

It would be great if there is a feature of translating different languages to help better communication btw host & guest

The app is being used by costumers from all over the world w/ different languages.

Communication

Accomodation



Web based service

- you can use "Filter" to find the place you want
- useful household benefit
- feels like home
- opportunity to contact local

The comfort of the accomodation is high

Different style of Accomodation → Everyone can host their house/place

Has possibility of unsafety

When there is a communication issues btw host and guest, the Airbnb company has to act as mediator which it will generate additional cost and involve company in a lot of dispute.

Sometime the mapview and place don't match w/ what have listed.

Heavily rely on the quality of the hosts.

Has limitation on using the "Filter" to meet all of customer's needs.

No option for fully refundable Booking.

Booking process unclear on fees

There is no package booking option.

It would be great if the website / app allow hosts to upload video or 3D photo of the place. And, also allow to see the neighborhood of place like Google map view to enhance an accuracy.

It will make costumers hesitate to use the app / website and even they do, they would be unsatisfied with the service.