This document contains structured knowledge about Airbnb properties, booking rules, policies, amenities, pricing details, and guest support.
The information is written in a general, reusable format so the RAG model can retrieve accurate context for user queries.

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1. Overview of Airbnb Booking

Airbnb allows guests to book short-term stays in properties listed by hosts.
Guests can search for locations, compare amenities, check availability, and make reservations for specific dates.

Key booking steps:

1. Search for properties by city or region.

2. Compare listings including price, amenities, and address.

3. Select check-in and check-out dates.

4. Confirm booking and receive a confirmation number.

Hosts must approve bookings only if the property is set to "manual approval."
Instant Book properties confirm automatically.

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2. Cities and Available Property Types

Airbnb listings are categorized by city.
The following cities and property types represent sample knowledge available to the system.

San Francisco

*   Downtown lofts

*   Victorian-style homes

*   Studios near Golden Gate Park

*   Options with workspaces, kitchens, and bay views

New York

*   Brooklyn apartments

*   Manhattan penthouses

- East Village studios

- Options with skyline views, gym access, and doorman security

Los Angeles

- Venice Beach bungalows

- Hollywood hills villas

- Options with beach access, hot tubs, or private pools

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3. Amenities Overview

Common amenities that guests frequently request:

Basic Amenities

- High-speed WiFi

- Full kitchen

- Workspace / desk area

- Air conditioning

- Heating

Premium Amenities

- Ocean view or city view

- Private balcony or patio

- Gym or fitness area

- Pool or hot tub

- Parking or garage

- Washer and dryer

- Pet-friendly accommodations

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4. Pricing Information

Airbnb pricing varies by city:

Typical Nightly Price Ranges

- San Francisco: **$120–$220 per night**

- New York: **$150–$350 per night**

- Los Angeles: **$160–$400 per night**

Additional Fees

- Cleaning fee (optional depending on property)

- Service fee (charged by Airbnb)

- Taxes depending on the city or region

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5. Booking Confirmation Details

When a guest books a property, they receive:

- A **unique confirmation number**

- The **property name**

- The **full address**

- The **guest name**

- **Check-in and check-out dates**

- The **nightly rate** and fees

Guests should keep this confirmation number for any support inquiries.

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6. Cancellation Policies

Cancellation policies vary by listing, but common policies include:

Flexible

- Full refund up to 24 hours before check-in

- After that, the first night is charged

Moderate

- Full refund up to 5 days before check-in

Strict

- Refund only available for cancellations within 48 hours of booking and at least 14 days before check-in

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7. Check-In & Check-Out Information

Guests can self-check-in if the host provides:

- A lockbox code

- Smart lock instructions

- Front desk access (in some apartment buildings)

Typical Times

- Check-in: **3 PM**

- Check-out: **11 AM**

Times vary by host and should be confirmed during booking.

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8. Safety and House Rules

Common house rules that guests must follow:

- No smoking inside the property

- No parties or loud events

- No unauthorized guests

- Follow pet guidelines if applicable

- Respect quiet hours (often 10 PM–7 AM)

Safety features may include:

- Smoke detectors

- Fire extinguishers

- Carbon monoxide detectors

- Emergency contacts

9. Guest Support and Help

Guests can contact support for:

- Problems with check-in

- Issues with cleanliness or broken amenities

- Incorrect listing information

- Refund or cancellation questions

- Host communication problems

Support is available 24/7 via the Airbnb Help Center.