you have obtained a UBI#, you can obtain a city business license through the Washington Department of Revenue. To obtain a UBI# and/or a city business license go to

the Washington Departments of Revenue website: www.dor.wa.gov. Business licenses are \$75.00 for the initial license and \$50.00 for each renewal (annually).

Airbnb Experiences standards and requirements

In addition to behaving in accordance with our [Terms of Service](#) and [Community Standards](#), which apply to all community members, Airbnb Experience Hosts—including their Co-Hosts and assistants—must abide by our [Additional Terms for Experience Hosts](#) and meet the following standards and requirements.

Before any Experience is published, it is reviewed based on the below criteria and it must continue upholding these standards to remain on Airbnb. If an Experience doesn't meet these requirements, the listing or associated account may be restricted, suspended, or removed from Airbnb.

In this article

- [Experience requirements](#)
- [Activities with special requirements or restrictions](#)
- [Verification requirements](#)
- [Listing page requirements](#)
- [Hosting standards](#)
- [What we don't allow on Experiences](#)

Experience requirements

Hosts must meet the 3 pillars of a quality Experience

In order to be published, an Experience submission must demonstrate expertise, insider access, and connection. [Learn more about these eligibility criteria](#).

What doesn't qualify as an Experience

Accommodations

Experiences that include accommodations or lodging of any kind are not permitted outside of [Airbnb Adventures](#). If you are interested in renting your space, consider [becoming a Host of a place to stay](#)

Services

Different from typical tours and services, Airbnb Experiences are designed to be highly unique and interactive. So, services are generally ineligible as they don't provide expertise, insider access, and connection. Learn more about [what doesn't qualify as an Airbnb Experience](#).

Activities with special requirements or restrictions

Technically-specialized outdoor activities

Certain activities aren't allowed on the platform. This includes, but is not limited to, activities involving extreme heights or caves (ex: bungee, skydiving, heli-skiing, cave diving), certain ocean activities (ex: free diving, kiteboarding, shark diving), and certain ice or mountain activities (ex: canyoneering, ice climbing, free climbing).

Sexually suggestive activities

Experiences that include sexual content or nudity must have a minimum age limit of 18+, must disclose the presence of nudity, and must take place in a public place (not a private residence). Hosts must also provide behavior requirements for Hosts and guests during the Experience, and specify how guests can opt out of the activity if they feel uncomfortable. Sexually explicit content is not permitted on the platform.

Weapons

We only allow the use of projectile weapons when the Host has a valid license and insurance. Experiences involving firearms must have a minimum guest age limit of 18+.

Political activities

We don't allow Experiences that include direct political actions, like campaigning and fundraising, or activities that violate local laws. Political activities that are informational and educational in nature are permitted.

Special categories

Certain categories of Experiences on Airbnb have additional standards:

- [Online Experiences](#) using Zoom
- [Animals Experiences](#)
- [Cooking Experiences](#)
- [Social Impact Experiences](#)
- [Adventures](#) (Multi-day Experiences)

Verification requirements

Evident ID Verification

If an Experience includes a technically specialized activity where we require proof of a license, certification, or insurance, it will not be published if any of the following is true:

- The Host does not submit the requested documents to our validation partner Evident ID
- The required documents are expired
- The name(s) on the documents does not match the name listed on the Host's Airbnb profile
- The documents don't meet our license or insurance requirements
- Evident ID cannot process the provided documents for any other reason (ex: blurry photo or unrecognized document type)

Listing page requirements

The Experience itinerary must be clear, complete, and accurate. Guests should know exactly what to expect upon booking the Experience. This applies to all Experience details, including:

- What guests will be doing
- Meeting address and instructions for meeting up with the Host
- What's included in the price (ex: what the Host is providing for guests)
- What guests need to bring with them (ex: extra cash to buy food that's not included)
- The time and date of the Experience

No "open-ended" itineraries

Each Experience must have a clear, pre-defined itinerary—we can't accept "open-ended" plans where guests are asked to define an Experience's itinerary, or choose activities or locations. It's OK to include minor variations.

Allowed

- "My baking Experience is different based on the day of the week. On Mondays, we bake bread, and on Tuesday, we bake cookies."
- "We'll visit galleries of upcoming artists. Each afternoon, I'll choose a different artist depending on the artists generating the most interest at the time." This is OK because the main activity—gallery tours—remains the same.

Not allowed

- "I'll meet guests for coffee and then we'll see where the afternoon takes us!"
- "During the tour, guests can choose from among several different activities, including rafting or visiting the temples, or many others."

It's important to note that photos **must** meet Airbnb's [photo quality standards](#).

Information in the Accessibility section of a listing must meet Airbnb's [accessibility feature description requirements](#).

Hosts must list their Experience as an individual, not a business. The Host's [profile photo](#) must be a clear picture of the Host and not a company logo. The Host's [profile name](#) must be the Host's personal name and not a business name. Hosts should describe themselves in the "About Me" section of the Experience page.

