

## Airbnb customer support

11 messages

Airbnb Community Support &lt;[REDACTED]&gt;

Reply-To: [REDACTED]

To: [REDACTED]

Tue, Oct 20, 2026 at 7:42 PM



Hi [REDACTED]

Thank you again for bringing this matter to our attention. Now that our investigation is complete, I wanted to follow up with more information on our security cameras and recording device policy. Airbnb prohibits all hidden cameras. Airbnb also prohibits security cameras and recording devices that are located in or observe the interior of listings, regardless of whether they've been disclosed. Airbnb requires that Hosts disclose the presence and location of all exterior security cameras and recording devices.

You can find more information about our policy here:

[airbnb.com/help/article/3061](https://airbnb.com/help/article/3061)

We heard you, and we've reviewed the experience you reported. Based on the information provided, we were not able to conclude that there was a violation of our policy. We understand that may not be the outcome you were looking for, but appreciate you taking the time to raise this concern.

After a full review of the available information, we've determined that your account should be removed from the Airbnb platform because you didn't comply with our policy prohibiting harassment and threats. You can read more about this policy here:

[airbnb.com/help/article/3063](https://airbnb.com/help/article/3063)

Removal means that your account will no longer be accessible, and you won't be able to create another one. You can read more about removal here:

[airbnb.com/help/article/432](https://airbnb.com/help/article/432)

Any upcoming reservations that you booked as a guest have been canceled and we've fully refunded you.

We understand that the information we have may not tell the full story. Please submit an appeal if anything appears incorrect or if you'd like to share more details that we should consider.

You can do this by going to:

Airbnb.com

Then, enter your email and password, and follow the prompts. A member of that team will aim to contact you within 72 hours of submitting the appeal.

## Airbnb Support

Visit Help Center

Contact Airbnb



Airbnb, Inc.  
888 Brannan St.  
San Francisco, CA 94103, USA

Tue, Oct 20, 2026 at 9:17 PM

Dear Airbnb Appeals and Trust & Safety Team,

I am writing to formally appeal the permanent removal of my Airbnb account following my report of a potential security camera policy violation at Airbnb listing #7164641.

I strongly dispute the characterization of my communications as harassment or threats. I believe this decision fails to adequately distinguish between legitimate consumer complaints, reporting suspected safety violations, and actual threatening conduct.

I am particularly concerned that Airbnb has closed its investigation into the host's conduct while permanently removing the account of the guest who raised the safety concern.

**I believe both the underlying surveillance concerns and Airbnb's handling of this complaint raise important questions of public interest, consumer protection, and procedural fairness.**

I respectfully request an independent review of the decision, taking into account the complete conversation and the circumstances that led to this dispute.

### 1. Background and sequence of events

The chronology of this incident is essential to understanding the context of my communications:

1. I discovered the host's statement that guest numbers would be verified by camera.
2. I asked where the camera was located.
3. The host explicitly described a surveillance camera in a shared kitchen.
4. I requested a full refund because I no longer trusted the accommodation.
5. The host then denied that cameras existed at the property and attributed the references to another listing, while not offering a full refund
6. I expressed an intention to leave a negative review and publicly report the situation.
7. The host eventually offered to assist with a full refund.
8. I created [hsinchu-airbnb.com](https://hsinchu-airbnb.com) to publically document legitimate privacy and public safety concerns
9. Airbnb subsequently permanently removed my account, citing its harassment and threats policy.

This sequence demonstrates that my communications and public reporting arose from a legitimate privacy concern and the host's contradictory explanations, not as an unprovoked attempt to harass or threaten anyone.

Airbnb's own policy prohibits indoor security cameras, including those in common areas, regardless of whether they are disclosed.

As a guest, I had no practical means of independently verifying which of the host's explanations was accurate. My loss of trust and request for a full refund were reasonable responses to these circumstances.

**2. My intention to leave a negative review was not a threat**

I wrote:

"Please accept the cancellation. I will leave a bad review."

I was transparently communicating my intention to leave an honest negative review based on my experience, including the host's conflicting statements about surveillance.

I did not offer to withhold a negative review in exchange for a refund. My request for a refund arose from my loss of trust in the accommodation, while my intention to review arose from the experience itself.

**Communicating an intention to leave an honest negative review should not, by itself, constitute harassment or a threat.**

**3. My public reporting was motivated by consumer safety and civic responsibility**

I also wrote:

"I will also be reporting this conversation, creating a website about your place, and including the address of your place and your names."

