



DOOR COUNTY TOURISM ZONE COMMISSION

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July 24th, 2017

Good Morning,

In an effort to keep you informed of the progress being made with Airbnb's programming error affecting their Door County Airbnb hosts, we wanted to report back to our permit holders. Tourism Zone officials had a conference call with Airbnb Friday afternoon. First and foremost, Airbnb expressed their apologies for the programming error and they appreciated being notified of the issue so that it could be corrected.

With that being said, the tax policy team from Airbnb informed us that room tax money for Door County hosts collected in error from the period of July 1st through July 14th, 2017 would be refunded to the guest. To assist you, we shared our concern that hosts may have issues collecting from guests who felt that they had already paid all applicable taxes or in some cases the stay might have already occurred.

We shared your experiences in dealing with Airbnb customer service. Many of you dealt with representatives that were not aware of the situation or able to assist you. To assist you we asked for a dedicated contact person from Airbnb for you to resolve your tax collection issues for the two-week period of their programming error. The head of Global Tax Policy agreed to be your point of contact. We ask that you remember that she is overseeing Global Policy for Airbnb so her response might not be immediate, but she has assured us that she will assist you. (She said a reasonable expectation would be a reply within five days) They also pointed out they thought it was great that we had partnered with our permit holders to get the issued resolved.

Your Airbnb point of contact: Pooja Kondabolu

Point of Contact email address: <mailto:pooja.kondabolu@airbnb.com>

She will be working with you via email. We recommend when contacting her, using the email subject Door County Room Tax Programming Error. When you communicate about your specific account, it may be helpful to use your Airbnb Listing ID#.

We are relieved that through the partnership with our permit holders— and persistent efforts by the Tourism Zone office — we are able to see resolution of the issue in sight. It is no longer necessary for permit holders to wait on the phone on hold with Airbnb customer

service. Should you have issues with requesting that the tax be paid from hosts that have received a refund of the original tax paid, Airbnb has assured us that you will be made whole for their programming error.

Please report your room tax as normal. We will continue to monitor the situation on behalf of our permit holders. Thank you for all you do. If you have additional questions, please contact the office at [920.854.6200](tel:920.854.6200) or by email: info@doorcountytourismzone.com.

Sincerely,

Kim Roberts
Administrator
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