Find help articles

Search guides, policies, and troubleshooting.

| Search help topics, e.g. 'refund' or 'check-in' | Search |

Booking   Payments   Hosting   Safety   Policies

Popular articles

How to get a refund

Steps to request and track refund status.

Change or cancel a reservation

Modify bookings or contact the host.

Frequently asked questions

Top questions

How do I request a refund?	+
How do I change my reservation?	+
What if I lost my keys?	+

```
<> index2.html > ...
  1   <!doctype html>
  2   <html lang="en">
  3   <head>
  4     <meta charset="utf-8" />
  5     <meta name="viewport" content="width=device-width,initial-scale=1" />
  6     <title>Help — Responsive Clone</title>
  7     <style>
  8       :root{--accent:■#FF5A5F;--muted:■#6b6b6b;--bg:■#f7f7f8;--card:■#ffffff;--max:1100px}
  9       *{box-sizing:border-box}
 10       body{font-family:Inter, system-ui, -apple-system, "Segoe UI", Roboto, "Helvetica Neue", Arial; margin:0; color:□#111;background:var
          (--bg);line-height:1.4}
 11       a{color:inherit;text-decoration:none}
 12
 13       /* Header */
 14       header{background:□#fff;border-bottom:1px solid ■#e6e6e6}
 15       .container{max-width:var(--max);margin:0 auto;padding:0 16px}
 16       .topbar{display:flex;align-items:center;justify-content:space-between;padding:14px 0}
 17       .brand{display:flex;align-items:center;gap:12px;font-weight:600}
 18       .brand .logo{width:36px;height:36px;border-radius:8px;background:var(--accent);display:inline-block}
 19       nav{display:flex;gap:12px;align-items:center}
 20       .btn{padding:8px 12px;border-radius:8px;border:1px solid ■#eee;background:□#fff;cursor:pointer}
 21
 22       /* hero */
 23       .hero{padding:28px 0}
 24       .hero-grid{display:grid;grid-template-columns:1fr 360px;gap:24px;align-items:start}
 25       .search-card{background:var(--card);padding:20px;border-radius:12px;box-shadow:0 8px 24px □rgba(15,15,15,.06)}
 26       .search-input{display:flex;gap:8px;border:1px solid ■#e9e9e9;padding:8px;border-radius:10px}
 27       .search-input input{flex:1;border:0;outline:none;padding:8px;font-size:16px}
 28       .search-input button{background:var(--accent);color:□#fff;border:0;padding:8px 12px;border-radius:8px;cursor:pointer}
 29       .help-cats{display:flex;gap:8px;flex-wrap:wrap;margin-top:12px}
 30       .cat{background:■#f3f4f6;padding:8px 12px;border-radius:999px;font-size:14px;color:□#333}
```

```css
/* sidebar */
.support-card{background:var(--card);padding:18px;border-radius:12px}
.support-card h4{margin:0 0 8px}
.support-list{display:flex;flex-direction:column;gap:8px}
.support-item{display:flex;align-items:center;gap:12px;padding:10px;border-radius:8px;border:1px solid ■#f0f0f0}

/* main content */
main{padding:20px 0}
.grid{display:grid;grid-template-columns:repeat(3,1fr);gap:18px}
.card{background:var(--card);padding:18px;border-radius:12px;border:1px solid ■#eee}
.card h3{margin:0 0 8px}
.small{font-size:14px;color:var(--muted)}

/* FAQ */
.faq{margin-top:18px}
.faq .faq-item{border-top:1px solid ■#eee}
.question{padding:14px;display:flex;justify-content:space-between;align-items:center;cursor:pointer}
.answer{padding:0 14px 14px 14px;display:none;color:□#333}
.question.open + .answer{display:block}

/* footer */
footer{padding:28px 0;color:var(--muted)}
.footer-grid{display:flex;gap:16px;flex-wrap:wrap}

/* responsive */
@media (max-width:1000px){.hero-grid{grid-template-columns:1fr 300px}}
@media (max-width:860px){.grid{grid-template-columns:repeat(2,1fr)}.hero-grid{grid-template-columns:1fr} .search-card{order:2} .
support-card{order:1}}
@media (max-width:520px){.grid{grid-template-columns:1fr}.brand{gap:8px} .topbar{padding:10px}}
```

```css
    /* utility */
    .muted{color:var(--muted)}
    .center{display:flex;align-items:center;justify-content:center}
    .pill{display:inline-block;padding:6px 10px;background:■#f3f3f3;border-radius:999px;font-size:13px}
  </style>
</head>
<body>
  <header>
    <div class="container">
      <div class="topbar">
        <div class="brand">
          <span class="logo" aria-hidden="true"></span>
          <div>
            <div style="font-weight:700">AirHelp</div>
            <div style="font-size:12px;color:var(--muted);margin-top:2px">Help center clone</div>
          </div>
        </div>
        <nav>
          <a class="btn" href="#">Log in</a>
          <a class="btn" href="#">Sign up</a>
        </nav>
      </div>
    </div>
  </header>

  <section class="hero">
    <div class="container">
      <div class="hero-grid">
        <div class="search-card">
          <h1 style="margin:0 0 8px">Find help articles</h1>
          <p class="small">Search guides, policies, and troubleshooting.</p>
```

```html
<p class="small">Search guides, policies, and troubleshooting.</p>

<div style="margin-top:12px">
  <div class="search-input" role="search">
    <input id="search" placeholder="Search help topics, e.g. 'refund' or 'check-in'" />
    <button id="searchBtn">Search</button>
  </div>
  <div class="help-cats" aria-hidden="true">
    <span class="cat">Booking</span>
    <span class="cat">Payments</span>
    <span class="cat">Hosting</span>
    <span class="cat">Safety</span>
    <span class="cat">Policies</span>
  </div>
</div>

<section style="margin-top:18px">
  <h3 style="margin:0 0 8px">Popular articles</h3>
  <div class="grid" style="grid-template-columns:repeat(2,1fr);gap:10px">
    <article class="card">
      <h4 style="margin:0 0 6px">How to get a refund</h4>
      <p class="small">Steps to request and track refund status.</p>
    </article>
    <article class="card">