I subsequently created [hsinchu-airbnb.com](https://hsinchu-airbnb.com) to document the events, as promised.

My purpose was to provide an accurate, largely factual account of my experience on a neutral platform (the public internet), as opposed to on Airbnb itself.

I believe consumers have a legitimate interest in sharing truthful, documented accounts of potential safety violations, whether through private reports to Airbnb or authorities, or through public reporting and consumer-awareness efforts.

I recognize that my wording could have been perceived as confrontational. However, my intention was not to encourage harassment, intimidation, or harm.

**Public reporting of legitimate safety concerns should not be treated as inherently more threatening than private reporting merely because it may expose a business to public scrutiny.** Any assessment should consider the accuracy, purpose, context, and manner of the reporting.

I also request clarification as to whether the creation or contents of [hsinchu-airbnb.com](https://hsinchu-airbnb.com) contributed to the decision to remove my account. If so, I ask Airbnb to identify the specific content it considered to violate its policies.

**4. My statement about financial consequences was immediately clarified**

At 2:09 PM, I wrote:

"I will make sure that you will lose money."

At 2:10 PM, I clarified:

"You do not deserve my money."

Throughout the conversation, I had repeatedly requested a full refund because I no longer felt comfortable staying at the accommodation.

My statement referred specifically to the host not retaining the money I had paid for my reservation.

It was not a threat to damage the host's property, interfere with the host's business, or cause financial harm unrelated to my reservation.

My clarification was part of the same exchange and made my intended meaning clear.

I respectfully request confirmation that Airbnb considered both statements together, rather than interpreting the first statement in isolation.

**5. Airbnb's investigation into the surveillance complaint requires clarification**

I am particularly concerned by Airbnb's conclusion that it was unable to establish a violation of its security camera policy.

The host explicitly stated that a surveillance camera was located in a shared kitchen, then subsequently denied that cameras existed at the property and attributed the references to another listing or an outdated template.

These contradictory statements are documented in Airbnb's own messaging system.

While contradictory statements alone do not prove that a prohibited camera was installed, they raise a serious question:

**What steps did Airbnb actually take to investigate the presence of cameras?**

Specifically:

1. **Did Airbnb or an independent representative physically inspect the accommodation** to verify whether cameras were installed? If not, what alternative verification was conducted?
2. **Did Airbnb obtain independent evidence**, such as dated photographs, video documentation, or an inspection report, or did it rely primarily on the host's explanations?
3. **How did Airbnb assess the host's explicit statement that a surveillance camera was located in the shared kitchen?** What evidence supported accepting the host's subsequent contradictory explanations?
4. **Did Airbnb review the version of the listing and its camera disclosures that existed at the time of my booking**, rather than relying solely on the current listing?
5. **What standard of evidence was applied?** Does Airbnb's conclusion mean it verified the absence of prohibited cameras, or simply that it could not establish a violation based on the information available?

I am not suggesting that Airbnb must physically inspect every property following a complaint. However, when a host explicitly describes an indoor surveillance camera and subsequently retracts that statement, Airbnb should be able to explain what verification was undertaken before closing the investigation.

There is an important distinction between finding that a violation did not occur and finding that insufficient evidence was available to establish one.

I respectfully request a substantive explanation of Airbnb's investigative process and findings.

**6. Permanent account removal appears disproportionate**

I recognize that some of my language was confrontational and could have been expressed more carefully.

However, my communications arose from a legitimate privacy concern and a dispute over the refund of my reservation payment.

I did not threaten physical violence, property damage, or unlawful interference with the host's business. My statements concerning reviews, reporting, public documentation, and payment were made in the context of seeking accountability for what I believed to be a serious safety issue.

I respectfully dispute that these communications, evaluated in their complete context, justify permanent exclusion from Airbnb.

**I ask Airbnb to explain why permanent account removal was considered proportionate, rather than a warning or another less restrictive response.**

**7. Airbnb's handling of this incident is itself a matter of public interest**

Beyond my individual reservation, I believe this incident raises broader questions about how Airbnb handles reports of potential surveillance violations.

Guests rely on Airbnb's security camera policies to make informed decisions about their privacy and personal safety.

**When a guest receives conflicting information about surveillance equipment, that guest should be able to ask questions, seek a refund, report the matter both privately and publicly, and request accountability.**

Public reporting of a genuine consumer-safety concern is not inherently harassment. Guests should be able to share accurate, appropriately documented experiences with other consumers, journalists, regulators, or the public without automatically being treated as threatening merely because the information may affect a host's reputation.

