

## FAQS AIRBNB WSL FOOTBALL PLAYER ACCOMMODATION FUND

1. What is the aim of the Airbnb Player Accommodation fund?
2. How do I apply?
3. Is the fund open to players on loan and free agents?
4. What if I relocate more than once in a season?
5. What if I have questions about my eligibility for the fund?
6. What is the deadline for requesting a player accommodation credit?
7. How will recipients be selected to receive an Airbnb Player Accommodation credit?
8. How will I be notified if I'm eligible to receive an Airbnb Player Accommodation credit?
9. I received the email from Airbnb, I claimed my credit, but I can't find it on my account.
10. How long do I have to use the credit?
11. How can I apply my credit to a reservation?
12. Can I use the credit across multiple stays?
13. My credit has expired or is expiring soon. Can I have the expiration date extended?
14. b Player Accommodation credit; is there someone I can contact?What is Airbnb and how does it work?
15. How do I create an Airbnb Account?
16. What are Airbnb's standards and expectations?
17. Is Airbnb a WSL Football partner?
18. I have a question about redeeming my Airbnb Player Accommodation credit; Is there someone I can contact?
19. Why do I have to verify my identity on Airbnb?
20. I'm having issues verifying my identity on Airbnb, what can I do?
21. Can I use my Airbnb Player Accommodation credit for Experiences or other services?
22. My Airbnb Player Accommodation credit isn't showing in my Airbnb account.

1. What is the aim of the Airbnb Player Accommodation fund?
  - a. The aim of the Airbnb Player Accommodation fund is to provide accommodation support to eligible WSL Football players selected by WSL Football. Accommodation support will be provided in the form of a \$2,000 (USD) Accommodation credit, which can be applied towards Airbnb stays.
2. How do I apply?
  - a. Contact your representative at WSL Football who will share with you instructions for your application.
3. Is the fund open to players on loan and free agents?
  - a. The fund is open to the following players providing that their transfer requires them to move to new accommodation:
    - i. Players signing to a new club
    - ii. Players moving on loan
    - iii. Free agents joining a new club
  - b. A player returning to their originally-contracted Team after a period of being on loan to a different Team will not be eligible
4. What if I relocate more than once in a season?
  - a. Players are eligible to receive a credit from the Player Accommodation fund once per season.
5. What if I have questions about my eligibility for the fund?
  - a. Contact your WSL Football representative at [\\_\\_\\_\\_\\_@WSLFootball.com](mailto:_____@WSLFootball.com) who will be able to assess your situation and advise.
- 6. What is the deadline for requesting a player accommodation credit?**
  - a. Contact your WSL Football representative at [\\_\\_\\_\\_\\_@WSLFootball.com](mailto:_____@WSLFootball.com) who will be able to assess your situation and advise.
7. How will recipients be selected to receive an Airbnb Player Accommodation credit?
  - a. WSL Football will process requests and inform Airbnb of players eligible for access to the player accommodation fund.
8. How will I be notified if I'm eligible to receive an Airbnb Player Accommodation credit?
  - a. WSL Football will notify you or your club to confirm your eligibility for an accommodation credit.
9. I received the email from Airbnb, I claimed my credit, but I can't find it on my account.
  - a. To see credit balance/status, log into the Airbnb account > go to Account > Payments & Payouts > Credit. Not seeing your credit via path above? Check to

see if you have multiple Airbnb accounts and/or accidentally redeemed/added it to another Airbnb account. Try logging into any other Airbnb account you may have created or have access to and look for the credit via the path above within the other account(s).

10. How long do I have to use the credit?

- a. The Airbnb Player Accommodation Credit will expire 12 months from date of issuance. Expiration dates cannot be extended, and credits cannot be re-issued.

11. How can I apply my credit to a reservation?

- a. Your Airbnb Player Accommodation credit will be automatically applied to a reservation when you are ready to book. If you do not want to use your credit for that booking, you can remove the grant at checkout and elect to apply it to a later booking. If your booking costs less than \$2,000 USD, the remaining balance stays in your account until used or expired. If your booking costs more than \$2,000 USD, you must pay the remaining balance at the time of booking.

12. Can I use the credit across multiple stays?

- a. Yes, you can use the credit for accommodation over multiple stays.

13. My credit has expired or is expiring soon. Can I have the expiration date extended?

- a. Unfortunately, we cannot re-issue credit, extend a credit expiration date or issue new credit. But you can use existing credit to book a trip with a check-in after the expiration date (as long as booking occurs before the expiration date).