      <h4 style="margin:0 0 6px">Change or cancel a reservation</h4>
      <p class="small">Modify bookings or contact the host.</p>
    </article>
  </div>
</section>
```

```html
</div>

<aside class="support-card">
  <h4>Need to contact support?</h4>
  <div class="support-list">
    <div class="support-item">
      <div style="width:44px;height:44;border-radius:8px;background:■#f8f8f8" class="center">📞</div>
      <div>
        <div style="font-weight:600">Call us</div>
        <div class="small">Available 24/7</div>
      </div>
    </div>

    <div class="support-item">
      <div style="width:44px;height:44;border-radius:8px;background:■#f8f8f8" class="center">💬</div>
      <div>
        <div style="font-weight:600">Message</div>
        <div class="small">Chat with an agent</div>
      </div>
    </div>

    <div class="support-item">
      <div style="width:44px;height:44;border-radius:8px;background:■#f8f8f8" class="center">📄</div>
      <div>
        <div style="font-weight:600">Policy center</div>
        <div class="small">Rules & safety</div>
      </div>
    </div>
  </div>
</aside>
```

```html
      </div>
    </div>
  </section>

<main>
  <div class="container">
    <section class="faq">
      <h2>Frequently asked questions</h2>
      <div style="margin-top:12px">

        <!-- search results area -->
        <div id="results" class="grid">
          <!-- cards will be injected by JS -->
        </div>

        <div style="margin-top:18px">
          <h3>Top questions</h3>
          <div class="card" style="padding:0">
            <div class="faq-item">
              <div class="question">How do I request a refund?<span class="muted">+</span></div>
              <div class="answer">To request a refund, go to your Trips, select the reservation and follow the 'Request refund' link.
              You may need to contact the host first.</div>
            </div>

            <div class="faq-item">
              <div class="question">How do I change my reservation?<span class="muted">+</span></div>
              <div class="answer">Open your Trips, choose the reservation and use the 'Change reservation' option to propose new dates
              or contact the host.</div>
            </div>
```

```html
                    <div class="faq-item">
                      <div class="question">What if I lost my keys?<span class="muted">+</span></div>
                      <div class="answer">Contact your host immediately. If you can't reach them, contact platform support for help
                        coordinating a solution.</div>
                    </div>

                  </div>
                </div>

            </div>
          </section>

        </div>
      </main>

      <footer>
        <div class="container">
          <div class="footer-grid">
            <div style="flex:1;min-width:220px">
              <strong>AirHelp</strong>
              <div class="small">Help center clone — demo UI only</div>
            </div>
            <div class="small">© Demo — Not affiliated with Airbnb</div>
          </div>
        </div>
      </footer>

      <script>
```

```javascript
// Sample dataset of help articles (replace with real data or API calls)
const articles = [
  {id:1,title:'How to get a refund',cat:'Payments',body:'Steps to request and track refund status, timeline and exceptions.'},
  {id:2,title:'Cancel or change a reservation',cat:'Booking',body:'How to cancel or change your booking and what fees may apply.'},
  {id:3,title:'Check-in instructions',cat:'Hosting',body:'What to expect during check-in and how to contact the host.'},
  {id:4,title:'Safety and security tips',cat:'Safety',body:'Guidelines for staying safe and reporting issues.'},
  {id:5,title:'Payment methods and receipts',cat:'Payments',body:'How payments work, payment methods and viewing receipts.'},
  {id:6,title:'Report a problem with a host',cat:'Hosting',body:'How to escalate issues and request help from support.'}
];

const resultsEl = document.getElementById('results');

function renderCards(list){
  resultsEl.innerHTML = '';
  list.forEach(a => {
    const el = document.createElement('article');
    el.className = 'card';
    el.innerHTML = `<h4>${a.title}</h4><p class='small'>${a.cat}</p><p style='margin-top:8px'>${a.body}</p>`;
    resultsEl.appendChild(el);
  });
}

// initial render (top 3)
renderCards(articles.slice(0,3));

// accordion for top questions
document.querySelectorAll('.faq .question').forEach(q => {
  q.addEventListener('click', ()=>{
    const open = q.classList.toggle('open');
    // toggle text marker
    q.querySelector('.muted')?.textContent = open ? '∃' : '+';
  });
});
```

```
        q.querySelector('.muted')?.textContent = open ? '⊟' : '+';
      });
    });

    // search filter
    const searchInput = document.getElementById('search');
    const searchBtn = document.getElementById('searchBtn');
    function doSearch(){
      const q = searchInput.value.trim().toLowerCase();
      if(!q){ renderCards(articles.slice(0,3)); return; }
      const filtered = articles.filter(a => (a.title + ' ' + a.body + ' ' + a.cat).toLowerCase().includes(q));
      if(filtered.length) renderCards(filtered);
      else resultsEl.innerHTML = '<div class="card">No results. Try different keywords.</div>';
    }
    searchBtn.addEventListener('click', doSearch);
    searchInput.addEventListener('keydown', e => { if(e.key === 'Enter') doSearch(); });

    // small accessibility: focus styles
    document.addEventListener('keyup', (e)=>{
      if(e.key === 'Tab') document.body.classList.add('show-focus');
    });
  </script>
</body>
</html>
```