

Accessibility Policy – Rumbl Rentals

Rumbl Rentals (Rumbl Limited Partnership)

Last Updated: 12/08/2025

1. Introduction

This Accessibility Policy (“Policy”) outlines the standards, commitments, and requirements related to physical accessibility, digital accessibility, accommodation disclosure, and user rights on the Rumbl Rentals Platform (“Platform”).

This Policy applies to:

- Hosts listing Accommodations
- Guests searching, booking, and staying in Accommodations
- All individuals interacting with Rumbl
- The Rumbl website, application, and communication tools

Rumbl Rentals is operated by **Rumbl Limited Partnership**, located at **P.O. Box 154, 100 Randall Road, Wrentham, MA 02093** (“Rumbl,” “we,” “us,” “our”).

Rumbl is committed to:

- Providing equal access to accommodations
- Supporting inclusive travel
- Ensuring truthful, transparent accessibility disclosures
- Removing barriers wherever feasible
- Complying with applicable accessibility laws

This Policy is incorporated into the Terms of Service, Host Agreement, Guest Agreement, and Community Guidelines.

2. Rumbl’s Commitment to Accessibility

Rumbl aims to create a platform that allows people of all abilities to travel confidently.

We strive to:

- Provide accessibility information that is accurate and useful
- Promote transparency from Hosts
- Follow recognized accessibility standards
- Ensure fair treatment of Guests with disabilities
- Improve both digital and physical access to the extent reasonably possible

Rumbl also prohibits discrimination against Guests with disabilities under the Rumbl **Non-Discrimination Policy**.

3. Relevant Accessibility Laws

Rumbl recognizes and incorporates the principles of:

3.1 U.S. Accessibility Laws

- **ADA (Americans with Disabilities Act)**
- **Fair Housing Act (FHA)**
- **Section 508 (federal information accessibility)**

3.2 Canadian Accessibility Laws

- **AODA (Accessibility for Ontarians with Disabilities Act)**
- **Accessible Canada Act**
- **Provincial human rights codes**

3.3 Global Standards

- **WCAG 2.1 AA** for digital accessibility
- **UN Convention on the Rights of Persons with Disabilities**

Rumbl's policy is intended to meet or exceed commonly accepted international norms.

4. Digital Accessibility Standards

Rumbl is committed to:

- Developing and maintaining a website and digital Platform aligned with **WCAG 2.1 AA** standards

- Ensuring compatibility with assistive technologies such as:
 - Screen readers
 - Voice navigation
 - Closed captioning tools
 - Alternative input devices
- Providing clear labeling, navigation, and descriptive text
- Making forms accessible and understandable
- Providing adequate color contrast
- Ensuring keyboard navigability

4.1 Ongoing Digital Improvements

Rumbl continually works to:

- Test and remediate accessibility issues
- Improve platform usability
- Update code and UI to meet accessibility expectations

Users may report accessibility issues at **admin@rumblrentals.com**.

5. Host Responsibilities for Accessibility

Hosts play a critical role in transparency and fairness.

5.1 Accurate Accessibility Information

Hosts must disclose accurate details about:

- Step-free access
- Doorway widths
- Elevator access
- Bathroom accessibility
- Grab bars
- Roll-in or step-in showers

- Bed heights
- Parking access
- Access to amenities (pools, gyms, outdoor spaces)
- Visual or auditory safety devices

5.2 Prohibited Misrepresentation

Hosts may not:

- Misstate accessibility features
- Claim “accessible” without meeting the minimum standards
- Fail to disclose barriers (stairs, narrow hallways, steep driveways, etc.)
- Hide limitations behind marketing language

5.3 Host Responsibilities Toward Guests with Disabilities

Hosts must:

- Allow service animals regardless of pet policy
- Provide reasonable accommodations when feasible
- Provide clear instructions on accessing the property
- Communicate respectfully and without discrimination
- Follow all applicable laws

Hosts may **not**:

- Refuse Guests due to disability
- Charge fees for service animals
- Ask prohibited questions under ADA/AODA rules
- Penalize Guests for disability-related needs

6. Service Animals & Assistance Animals

Rumbl follows ADA and AODA definitions.

