

Yandex's rental service has added chat functionality for communication with property owners.

Yandex Travel now allows travelers to communicate through chats. They can directly ask hotels or landlords questions—for example, whether an extra bed can be added to a room or if arriving late at night is possible. This is also convenient for hosts, as they can send check-in instructions in advance or provide directions to the property.

Chats are available immediately after booking—in the traveler's app and on the **Extranet** platform for accommodation representatives. Communication is possible not only during the trip but also for two weeks after departure. Each message is tied to a specific booking, helping to prevent confusion.

For now, chats aren't available for all hotels and apartments, but the service promises to expand access. Guests can also contact the property by phone if a number is provided in the listing. All conversations are securely protected by encryption and two-factor authentication, ensuring the safety of the information.