Hosting standards

Guests should always know exactly who will be hosting them

If a friend, partner, or a team is helping you host or manage your Experience, they must be registered as a Co-Host or assistant via the Teams tool on your Host dashboard. Co-Hosts must also be assigned to the instances they are leading so that guests know their Host in advance. [Learn more about Co-Hosting requirements.](#)

Hosts may not hand guests off to 3rd party suppliers, or leave guests on their own without a Host

Hosts and Co-Hosts must personally lead their guests throughout the entirety of the Experience.

Only Airbnb guests on an Airbnb Experience

Once a Host lists an Experience for a particular time and date on Airbnb, only Airbnb guests can attend that instance of the Experience. Hosts are not permitted to mix guests from Airbnb and other platforms on the same instance of an Experience.

Hosts cannot set a minimum group size

Every traveler should feel welcome on Airbnb, whether they are traveling on their own or with a group.

Keep to guidelines

Hosts must abide by the health and safety guidelines when hosting in-person Experiences. [Learn more about these requirements.](#)

Hosts must honor all booked reservations

Hosts must honor their reservations, unless the Host must cancel due to a valid [extenuating circumstance](#), safety concerns, or dangerous weather conditions. Learn more about our [Experiences Host Cancellation policy.](#)

Guest feedback

Guests like to know they can expect a consistent level of quality, no matter where they book. Experiences must maintain a high overall rating and avoid too many low review ratings (1-3 stars) from guests. Hosts with too many low ratings or guest-reported issues may have their listings suspended and/or removed from Airbnb.

What we don't allow on Experiences

Mistreatment of animals

Airbnb's [Animal Welfare Guidelines](#) apply to Experiences involving wild animals in the wild and in captivity, as well as domesticated animals under human care. Violations include direct interactions with wild animals (ex: riding, petting, feeding), dog sledding, the purchase or consumption of wild animal products, and certain other activities.

Intellectual property violations

We do not permit the use of copyrighted work such as music, videos, photography, or literature unless the work was created or properly licensed by the Host, or is in the public domain. We also prohibit the unauthorized use of other types of intellectual property such as trademarks (ex: brand names) or individual names (ex: celebrities) that suggest an endorsement of, or affiliation with, a Host or Experience.

Violation of local laws or restrictions

Hosts are responsible for understanding and complying with all applicable laws, rules, regulations, and other requirements that apply to their Experience. Hosts can find information about some of the legal obligations that may apply to their Experience, including information about food, alcohol, the use of public lands, and tour guiding, on our [Responsible Hosting Pages](#).

Inappropriate content and discrimination

Experiences must follow all requirements outlined in [Airbnb's Content Policy](#) and [Nondiscrimination Policy](#)

Experiences that cross country borders

Experiences must take place in a single country. Experiences that include crossing a country border are not permitted.

Payments outside of Airbnb's system

Experience Hosts may not solicit an online or offline payment from guests in violation of Airbnb's offsite payment policy. Read about our [offsite payment policy](#)

About Vrbo Marketplace Standards

Vrbo's Marketplace Standards are best practices for providing guests with a simple, secure, and consistent booking experience. By following these standards, not only will you provide a great booking experience for your guests, but you will also benefit from improved listing visibility. Breaching our Marketplace Standards is a violation of our [Terms and Conditions](#). These standards are intended to minimize risk and provide the best experience possible for you and your guests. Should any of these be violated, your listing is subject to the following:

- Reduced visibility to guests
- Penalties that include, but are not limited to, removing or disabling your ability to receive inquiries, demotion or removal from search results, or removal from the listing site altogether without any refund.

Marketplace Standards

- All bookings must be processed through Vrbo marketplace. Listing content that attempts to direct guests to book outside our checkout flow isn't permitted. This includes, but is not limited to, language containing URLs, phone numbers, email addresses, and physical addresses.
- You must accept a material number of booking requests. While we understand that not all booking requests are desirable for your property, you should accept a material number of requests.
- You must accommodate guests with service animals. All property owners and managers with properties located in the United States and US Territories are required to accommodate guests who require the use of a service animal.
- You can't cancel a material number of confirmed reservations. Cancelling a confirmed reservation can result in lost time and money and result in an overall disappointing experience for guests.
- Your calendar should always be kept accurate. This saves:
 - potential guests submitting booking requests for unavailable dates
 - having to respond to availability requests
- You can't use one listing to drive bookings for multiple unlisted properties.

Fee guidelines

Here's our guide to rates and fees best practices:

- Rates and fees must be honest and transparent.

- Rates on our marketplace should be competitive with other marketplaces.
- The total amount of mandatory fees should not exceed the nightly rate amount.

Note: This will be evaluated on a per booking basis.

- Any mandatory fees must be included in the price breakdown.
- All stay-collected fees, such as electricity usage, linens and towels, can only be collected directly by a host if a guest is made aware prior to booking.
 - For partners who manage their properties through the Vrbo dashboard, stay-collected fees must be clearly detailed in the listing description.
 - For partners who manage their properties via software, fees must be included in the price breakdown before a booking is made.