6.1 Service Animals Must Be Allowed

Service animals:

- Are *not* pets
- Must be accommodated even if pets are prohibited
- Cannot incur pet fees
- Cannot be restricted unless unsafe or prohibited by law

6.2 Permitted Questions

Where allowed, Hosts may ask:

1. “Is the animal required because of a disability?”
2. “What work or task has the animal been trained to perform?”

Hosts may **not** ask:

- For medical documentation
- For animal certification or ID cards
- To demonstrate tasks

6.3 Emotional Support Animals

Rules for ESAs vary by region.

Rumbl encourages compliance with local laws.

7. Guest Responsibilities & Appropriate Conduct

Guests with accessibility needs should:

- Communicate clearly with Hosts regarding specific requirements
- Review accessibility features prior to booking
- Report accessibility misrepresentations
- Handle service animals responsibly
- Follow property rules (unless those rules violate disability law)

Guests may request accommodations but must understand that older buildings or certain units may have inherent limitations.

8. Accessibility Categories for Listings

Rumbl provides categories to help identify accessibility features (examples):

8.1 Mobility Access

- Step-free entrances
- Wide hallways
- Accessible parking
- Elevator access

8.2 Bathroom Accessibility

- Grab bars
- Roll-in showers
- Adjustable shower heads
- Shower chairs (where provided)

8.3 Bedroom Accessibility

- Wide doorways
- Bed height details
- Space to maneuver mobility devices

8.4 Visual & Hearing Accessibility

- Visual alarms
- Doorbell light signals
- Loud alarms
- Braille or tactile signage (optional)

8.5 Property Layout & Paths

- Smooth, stable walkways
- No steep transitions
- Handrails on stairs
- Safe outdoor access

Hosts must verify accuracy before publishing.

9. Reporting Accessibility Issues

Guests may report:

- Inaccurate accessibility information
- Barriers that were not disclosed
- Host refusal of lawful accommodations
- Accessibility barriers on the Rumbl website

Reports can be submitted via:

admin@rumblrentals.com

Rumbl will:

- Review the issue
 - Request evidence if applicable
 - Work with the Host to correct Listing information
 - Apply penalties where appropriate
-

10. Accessibility Misrepresentation Consequences

If a Host misrepresents accessibility, Rumbl may:

- Remove the Listing
- Apply penalties or fees
- Restrict account access
- Require corrections before relisting
- Issue Guest refunds (if appropriate)
- Suspend or permanently remove the Host

Rumbl reserves the right to act based on severity.

11. Accommodations, Modifications, and Reasonable Requests

Rumbl encourages Hosts to provide reasonable accommodations, such as:

- Rearranging furniture
- Providing portable ramps (if feasible)
- Offering alternative check-in instructions
- Providing written instructions
- Allowing assistive devices

Hosts are not required to:

- Renovate to meet ADA/AODA standards
- Make structural changes unless required by local law

Rumbl may guide Hosts on best practices.

12. Accessibility Complaints and Resolution Process

Rumbl will:

1. Acknowledge complaints within a reasonable timeframe
2. Investigate thoroughly and request evidence
3. Coordinate with both Host and Guest
4. Provide outcome determinations
5. Update Listings or enforce actions as needed

Rumbl may offer:

- Refunds
 - Rebooking assistance
 - Adjustments to fees
 - Account review
-

13. Continuous Improvement and Accessibility Reviews

Rumbl is committed to:

- Ongoing platform accessibility testing
- Consulting accessibility professionals
- Adding more structured accessibility fields
- Expanding support material for Hosts and Guests
- Regularly updating this Policy

Feedback is encouraged at **admin@rumblrentals.com**.

14. Relationship to Other Policies

This Policy works alongside:

- Privacy Policy
- Non-Discrimination Policy
- Host Standards
- Guest Standards
- Safety Policy
- Community Guidelines
- Damage Protection Policy

Users must follow *all* applicable Rumbl policies.

15. Updates to This Policy

Rumbl may modify this Accessibility Policy at any time.
Changes take effect upon posting.

Users will be notified of material changes where required by law.

16. Contact Information

For accessibility questions or support:

Rumbl Limited Partnership

P.O. Box 154

100 Randall Road

Wrentham, MA 02093

United States

Email: **admin@rumblrentals.com**

© Rumbl Limited Partnership, P.O. Box 154, 100 Randall Road, Wrentham, MA 02093