

This is the transcript of my experience with Airbnb Dave ... the entries at the top are the latest messages:

This is probably where the confusion comes from.. but in my opinion it's better to get good, reasonable accommodation and hopefully meet a new friend or two. All this info is available on the AirB&B platform... and just as frustrating as it is for you to have accommodation "denied" it is equally as frustrating for us, as hosts to have to deal with people who can't be bothered to read the information that AirB&B or us as hosts spent hours writing. If people read, pay attention and understand then things become clear. The other option is to use hotels then you don't have to feel put out by other people priorities. Or come up with a better business model than AirB&B. I'll go 50% if you can manage that one!!
Cheers mate,
Dave.

Well hello, Dave,
no, not bored, but sick in bed with the flu ... wrote two blogs today and now reviewing old ones. So, you're a doctor? Are you also a politician? Because you're so brilliant at ignoring a question and then keep answering a different question, one you made up yourself. That is the trait of a consummate politician ... but frankly, if you're a doctor, it isn't a good sign, in view of the care you want to impart to your patients.
Anyway, are we having fun? Cheers, mate. C.

Ahhh Carsten, my old Banter Buddy, you must be bored today and missing me?? How's that "anger", subsiding I hope?? Thanks for the advice re the doctor, I am in fact a doctor, so I best have a word with myself. I may have a diagnosis for the condition you seem to be afflicted with... but I don't know if you will remember said diagnosis. You keep asking the same question, are told the answer, over and over but keep asking the question. I'm not sure if it's not getting through or if you just keep forgetting the answer, if it's the latter I am concerned my friend, very concerned...
Thanks,
Dave.

David, you need to see somebody ...
"Doctor, I need help. I have lost the plot; I'm stuck with this irrational fixation that I have to teach this man the concepts of REQUEST and CONFIRMATION. I've obsessively berated him. I have stopped thinking logically; I cannot respond coherently to a simple question: "How is it a room is advertised as vacant on a platform that says 'I have a spare room, you can have it for a fee', a request is made and the request then is denied without cause or reason?" I know, I should've just said: "The room was unavailable due to a family emergency; it was accidentally still advertised as available. We apologise for any inconvenience." But instead I keep sending him messages that insult his intelligence. I'm sick, doctor, please help me. HELP."

Carsten, I don't know how to break it down any more simply than this.
We live on planet Earth. On this planet, if you would like something you can REQUEST it, just because it is available doesn't mean you can have it. The owner, if they accept your REQUEST can CONFIRM the deal and everyone is happy. If there is no CONFIRMATION, there is no deal. It's kind of like requesting a flight, turning up at the Airport and expecting to fly, without a flight being confirmed or paid for, then getting "angry" because you can't fly. Or requesting a date with a lady and getting "angry" when she won't agree. Or requesting a home loan and getting "angry" when the bank says no. The list goes on but I'm sure you get the picture (I hope so anyway). This system has been in operation for thousands of years, It's not a new process. Our accommodation is never vacant, or available unless you meet the guidelines put in place by AirB&B, even then we will decide whether or not to confirm a booking. I'm sorry but you do not meet those guidelines (If you take the time to read the guidelines you will get your answer). They are there for a reason and for you to get angry is not doing you any good, nor will it change the way the world of commerce operates. I understand, that when you don't understand something it is easy to get frustrated or angry, but if you took the time to read the rules you may understand, thus restraining your anger, allowing you to focus on more positive feelings. To simply blame the other party (in this case us) when things don't go your way is simply ridiculous, I can think of a million different terms for your behaviour but will leave it at ridiculous. Hopefully you can move on and focus on what's really important, be happy, not angry, life is short, enjoy it.
Thanks, Dave.

Ahhh, recalcitrant and condescending to the very end ... but I tell you what, I'll give you a break, I think you don't know any better! Over and out, mate, better luck with the next person you deny service to ... actually, I'll give you the last word, tell me: Why did you deny us service?

Dave, mate, you are so full of yourself!

With all this talk, over dozens of messages, you still don't understand; the issue was and is: If a place is shown as available on the website, should it be available?

Today at 17:53

Correct... Hopefully you have improved.

It was a pleasure steering you on the right path.

Hopefully you don't have to pay over the odds for accommodation again.

Thanks, Dave.

Today at 17:48

Ahhh, some heavy duty philosophy here, that's my field. Confucius said, humans are fundamentally good, teachable and improvable. C.

Today at 17:28

Don't try to educate the uneducatable...

Today at 17:23

"Learned something?" Yeah, I like writing blogs. How about you, what have you learnt?

Today at 17:18

Ok mate, hopefully you have learned something and can navigate AirB&B with more success in the future.

Thanks,

Dave.

You're an odd cog in the machinery, Dave.

You're in a little box, and in that box it says "confusing request with confirmed" is a sin. You know, I was painfully aware of that 30 seconds after I read your initial denial of service 'message' (not email).

But you just can't climb out of that box and see the bigger picture, can you?

