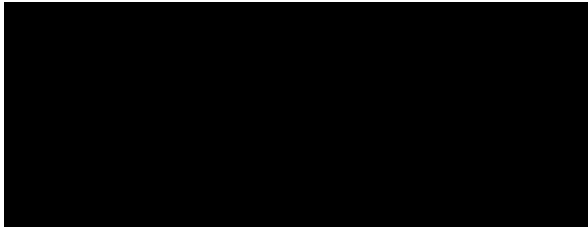


15 May 2023



### **Official Information Act #22.161 – Response**

1. We refer to your request received on 14 April 2023. You requested details of any complaints the Commerce Commission (the Commission) has received about Airbnb, or hosts providing services using the Airbnb platform, that relate to extra cleaning fees applied by the platform.
2. We have treated this as a request for information under the Official Information Act 1982 (OIA).

### **Our response**

3. To respond to your request, we searched our database for complaints about Airbnb. We set the filter so our search would capture Airbnb the trader, Airbnb hosts or any other related service providers.
4. The Commission has received two complaints about Airbnb cleaning fees. We provide a summary of these complaints and the outcome of the two complaints in **Appendix A.**

### **Further information**

5. Please note the Commission will be publishing this response to your request on its website. Your personal details will be redacted from the published response.
6. Please do not hesitate to contact us at [ويا@comcom.govt.nz](mailto:ويا@comcom.govt.nz) if you have any questions about this response.

Yours sincerely



OIA and Information Coordinator

Released Under Official Information Act 1982

Appendix A			
Enquiry #	Date	Complaint	Outcome
ENQ0508967	5 January 2018	Complainant is concerned about Airbnb advertising an overnight stay price, but a cleaning charge and service fee is added at the point of booking. Some of the cleaning charges are between 50%-80% the cost of staying the night. Complainant says this is slightly misleading.	NFA <sup>1</sup>
ENQ0528913	30 July 2019	Complainant is staying at an Airbnb and has paid a cleaning fee, but then is also expected to clean before leaving the accommodation. The Complainant is disabled so she would have to pay for her own cleaning as well as paying the cleaning fee to Airbnb. Complainant said this wasn't made clear.	NFA

<sup>1</sup> The Commission may decide not to take further action in relation to a complaint for a number of reasons. These reasons include, but are not limited to, circumstances where we consider the complaint is better suited to private action by the complainant, the complaint is subject to the jurisdiction of another agency, or where there is no clear breach of the law. However, each complaint and enquiry provides information that is valuable to the Commission. This contributes to future priorities, potential issues for us to watch closely or emerging issues to refer to our policy agency, MBIE. In this regard, we will monitor complaints or information we receive as we look to future prioritisation.