



Cantenna Cantenna <riskrelief@gmail.com>

Re: Airbnb Reimbursement Request [CLSF-04595322] [HMEDJ2WRT8]

1 message

resolutions <resolutions@airbnb.com>

Mon, Jul 7, 2025 at 2:21 AM

To: "riskrelief@gmail.com" <riskrelief@gmail.com>

Hi Stephen,

Thank you for the response and I appreciate your detailed information regarding this claim.

I have taken note of the information and will mediate this claim as it is. Currently we are still pending for more evidence and information from your Host.

To clarify, we mediate the case accordingly with the documentation that we received from both parties, We do our best to fairly and reasonably mediate these cases. In our efforts to be objective, keeping in mind that we were not present during the reservation, we must consider all available documentation and communication when coming to a decision which aligns with our policies and procedures.

We appreciate your patience and cooperation during this process. We'll be in touch soon to discuss the next steps. In the meantime, if there's anything else you'd like to add you may do so in a direct reply to this message.

I will update you from time to time as the mediation is still ongoing.

Best,

Cyrel K

Working Days : Wednesday - Sunday

----- Original Message -----

From: **Stephen Cooke** <riskrelief@gmail.com>

Date: July 7, 2025 at 2:39 AM

Dear Cyrel,

Thank you for your message regarding the damage claim submitted by Nayden in relation to my stay at the Vitosha Blvd Elegant Peaceful Apartment (Reservation HMEDJ2WRT8, June 12–17, 2025).

I must state unequivocally that I did **not use or damage the wardrobe** during my stay. My clothes remained packed in my luggage on the floor throughout, and I left the apartment in excellent condition.What makes this claim particularly troubling is that **immediately after checkout**, on **June 17**, the host sent me the following message:

"I will give you an overall 5-star ★ review for being an awesome guest and keeping the apartment in great condition."

There was no mention of any damage at the time, nor in the days that followed. Then, **13 days later**, I was suddenly notified of a claim. This significant delay — paired with the host's earlier praise — raises serious concerns about the **credibility and motive** behind the request.More importantly, **at least four other guests stayed at the apartment between my checkout and the time the claim was submitted**. Each of them left glowing 5-star reviews, including:• **Kristina (3 weeks ago):**

"Very nice place! Clean and comfort!"

• **Nikos (3 weeks ago):**

"The house is in pristine condition, everything works perfectly."

• **Ariana Santos (1 week ago):**

“The apartment is impeccable... very clean, very cozy.”

- **Jaime (1 week ago):**

“Clean and organized. I recommend it.”

The fact that **none of these guests reported any issues** — and instead described the apartment as pristine, clean, and fully functional — demonstrates that the alleged damage was either **nonexistent, unnoticeable, or occurred well after my departure**.

To be praised as a model guest and then accused of damage two weeks later, despite multiple satisfied guests in between, is not only inconsistent — it undermines the integrity of the hosting process.

I respectfully request that this claim be dismissed in full. I've attached screenshots of the guest reviews and the host's message for your reference.

Kind regards,

Stephen Cooke

Reservation ID: HMEDJ2WRT8

Case ID: CLSF-04595322

On Mon, 30 June 2025, 10:47 pm resolutions, <resolutions@airbnb.com> wrote:

Hi Stephen,

I'm Cyrel from Airbnb's AirCover team.

I'm reaching out because your Host, Nayden let us know about property damage or loss following your reservation HMEDJ2WRT8 with them, and they've asked us to help mediate this case.

You can review HMEDJ2WRT8's Resolution Center request at:

[CLSF-04595322](#)

Here's more detail about the issues that were reported:

1. Damaged Wardrobe.

We've asked your Host for additional evidence of the damage reported in the form of photos and receipts, but we'd like to hear what happened from you too Stephen, so that we can do our best to reach a fair solution.

The following information may be useful to us:

- An explanation of the damage reported
- Any communication (by private email, SMS, or any other means) related to this complaint
- Any supporting documents that you'd like to send us to support your file (ie picture or video the condition of the item or listing during your check out, conversation with Host detailing the existing damage item.)