I explain it on my blog; but probably only the Airbnb people will make sense of it. C.

p.s.

sorry mate, you'll have to start your own blog

Today at 17:03

Sorry if you felt insulted when I felt it necessary to correct your misunderstanding of the English language. I thought it was a better option than you to go through life confusing request with confirmed. Hopefully you stand corrected and can now move on with your life (as I suggested in my initial message)... (not email) sorry for correcting you again, I should know better.

Anyway I'm glad I helped you entertain the masses. Maybe we should do a joint blog.....

Life and times of an AirB&B host.

You and the masses would not believe some of the characters we have encountered.

Thanks,

Dave.

Today at 16:49

Hmmm, I must go through our email feed again, I missed the one where you tried to help me, I've only got the ones where you insulted me; do you really think the condescending lectures about 'requests' were helpful? I say it again, stop digging ... probably even stop emailing to a blogger who just adapted your hilarious emails into a wonderful little story, my readers love stuff like that (but then again, that's not in my interest, keep 'em coming)

Today at 15:57

I have tried to help you but clearly you have your view on things, which I am sorry, but they are wrong/incorrect/misguided. I don't know what else I can do to help, clearly it's just not getting through.

Thanks, Dave

Today at 15:27

Read the rules Carsten. Not yours, AirB&Bs.

Today at 15:24

Dear Dave,

you're really stuck on that linguistic issue, the meaning of the term 'Request', aren't you?!

Has that wise man also told, "when in a hole, stop digging?"

My complaint - because that is what this issue has grown into with your persistent denigratory comments - is being handled by Airbnb ... they are viewing my webpage as we speak.

You just don't get it, do you? Place advertised as vacant ... but is not vacant. Why? What does Airbnb have to say about that? Is that a normal, frequent occurrence? C.

Today at 15:21

Hi Carsten,

A wise man once told me, self praise is no praise.

I'm pretty sure most 10 year olds would understand the meaning of "Request". You my friend clearly do not, as such, your ambition far outweighs your talent.

It is only advertised as available if you meet AirB&Bs required standards, which again you clearly do not.

I have tried to educate you but your stubbornness will not allow you to open your mind to the world outside of your misconstrued view on how things should work.

Have you guessed that word yet? It begins with S.

Thanks,

Dave.

Today at 15:05

Of course, I look forward to their response ... I trust I'll be given a right of reply.

Today at 14:13

David do not respond. I have reported this to air BnB

Today at 14:05

Ever the recalcitrant, insulting smart aleck, eh? Are you 45 too, like Jaqueline? You sound much younger.

I actually have little problems with the English language, and probably a better understanding of it than most. But that's not the issue here.

The issue is that your place was advertised as available and then wasn't.

Wrap your brain around that. C.

Today at 13:57

Hi Carsten,

Your educator here, pick a fight?? Pray tell.

I was simply trying to educate you on something that you don't seem to understand (the English Language). Unfortunately you have confused this with picking a fight. There seems to be a lot of confusion around simple things. I know a word for that in the English language, hopefully you can work it out given your literary genius.

Thanks, Dave.

Today at 13:45

It's done anyway, no need to try for "the last word"

Today at 13:44

Do you wish for me to remove your name? I'm happy to do that. But it's normal to name people in blogs ...

I'm 72 years old (can't see why that should be important, though).

Your circumstances? I had been unaware of them, and you dismissed my "living in a different world" comment ... obviously, had a "family emergency" been mentioned right at the beginning, the different world we would be living in would be devoid of this story.

The problem you guys have run into is that you picked a fight with a story writer ... this is what I do, especially when I have an obstinate, recalcitrant smart aleck (hi Dave) insult me.

Best regards, C.

p.s.
I know full well how you feel and I commiserate; I had to fly off to Germany to attend to my dying mother too. She didn't die easy or quickly, I had to fly over three times in two months. Jaqueline, if you want me to, I remove the reference to your mother's passing.
Today at 13:27

Dear Carsten,

I am 45 years old and have absolutely have no interest in having the last word. I am simply flabbergasted that given my circumstances you have persisted with your supposed complaint (which we are well within Air BnB conditions and not only that, use our names on your blog?)

Please feel free to respond as clearly having the last word is your forte, not mine.
Today at 13:12

Me too (want to have the last word ... are we still entertained?)
Today at 13:08

Just not acceptable.
Today at 13:05

Temper, temper, Jaqueline ... have a nice life.
Today at 13:01

Carsten, i do not need to give a reason as if you check with air bnb, we have the right to decline any requests. Furthermore, I care not what you write in your blog about our air bnb. Clearly you have some issues, but seriously at a time like this, who cares about the different world Carsten lives in as his air bnb REQUEST was not accepted. Please do not contact us again
Today at 12:53

Hi Jaqueline, I added this note to my blog:

No, as it turns out there was a good reason the room was not available: Jaqueline's mother was ill and she had taken off to Ireland to attend. Sorry to hear that she passed away. Jaqueline points out, they have the right to decline 'requests', which seems fair enough if, like my friend explained ... the booking didn't suit, the request was for more people than allowed or a dog. However, in absence of such circumstances, is it reasonable?

