PUERTO RICO | FIESTAS DE LA CALLE SAN SEBASTIÁN 2026

Safety & Responsible Guest Guide

We are delighted that you have chosen Airbnb to celebrate the 2026 Fiestas de la Calle San Sebastián. The platform will allow you to do so in a unique local way.

To ensure the best possible experience, Airbnb has created this Safety Guide for guests with tips to keep in mind.

For more information, always consult official websites, such as that of the Puerto Rico Department of Public Safety.

On Airbnb, keep all communication and payments within the platform.

If you are asked to leave the app to communicate or pay, this is a red flag. It may be an attempt at fraud and should be reported to customer service. Airbnb holds payments made on the platform for up to 24 hours after check-in to help resolve any initial issues. Booking or paying outside the platform means giving up these protections and any formal support, refund, or resolution mechanisms available through Airbnb.

Report any concerns immediately:

On Airbnb, users can report suspicious messages directly in a message thread, while listings can be reported via the “Report this listing” flag on the listing profile. For the peace of mind of our community, customer service is available 24 hours a day, 7 days a week.

Safety tips during your visit:

Stay alert:	**Be aware of your surroundings and stay alert,** especially in crowded or unfamiliar areas.
Choose safe areas:	Take the time to research neighborhoods and **prioritize safer areas,** especially if you plan to go out at night.
Travel in a group:	**Explore with a group** whenever possible and behave in a safe and conscious manner.
Stay connected:	**Share your plans with a trusted** friend or family member so they know where you are going.
Take care of your belongings:	**Always carry your valuables with you** and keep them out of sight using accessories such as a money belt or fanny pack.
Trust wisely:	While the holiday season reflects the best of local hospitality, **it's always a good idea to be cautious about offers or interactions from strangers, particularly if they suggest leaving public areas.** A little extra caution goes a long way toward ensuring your experience is safe and enjoyable.
Stay healthy:	**Stay hydrated, wear sunscreen, and take breaks** to ensure a safe and enjoyable trip.

Drink responsibly:

If you enjoy alcoholic beverages, do so in moderation to maintain control and awareness of your surroundings.
Do not drink and drive.

Plan ahead:

Familiarize yourself with your destination and its routes in advance to get around safely and efficiently.

Be a responsible guest:

Airbnb tips for a positive stay:

Remember to place your trash in the appropriate bins without any residue.

Use only the water, electricity, and energy you need.

When you leave the accommodation, turn off the lights and air conditioning.

Respect your surroundings:

The accommodation is likely located in an area where local people live and work. Be a considerate visitor by minimizing noise, especially in the early morning or late at night. **If you are using a suitcase with wheels, carry it carefully through the shared spaces of the building and avoid making unnecessary noise.**

Check the guest policies:

Safety is a priority for everyone. Treat your Airbnb as if it were your own home. If you plan to bring visitors, confirm with your host that this is allowed. Always respect the building or condominium policies. For your own safety and that of your host, avoid bringing people you have just met.

Parties are not allowed:

Parties are strictly prohibited in accommodations advertised on Airbnb. Explore and experience Puerto Rico while respecting the platform's rules.

When moving around:

Your destination offers **practical options for getting around.**

You can walk, use transportation provided by the municipality, or use app services that you feel comfortable and safe with.

Celebrate diversity with respect and awareness:

Puerto Rico is known for its rich cultural and social diversity, and the Fiestas de la Calle San Sebastián are an opportunity to celebrate this mix of traditions, identities, and communities. **When celebrating, it is important to respect the dignity of all people** according to Airbnb's Community Standards.

Promote safety and dignity:

Airbnb is committed to fighting exploitation and human trafficking. Learn more about how to help stop human traffickin here.

Take action against violence:

If you witness or experience gender-based violence or see a child in danger, call your local emergency number (911).

Support local communities:

Staying at an Airbnb allows you to contribute directly to the local economy. Ask your host for recommendations on unique local restaurants, shops, and businesses to make your trip more meaningful. Explore Airbnb's newly announced Airbnb Experiences hosted by local experts, to participate in unforgettable activities while supporting the community.

Emergency contacts:

Medical, security, or civil protection emergencies (police, fire department, ambulance, gas or water leaks):

(787) 480-2222

Municipal Office for Emergency Management (OMME) San Juan:

(787) 480-2020
(787) 751-2233

Municipal Police

(939) 266-8446

Línea 939–Contigo (Helpline for victims of domestic violence)

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By following these tips, you will not only have a safe and enjoyable stay, but you will also be able to make a positive impact on the community. Thank you for being a responsible Airbnb guest.