

## STR Guest Comments – Survey April 2020

We were traveling to connect as a family and hotels are a terrible way to try to relax and enjoy each other. A living room changes the whole experience! And the red bicycle house was really lovely

We loved our stay there in Richmond and surrounding areas. We typically stay in AirBNBs I have used AirBnBs with regularity for over 5 years. They are my preferred accommodation because I can live in them as if they were my 'short-term' home!

Recommendation: Air filter / Purifier or perhaps speaking with the owner of the building to see if smoking in the home is permitted for the safety of other tenants in regards to second hand smoke.

Air b&b are very important to the local economy. Cities like Richmond need them as options for lodging

Originally from NJ, I travel for work with Dominion Energy and have been working in the Richmond area since Aug. Having the option to stay in Airbnb's over hotels is so important for my mental health. Being able to cook for myself and just take a walk around the neighbor after work matters so much to my well-being! Richmond is so unique, that I've found myself staying in different parts of the city for a month at a time, just to be able to explore the local restaurants, businesses and nature trails. I have been closely following the Airbnb bill within Richmond and outskirt areas.

Thanks for having me

We have six kids. Hotels just work terribly for us, really terribly. Air Bnb is a complete game changer for us when we travel as a family. Renting whole homes with multiple bedrooms is critical for us, and hotels just don't do anything like that; many hotels refuse to allow us to reserve rooms together, so the best we can hope for is three hotel rooms scattered throughout a large building. Air Bnb is the only way we visit other places, and it has always treated us well.

I prefer renting from owners versus hotels whenever I travel for vacation. Some reasons? Richer experiences, personal touches, less "sterile" environment (although usually cleaner than hotels). Richmond is a very unique and interesting city. AirBnB's allow guests to fully immerse themselves in the city and take advantage of the city's offerings. Many hosts offer recommendations to local businesses which is a boost to the mom and pop places! Staying at an Airbnb is also a great way to "test" out a city that you are looking at to move to.

Because of covid-19 related school and restaurant closings, my roommate's children had to move in with her, leaving me with no place to work remotely and effectively. This Short Term Rental is helping me keep my job (i.e. I'm not requesting a stimulus check or unemployment benefits). I could not have mitigated my living/work space issue by staying at a hotel or by signing a long-term lease at another apartment.

Airbnb is very important to our community and should continue during this crisis as there is a very strong need for it in Richmond city.

I liked the freedom of coming and going whenever I wanted without needing to worry about maid service. Also, because I went with family, there was a common area for us to hang, as opposed to separate rooms. We could also leave things out without worrying about security. It was also great having the flexibility to choose the location of the property and the exact amenities needed for my stay (i.e. garage, double/queen size beds, washer and dryer, etc.)

Air BNB's allow travelers to book accommodations like locals in our city. They thrive on the unique experience we offer for travel and the beauty of our cities homes.

I only use Airbnb (vs. hotels) when traveling to other cities. Richmond needs to continue to support local owners of Airbnb properties. I will always prefer to stay in an Airbnb that is not the home of the host.

If the unique experience of staying in an Airbnb isn't available we would consider traveling elsewhere. Part of our experience is being in the local community, being a patron to small businesses, and seeing how a host is able to accommodate our needs. We love staying in AirBNBs throughout the world and that experience shouldn't be limited. We would not stay in a property where the owner lives there most of the year, I don't want to be surrounded by their family pictures, belongings, etc.

Airbnb properties offer the ideal setup for the work I do in other cities. The privacy and multi-room options are typically not possible through hotels.

I had spent the winter in Richmond (I'm retired), but decided to delay going back to NY as planned because of the epidemic. I'm sure there are many people with many individual reasons for needing Airbnb-type accommodations.

We were traveling due to the adoption of our son. We would not have chosen to be traveling during this time, but we're happy we could stay in an Airbnb and know that we were the only ones in and out of the property so we could disinfect once and be done.

It was excellent! Our hosts were available via messaging when needed, the location put us in walking distance to everything we needed and the apartment was spotless!

Short term rentals like those provided on AirBnB are very important options for a city to maintain for prospective visitors. Especially for families, where having the ability to rent a place with multiple beds and bedrooms is a great option to consider over a traditional single hotel room that can be cramped. Thanks for helping keep this important option available for consumers as a choice when we visit Richmond!

Owners very supportive and take pride in their community

Staying in a residential neighborhood really gives a good feeling about the city.

We were an extended family group that all wanted to stay together in The Fan. We were coming to Richmond to celebrate a long-awaited PhD graduation at VCU, and we wanted to be located in The Fan for food and entertainment, and we wanted to be able to readily hang out with each other. In a hotel, the only choice is hang out in someone's room or in the bar. We frequently travel with groups of friends or family and find its much preferable to be able to rent a place where we can all stay together and enjoy one another's company in a leisurely setting (other than the choice of a hotel room or a bar). It's also very nice to be located in a neighborhood and get a real sense of the city and that neighborhood. Our first choice is to try to find a rental place before we consider hotels.