14. What is Airbnb and how does it work?

- a. Airbnb was born in 2007 when two Hosts welcomed three guests to their San Francisco home and has since grown to 4 million Hosts who have welcomed more than 1 billion guest arrivals in almost every country across the globe. Every day, Hosts offer unique stays and one-of-a-kind activities that make it possible for guests to experience the world in a more authentic, connected way.

How Airbnb works:

### **Browse**

Go to [www.airbnb.com](http://www.airbnb.com) or download the Airbnb App. Apply filters like entire homes, self check-in, or pets allowed to narrow your options. Check the star rating, read the reviews, review all the photos and use the other tools that Airbnb provides as you browse to find the best accommodations for your trip. You can also save favourites to a Wishlist.

### **Book**

Once you've found what you're looking for and you've arrived on the payment page you may be asked for identity, payment or information to confirm the

booking. When you are ready to confirm the booking, please check the host's cancellation policy meets your needs and review your method of payment (as methods of payment cannot be changed for confirmed bookings).

### **Go**

You're all set! Connect with your Host through the app for local tips, questions or advice. You can also contact Airbnb at [www.airbnb.com](http://www.airbnb.com) or in the Airbnb app at any time for additional support.

15. Do I need an Airbnb account?

- a. Yes. Create or log into your Airbnb account to redeem the credit through the link that Airbnb sends you by email. If you are under 18, your parent/legal guardian must use their Airbnb account to redeem the credit on your behalf.

16. What are Airbnb's standards and expectations?

- a. To help keep Airbnb's community safe and trusted, we've published our [standards and expectations](#) for all Hosts and travellers. All Airbnb users must also agree to the [Airbnb terms of Service](#).

17. Is Airbnb a WSL Football partner?

- a. Yes, Airbnb and WSL have a multi-year partnership focused principally on supporting players.

18. I have a question about redeeming my Airbnb Player Accommodation credit; Is there someone I can contact?

- a. For questions relating to redeeming your Airbnb credit, please contact [airbnb-wsl-help@airbnb.com](mailto:airbnb-wsl-help@airbnb.com).

19. Why do I have to verify my identity on Airbnb?

- a. Airbnb requires booking guests, primary hosts and Co-Hosts to be verified for all stays on Airbnb. Verifying your identity means verifying certain personal information, such as your legal name, address, phone number or other contact details. To complete your identity verification, Airbnb will ask for:
  - i. Legal name, address and/or other personal information
  - ii. Photo of your government ID
  - iii. Selfie

Any identity information you provide outside of your name won't be shared with any Hosts or guests on Airbnb and will be handled according to the Airbnb Privacy policy.

20. I'm having issues verifying my identity on Airbnb, what can I do?
- a. If you are having issues completing your identity verification, here are some tips and recommendations that could help:
    - Check your messages: You may have been sent additional information via text, email or phone.
    - Use your first and legal last name: Make sure the legal name you provide matches that in public records or on your government ID
    - Grant Camera permission: The Airbnb app or your browser may need permission to access your camera. You can typically find instructions on how to provide these permissions to Airbnb by checking your browser or app settings. If you update these permissions and it's still not working, try refreshing our app or web page.
    - Take a picture of yourself in the moment: If you're asked to take a selfie, it must be taken of you at the moment of submission and not be a previous photo of you. Don't worry - this won't show on your profile to other users on Airbnb.
    - Use an original ID that's not expired: Make sure the ID you provide is unexpired and an original - that means it's not a photocopy, PDF or other digital copy. If the ID has two sides, such as driving license or national identity card, submit photos of both the front and the back.
21. Can I use my Airbnb Player Accommodation credit for Experiences or other services?
- a. No. The Airbnb Player Accommodation Credit only be redeemed toward stays (home reservations) booked on Airbnb, not Airbnb Experiences or Airbnb Services.
22. My Airbnb Player Accommodation Credit isn't showing in my Airbnb account.
- a. I received the email from Airbnb, and I claimed my credit but cannot find it on my Airbnb account.
  - b. To see your promotional credit balance/status, log into your Airbnb account > go to Account > Payments & Payouts > Credit.
  - c. Not seeing your credit via the path above? Check to see if you have multiple Airbnb accounts and/or accidentally redeemed/added it to another Airbnb account. Try logging into any other Airbnb account you may have created or have access to and look for the credit via the path above within the other account(s).