It would be helpful if you could get back to us with the above information as soon as possible, ideally within 72 hours, so we can accurately review and expedite your request. If we don't hear back from you we may move forward based on the documentation available to us.

Learn more about the reimbursement process for damages in our Help Center:

airbnb.com/help/article/1415

If you have any questions or concerns, please don't hesitate to let us know, Stephen. We're here to help.

Best,

Cyrel K

Working Days : Monday - Friday



Cantenna Cantenna <riskrelief@gmail.com>

Follow up: Alexander's reimbursement request

1 message

Airbnb <automated@airbnb.com>

Thu, Jul 17, 2025 at 7:55 PM

To: riskrelief@gmail.com

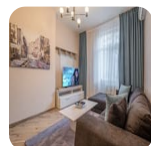


Please submit your payment

After carefully reviewing the evidence, we have reason to believe that you're responsible for the damage at Alexander's place.

Respond now

Request details



Vitosha Blvd Elegant Peaceful Apartment Top Center

Hosted by Nayden and Alexander

Jun 12 – 17, 2025

Summary

\$2,280.20 AUD requested for damage

Message from Alexander

Hey! Just seeking reimbursement from Aircover since we had to replace the wardrobe.. Thanks!

[Review all request details](#)



Airbnb Ireland UC
8 Hanover Quay
Dublin 2, Ireland



Cantenna Cantenna <riskrelief@gmail.com>

New message from Airbnb Support

1 message

Airbnb <no-reply@supportmessaging.airbnb.com>

Sun, Jul 6, 2025 at 8:01 PM

Reply-To: no-reply@supportmessaging.airbnb.com

To: riskrelief@gmail.com

**You've got a new message****Airbnb Support**

Hi Stephen, We are currently mediating the claim raised from your Host and I have sent an email regarding your Host claim. Please check your junk mail or spam folder. The email we sent originates from the address resolutions@airbnb.com. We would appreciate it if you could reply to our emails at your earliest convenience so that we can move forward with the reimbursement request. Please let us know if you have any questions or need assistance, and we will be happy to help.

Reply

Please note you can't respond by replying directly to this email.



Get the app.

The fastest, easiest way to Airbnb.



Airbnb Ireland UC, [8 Hanover Quay, Dublin 2, Ireland](#)





Cantenna Cantenna <riskrelief@gmail.com>

Your Airbnb account was canceled

1 message

Airbnb <automated@airbnb.com>

Mon, Jul 21, 2025 at 4:43 PM

To: riskrelief@gmail.com



Your Airbnb account was canceled

When you cancel your account, your profile and any listings will no longer appear on the site. Any reservations you have made as a host or a guest will automatically be canceled. You can [contact us](#) anytime to reopen a canceled account.

Airbnb Ireland UC, [8 Hanover Quay](#),
[Dublin 2, Ireland](#)



Cantenna Cantenna <riskrelief@gmail.com>

Airbnb Reimbursement Request [CLSF-04595322] [HMEDJ2WRT8]

1 message

resolutions <resolutions@airbnb.com>

Sat, Jul 19, 2025 at 7:31 PM

To: "riskrelief@gmail.com" <riskrelief@gmail.com>

Hi Stephen,

This is Cyrel again from Airbnb claims team following up the recent claim reimbursement for the reservation HMEDJ2WRT8.

After careful review of all photos, documentation, and related communication provided by both parties, we determined your Host should be reimbursed for the damage or loss to their property that was caused by your stay.

As a guest, you're responsible for damage caused by you or one of your guests, that occurs during your stay. The Host reported the damage to us and from our review of the provided information we have determined the following property damage. These responsibilities are detailed in Airbnb's Terms of Service at:

airbnb.com/terms

Based on the information available to date, we've determined that your Host should be reimbursed AUD 2279.29. Nayden timely reported the damage and was able to provide valid documentation of the loss and the cost to repair or replace the damage or clean the property.

The total amount of the loss is AUD 2279.29 , which breaks down as:

1. Damaged Wardrobe.

You should have received an email with a link to submit payment.

Once payment is complete, we will close the case and share a confirmation with you.

Best,

Cyrel K

Working Days : Wednesday - Sunday

Working Hours : 11.00 PM - 8.00 AM GMT+8