Furthermore - and this really is more to the point - if there is an emergency and the host is not in the country, why is the room advertised as available? Now, if the original return message had read ...

"Hi Carsten, unfortunately we won't be able to host you tonight. The room is unavailable due to a family emergency. Thanks for understanding, Jacqueline."

... we would be living in a different world now, wouldn't we?

www (dot) ca (Website hidden by Airbnb) (forward slash) blog (dot) aspx
Today at 12:48

Carste,

This is Jacqueline and I reiterate the above mentioned points by David above.
Also I would like to add that I flew out of Australia on 22 May to Ireland and arrived to a critically ill mother who passed away after being hospitalised the day after.
Now I'm sure that you can understand how busy things were and even though as David mentioned, we have the right to decline 'requests', we have also went over and above the minimum hospitality required by air BnB.

I will be reporting you to the site.

Kind regards
Today at 12:13

Avoidance, mother of ignorance.
You're welcome, Dave.
C.
Today at 11:28

I'm sure your Blog is equally as interesting as yourself. I think I'll give it a miss.... Just to correct and educate you once again, AirB&B does not allow publication of links/websites/blogs.
Again, if one took time to read and pay attention, you would know this, but I guess it's just easier to live on in blog/dreamland.
Thanks,
Dave.
AirB&B.
Today at 11:09

Hi Dave,

"very entertaining" is the key here, I am deeply in debt to you for your explication ... and thank you sooo much yourself, for having taken the time out of your most likely equally full, happy, fulfilled (hopefully not unduly frustrated and misunderstood) life.

Many, many thanks for clarifying how the Airbnb platform works ... I had no idea! This was our first attempt, and I had operated under the naïve misconception that Airbnb was an easy-to-understand if not self-explanatory business system, indeed like most other businesses: A service provider offers a service, advises that the service is available here & now (with an interactive web facility that is clear and easy-to-use - hopefully for both parties: service providers and receivers), one fills in a form, clicks a button, makes a payment, and Dave's your uncle ...

For my full reply (yes, there's more) visit my blog:
(Website hidden by Airbnb)
Today at 10:55

Hi Carsten,

Thank you so much for taking time out of your obviously very full, happy and fulfilled life to share your story/complaint/review/what ever its supposed to be, very entertaining.

You seem to be a little confused as to how the AirB&B platform works, unfortunately I don't have time to explain the inner workings of the platform, however, if you took the time to read and

understand the policies, procedures and rules then you wouldn't find yourself still "quite angry" after all this time.

Your first mistake was thinking that by 3:30, as you were settling into a café, you thought you had made a reservation, quite clearly you had not!!

I know it is difficult for some people to have a full grasp of the English Language, but here is a little pointer, "Request Sent" means..... that you have sent a request to stay with the host, they then assess that request to see if it suits THEM, to have you stay on their property (crazy I know!). If they decide to let you stay then they will approve you, if for any reason it does not suit the host then they can decline your request, (also crazy I know) that someone can decide who stays on their property.

Hopefully this explication goes some way to relieving your anger and you can move on with your life.

Thanks,

Dave.
AirB&B

Yesterday at 21:05

It is devilishly complex to complain to Airbnb (I'll keep trying, though) ... for now, this is my story:

RE: Reservation request at Bangalow Retreat, NSW, Australia, for May 20 - 21, 2019

We arrived in Bangalow just before 3:00pm and settled into a cafe. We then proceeded with looking for Airbnb accommodation ... by 3:30 we had made our reservation (we are new to Airbnb, we didn't realise it was just a "request"). We closed the computer and left the cafe to explore the town, with its shops and galleries. At 4:45 we thought it was time to go to our accommodation, sat in the car, started the engine and opened the computer for the address ... this is how we found:

"Hi Carsten, unfortunately we won't be able to host you tonight. The room is unavailable. Thanks, Jacqueline."

Thanks? Thanks for what! In our view that is a major system's breakdown, close to utter Airbnb-anarchy. How is this possible? How can a place be available at booking time but not at confirmation time? Airbnb offered us four other places as alternatives, only one in Bangalow, the others in Byron Bay ... none of which suited us. To say we were disappointed is an understatement ... actually I was (and as you can see two months later, still am) quite angry.

We then had to travel to Byron Bay and book into a hotel, the very nice Atlantic. The room was twice the price we had expected to pay. We were inconvenienced a lot.

I had wanted to leave a review for Jacqueline, I think her rating urgently needs to be pegged down ... alas, one apparently can only leave a review once one has stayed, not if one was denied accommodation. Please pass this complaint on to her, though my issue is not with the host (they are your problem), my issue is with the below-par Airbnb, who allow this sort of thing to happen. We'll be using hotels for the foreseeable future.

Yesterday at 19:32

Hi Carsten, unfortunately we won't be able to host you tonight. The room is unavailable. Thanks, Jacqueline.
20 May 2019