At the same time, Airbnb has a legitimate responsibility to protect hosts from genuine harassment and threats. These responsibilities are not mutually exclusive.

My concern is whether Airbnb has appropriately balanced them in this case.

The outcome raises important questions:

- How does Airbnb independently verify allegations involving potentially undisclosed surveillance cameras?
- How does Airbnb distinguish legitimate public-interest reporting from harassment or intimidation?
- What safeguards prevent users who raise safety concerns from facing disproportionate sanctions during disputes?
- What procedural protections exist when Airbnb imposes the serious consequence of permanent account removal?

I believe Airbnb's handling of these matters is itself a legitimate subject of public scrutiny and consumer discussion.

My purpose in raising these questions is to seek transparency and accountability.

**8. Request for independent review and reconsideration**

In light of the above, I respectfully request:

1. **Reconsideration of my permanent account removal**, including an independent assessment of the complete conversation, my stated intentions, the contents of my public reporting, and the proportionality of the sanction.
2. **A specific explanation of the alleged harassment or threats**, identifying the statements, website content (if applicable), and policy provisions relied upon, and explaining whether my immediate clarifications and the surrounding context were considered.
3. **A substantive account of Airbnb's camera investigation**, including whether the property was independently inspected or verified, how the host's contradictory explanations were assessed, and what evidence supported the conclusion.

I request reinstatement of my account following a fair and comprehensive review.

**Conclusion**

I raised this issue because I was concerned about my privacy and the possibility of undisclosed surveillance.

I did not set out to harass or threaten anyone.

I acknowledge that some of my language was confrontational and could have been expressed more carefully. Nevertheless, I believe there is an important difference between strongly expressing dissatisfaction, communicating an intention to report suspected misconduct publicly or privately, and engaging in actual harassment or threats.

I respectfully ask Airbnb to evaluate my conduct fairly, in its complete context, and to apply meaningful scrutiny to the host's documented statements concerning surveillance.

Permanent account removal is a serious consequence, particularly when it follows a guest's report of a potential safety violation.

I hope Airbnb will reconsider this decision and provide a substantive explanation of its findings.

I look forward to your response.

Sincerely,

[REDACTED]

[Quoted text hidden]

Airbnb Community Support <[REDACTED]>  
Reply-To: [REDACTED]  
To: [REDACTED]

Tue, Oct 20, 2026 at 9:25 PM



Hi [REDACTED]

Thank you for sharing your thoughts with us.

Upholding the policies and standards that protect our community is very important to us. We've given your case and its details careful consideration and we determined that your account has to be removed.

We understand that this might not be what you'd hoped for, but we came to this outcome because of our policies.

Our review is complete now, and we won't be able to offer additional support on this case at this time.

If you'd like to provide feedback on Airbnb's policies or your experience, you can do so any time at:

[airbnb.com/feedback](https://airbnb.com/feedback)

Thanks.

**Airbnb Support**

Visit Help Center

Contact Airbnb

[Quoted text hidden]

To: [REDACTED]

Tue, Oct 20, 2026 at 9:40 PM

Dear Airbnb Trust & Safety Team,

Thank you for your response.

I am deeply concerned that my detailed appeal was rejected within approximately eight minutes, without addressing any of the substantive questions or evidence I presented.

My appeal raised serious issues, including:

- 1. The host's explicit statement that a surveillance camera was located in a shared kitchen, followed by contradictory explanations.
- 2. Whether Airbnb conducted any independent investigation or physical inspection of the property before concluding that no policy violation could be established.
- 3. Which specific statements or actions Airbnb determined constituted harassment or threats, and whether my subsequent clarifications were considered.
- 4. Whether my factual public reporting of a legitimate consumer-safety concern contributed to the decision to permanently remove my account.

Your response addressed none of these questions.

While I understand that Airbnb has discretion to enforce its community policies, a permanent account removal is a serious decision. I believe it warrants a meaningful explanation, particularly when it follows a guest's report of a potential surveillance violation.

The eight-minute turnaround also raises reasonable questions about whether my appeal received an independent and substantive review. I would appreciate clarification as to whether a reviewer examined the complete appeal and supporting evidence.

**I am not simply asking Airbnb to repeat its decision. I am asking Airbnb to explain the factual and policy basis for that decision and to address the specific concerns raised in my appeal.**

I also believe Airbnb's handling of this matter raises legitimate questions of public interest concerning guest safety, consumer reporting, and procedural fairness.

