

Template for reporting damage caused by a guest

A report to document damage in a tourist home and claim for it: booking details, what happened, damaged items with their cost and the deadlines for Airbnb, Booking, the deposit and insurance.

Reviewed on 6 October 2026 · Applies to: good management practice, not a legal rule

Serious damage is rare; almost all of it is small stuff (a glass, a frying pan, a stain). But it is recovered or lost for the same reasons: **evidence and deadlines**. Without photos from before, the guest will say it was already like that; and on Airbnb and Booking you have **14 days** from check-out to claim.

Fill in this report on the same day you discover the damage and keep it with the photos and invoices. We explain it in What if they wreck my flat?.

How to use it

- ☐ Take dated photos or video of the damage as soon as you see it, before repairing or throwing anything away.
- ☐ Find the photos from the clean before the guest's check-in: they prove what condition it was in.
- ☐ Get a quote or keep the invoice or receipt for the repair or replacement.
- ☐ Write to the guest through the platform and keep the messages: anything in writing helps.
- ☐ Claim within each channel's deadline (below). If the damage is serious, report it to the police and notify your insurer.

Booking details

Home (address and registration code)

Platform (Airbnb, Booking, Vrbo, direct booking, other)

Booking reference or number

Lead guest on the booking

Check-in and check-out dates

People on the booking and people actually there, if they differ

Who is making the report and date

What happened

Description of the damage: what, where, when and who discovered it

Was there a party, more people than on the booking or complaints from neighbours? Give details

Messages with the guest: date, channel and what they replied

Damaged items

ITEM	DAMAGE	PHOTOS (YES/NO)	COST TO REPAIR OR REPLACE	INVOICE/RECEIPT
Extra cleaning				

Where and when to claim

These are the conditions published by the platforms and they can change: check them in their help centre before claiming.

- ☐ Airbnb: claim through AirCover within 14 days of check-out, with photos and invoices.
There is no deposit: AirCover covers damage caused by guests. The guest has 24 hours to respond before Airbnb steps in.
- ☐ Booking with a damage deposit: you manage it and claim through the extranet within 14 days of check-out, with evidence.
The guest pays the deposit or authorises it on their card and it is returned at check-out.
- ☐ Booking with the damage programme (no deposit): claim through the extranet within 14 days of check-out, with evidence.
It has a cap of about €500 per stay. In both Booking cases, payment arrives in about 30 days.
- ☐ Vrbo: claim within 14 days with the deposit held on the card or with the damage protection the guest paid for.
- ☐ Direct booking: deduct the damage from the deposit and tell the guest in writing.
In line with the signed document stating when and how the deposit is returned.
- ☐ Insurance: notify your insurer if the damage is serious. It only pays out if the policy declares tourist or holiday rental use.
Not all policies cover damage caused by guests. Airbnb and Booking are the first line; insurance, the second.
- ☐ If it is serious (thousands of euros), report it to the police as well as claiming.

Outcome

Total claimed (€)

Date of the claim and channel (platform, deposit, insurance, police report)

Response from the guest, the platform or the insurer

Amount recovered and date

Guidance template: this is not a legal document. The deadlines and conditions of Airbnb, Booking and Vrbo are set by each platform and can change; those of your insurance, by your policy.

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Sources

- Airbnb: AirCover host protection (in Spanish) – <https://www.airbnb.es/help/article/279>
- Airbnb: AirCover for hosts (in Spanish) – <https://www.airbnb.es/aircover-for-hosts>
- Booking.com Partner Hub: everything you need to know about damage options (in Spanish) – <https://partner.booking.com/es/ayuda/condiciones-pagos/gestionar-pagos/todo-lo-que-necesitas-saber-sobre-las-opciones-de>