

## Guidelines for University – Airbnb or similar accommodation

The introduction of the Corporate Manslaughter and Corporate Homicide Act 2007 means that employers have a legal responsibility for the duty of care of its employees and that includes ensuring they are safe and looked after while travelling on business purposes.

To support this responsibility Key Travel, use approved suppliers who have an audit trail ensuring the properties offered are inspected and pass stringent health and safety audits.

Some reasons not to book through unapproved suppliers are:

- When booking outside of Key Travel through sites such as Airbnb there are no regulations to ensure properties are inspected or that they are safe
- Generally, confirmations take 24 hours, so are not immediate
- Vendors are able to access the property at any time which presents a security risk
- Another consideration is that property may not match the description, or that the host may be unresponsive to traveller needs, that could leave the traveller at risk
- Whilst some of the properties may look appealing and appear good value for money, they are often private houses or rooms in private houses, without any guaranteed, audited or controlled standards that help the employer comply with duty of care responsibility

### Example

The Airbnb website they state that they will continue to list properties even if the smoke and carbon detectors do not work

- If a traveller is unhappy with the accommodation Airbnb would have no obligation to find an alternative property, or offer a service level to support the employer meet their duty of care responsibility
- To operate as Hotels and Serviced Apartments all suppliers must have liability insurance providing cover against claims made by members of the public who have suffered injury or damage (including to their property), private vendors would not usually have this
- Hotels and Serviced Apartments have support services including on site reception and post travel customer services to help meet traveller needs and employer responsibility
- Wifi needs be secure if working on company business, and private wifi may be not be secure, also vendors may have access to Personal Identifiable Data, which could leave the traveller vulnerable
- Hotels and Services Apartments are very aware of lone traveller needs and have simple security policies in place;
  - Handing over room details discreetly at check in, so they are not overheard
  - Where possible giving single female travellers rooms that are not on the ground floor or at the end of a corridor
  - Secure door entry systems and manned 24-hour reception

- Bedroom door fitted with a deadlock or chain and a door spy holes