I respectfully request that this correspondence be escalated to an appropriate senior member of the Trust & Safety or appeals team for a substantive response.

If Airbnb maintains that no further review is available, please confirm whether this is its final decision and whether any other formal review or complaint mechanism remains available.

Sincerely,

[REDACTED]

[Quoted text hidden]

Airbnb Community Support <[REDACTED]>

Reply-To: [REDACTED]

To: [REDACTED]

Tue, Oct 20, 2026 at 9:43 PM



1. Thanks for contacting us. I've shared your request with our specialist team, and someone will follow up as soon as possible. If you have any other questions, reply to this message.
2. Thanks for reaching out—I know waiting for answers can be frustrating, and I appreciate your patience. I've shared your request with our specialist team, and someone who's best equipped to help will follow up as soon as they can. If you have any other questions in the meantime, just reply to this message.

### Airbnb Support

[Visit Help Center](#)

[Contact Airbnb](#)

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Airbnb Community Support <[REDACTED]>  
Reply-To: [REDACTED]  
To: [REDACTED]

Tue, Oct 20, 2026 at 9:52 PM



Hello [REDACTED]

Having reviewed all of the information received, our Appeals Team has determined it won't be possible to reactivate your account/listing at this time.

The safety of our community is one of our top priorities and, as this incident was of a highly sensitive nature, we must act cautiously.

As the original outcome was determined to be in line with our standards and policies, you won't be able to submit another appeal.

Our review is complete now, and we won't be able to offer additional support on this case at this time.

Best,  
[REDACTED]

### Airbnb Support

[Visit Help Center](#)

Contact Airbnb

[Quoted text hidden]

Tue, Oct 20, 2026 at 10:22 PM

To: [REDACTED]

Dear [REDACTED]

Thank you for your response.

To be clear, I am not requesting reinstatement or another appeal. **I am asking Airbnb to answer the substantive questions I have raised**, which remain unanswered.

**I believe Airbnb's handling of this incident is a matter of legitimate public interest, independent of my account status.**

Closing an account appeal does not resolve the broader questions of consumer safety, investigative transparency, and platform accountability.

I am requesting a substantive response to these questions, not reconsideration of my account removal.

Sincerely,

[REDACTED]

[Quoted text hidden]

Airbnb Community Support [REDACTED]

Reply-To: [REDACTED]

To: [REDACTED]

Tue, Oct 20, 2026 at 10:46 PM



Hi [REDACTED]

Thank you for sharing your thoughts with us.

Upholding the policies and standards that protect our community is very important to us. We've given your case and its details careful consideration and we determined that it won't be possible to reactivate your account/listing at this time.

We understand that this might not be what you'd hoped for, but we came to this outcome because of Bullying and harassment.

Our review is complete now, and we won't be able to offer additional support on this case at this time. If you'd like to give us feedback on our policies or your experience, you can do so using the following link:

[airbnb.com/feedback](https://airbnb.com/feedback)

Best,

[REDACTED]

**Airbnb Support**

[Quoted text hidden]

[Visit Help Center](#)

[Contact Airbnb](#)

Tue, Oct 20, 2026 at 10:47 PM

Dear Airbnb Trust & Safety Team,

Once again, I am **not requesting reinstatement or another appeal**.

I am requesting answers about Airbnb's surveillance investigation, the specific conduct deemed harassment, and whether my public reporting influenced your decision.

These questions remain unanswered despite repeated requests.

**Please confirm whether Airbnb is refusing to address these matters of legitimate public interest.**

Sincerely,

[Quoted text hidden]

Tue, Oct 20, 2026 at 11:31 PM

Airbnb Community Support <[redacted]>  
Reply-To: [redacted]  
To: [redacted]



Hello [redacted]

Thanks for getting in touch with your concerns.

We've given your case and its details careful consideration and determined that we won't be able to reactivate your account/listing at this time.

Our review is complete now, and we won't be able to offer additional support on this matter.

Best,

[redacted]

**Airbnb Support**

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[Quoted text hidden]

Tue, Oct 20, 2026 at 11:34 PM

To: [REDACTED]

Dear [REDACTED]

Are you actually reading my messages?

I have repeatedly stated that I am **not requesting account reinstatement**, yet every response continues to address reinstatement while ignoring my questions.

Could you please confirm that a human is reading and understanding this message?

To verify that my message is actually being read, please answer one simple question:

**What is 2 + 2?**

I would appreciate a direct answer rather than another generic response about my account status.

Sincerely,

[REDACTED]

[Quoted text hidden]