

## Community Guidelines – Rumbl Rentals

Rumbl Rentals (Rumbl Limited Partnership)

Last Updated: 12/08/2025

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### 1. Introduction

These Community Guidelines (“Guidelines”) outline the standards of behavior that all Users (“you,” “your”), including Hosts, Guests, co-hosts, invitees, and prospective renters, must follow when interacting with the Rumbl Rentals Platform (“Platform”), operated by **Rumbl Limited Partnership**, located at **P.O. Box 154, 100 Randall Road, Wrentham, MA 02093** (“Rumbl,” “we,” “us,” “our”).

The purpose of these Guidelines is to:

- Promote trust and safety
- Protect Hosts, Guests, neighbors, and communities
- Maintain property integrity
- Ensure respectful and inclusive interactions
- Provide transparency around expected conduct

These Guidelines apply:

- Online (messages, reviews, listings)
- Offline (during stays and interactions)
- Across all regions Rumbl operates (U.S., Canada, international Guests)

This Policy is incorporated into the Terms of Service and all related agreements.

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### 2. Core Expectations of All Users

All Users must abide by five universal principles:

1. **Be respectful and courteous**
2. **Be honest and transparent**
3. **Protect property, neighbors, and communities**

4. **Promote safety (physical, emotional, and digital)**
5. **Comply with all Rumbl policies and local laws**

Violations may result in restrictions, suspension, or permanent removal.

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### **3. Respect for Others**

#### **3.1 Treat Everyone with Respect**

Users must:

- Communicate respectfully
- Avoid personal attacks, slurs, or insults
- Maintain professionalism in all interactions
- Resolve conflicts constructively

#### **3.2 Zero Tolerance for Discrimination**

Users must follow the Rumbl **Non-Discrimination Policy** and may not:

- Refuse bookings based on protected classes
- Use discriminatory language
- Treat others differently based on bias

#### **3.3 Harassment and Abuse Prohibited**

Users may not:

- Harass, bully, or intimidate others
- Engage in unwanted sexual behavior
- Threaten or coerce anyone
- Use Rumbl messaging to abuse or harass

Violations result in immediate enforcement action.

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### **4. Respect for Property**

Rumbl requires all Users to respect property and physical spaces.

**Guests must:**

- Follow all house rules
- Keep the property clean and tidy
- Avoid causing damage
- Report issues promptly
- Only access authorized areas
- Respect furniture, appliances, and amenities

**Hosts must:**

- Provide safe, habitable accommodations
  - Maintain cleanliness and repair issues promptly
  - Provide accurate Listing information
  - Disclose hazards and community expectations
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## **5. Respect for Neighbors and Communities**

Rumbl operates within residential and community environments.

### **5.1 Noise**

Users must:

- Follow quiet hours
- Avoid loud music or parties
- Prevent disturbances
- Avoid disruptive late-night activity

### **5.2 Parking and Property Use**

Users must:

- Park only where authorized
- Follow HOA, condo, or building rules
- Respect driveways, shared areas, and common spaces

### 5.3 Local Environment

Guests must:

- Dispose of trash responsibly
- Avoid littering
- Respect cultural norms and community values
- Refrain from illegal or unsafe behavior

Rumbl may restrict users who negatively impact communities.

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## 6. Safety and Responsible Conduct

### 6.1 No Dangerous Behavior

The following are strictly prohibited:

- Violence, threats, or intimidation
- Dangerous or reckless activities
- Fire hazards (unattended stoves/candles, fireworks, etc.)
- Unauthorized use of weapons
- Illegal drug activity

### 6.2 Use of Amenities

Guests must:

- Use pools, hot tubs, grills, fireplaces, or gyms safely
- Follow posted rules
- Supervise children
- Avoid intoxicated use of high-risk amenities

### 6.3 Safety Equipment

Guests may not:

- Disable smoke or CO detectors
- Remove batteries from alarms

- Tamper with fire extinguishers or safety devices
  - Obstruct emergency exits
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## **7. Honesty and Transparency**

Rumbl expects integrity and truthful conduct.

### **7.1 Accurate Representation**

Users must:

- Provide truthful identity information
- Use their own payment methods
- Not impersonate others
- Not create misleading Listings

### **7.2 Honest Reviews**

Reviews must be:

- Genuine and fact-based
- Not retaliatory
- Not used as extortion
- Reflective of actual experiences

### **7.3 Prohibited Fraudulent Behavior**

Examples include:

- Fake reviews
- False damage claims
- Chargeback abuse
- Listing inaccuracies
- Misuse of promotions
- Off-platform payment schemes

Violations may result in account removal.

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## 8. Platform Misuse and Prohibited Online Conduct

Users may not:

- Spam other Users
  - Send threatening or abusive messages
  - Attempt to circumvent Rumbl payments
  - Post or share disallowed content (hate speech, explicit content, violence, etc.)
  - Engage in data scraping or automated bot use
  - Attempt unauthorized access to data or systems
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## 9. Privacy and Confidentiality

Rumbl protects personal information and expects Users to do the same.

**Users may NOT:**

- Record others without consent
- Share private Host or Guest details
- Publish or repost Rumbl communications
- Enter private Host areas
- Disclose sensitive information learned through the Platform

### Cameras and Smart Devices

Hosts must disclose:

- All cameras
- Their locations
- Whether they record or monitor

Cameras must **never** be placed in private areas such as bedrooms or bathrooms.

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## 10. Community Impact and Shared Responsibility

Rumbl expects users to:

- Contribute positively to local communities
  - Avoid actions that invite complaints or damage reputation
  - Respect cultural norms, especially in diverse host cities
  - Support sustainable travel practices where possible
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## **11. Children, Pets, and Vulnerable Guests**

### **11.1 Children**

Guests traveling with children must ensure:

- Constant supervision
- Safe use of amenities
- Compliance with rules (e.g., pool/hot tub safety)

Hosts must provide accurate information about property risks.

### **11.2 Pets**

Guests must:

- Only bring pets when allowed
- Follow pet rules
- Prevent property damage
- Clean up after pets

### **11.3 Service Animals**

Service animals must be permitted in compliance with applicable laws.

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## **12. Illegal, Harmful, or High-Risk Activities**

Prohibited actions include:

- Drug trafficking
- Theft, burglary, or vandalism
- Prostitution or exploitation

- Human trafficking
- Fraud
- Dangerous stunts or social media challenges
- Hosting large-scale, unauthorized events

Rumbl may report serious violations to authorities.

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## **13. Enforcement, Violations, and Consequences**

Rumbl enforces these Guidelines using:

- User reports
- Automated systems
- Host and Guest reviews
- Fraud analysis
- Safety monitoring
- Community complaints

**Possible Rumbl actions include:**

### **13.1 Educational Measures**

- Warnings
- Required policy training

### **13.2 Listing or Account Restrictions**

- Listing removal
- Calendar blocking
- Feature or messaging restrictions

### **13.3 Financial Actions**

- Denial of refunds
- Damage charges
- Additional security deposit requirements



### 13.4 Severe Consequences

- Account suspension
- Permanent removal
- Reporting to authorities (if required)

Rumbl may act at its discretion to protect safety and community well-being.

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### 14. Appeals Process

Users who believe Rumbl made an error may:

- File an appeal
- Submit documentation
- Request review

Rumbl will evaluate the appeal and issue a final decision where allowed by law.

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### 15. Updating These Guidelines

Rumbl may update these Community Guidelines at any time.

Changes take effect when posted.

Users will be notified of material updates when required.

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### 16. Contact Information

Questions, concerns, or reports can be sent to:

**Rumbl Limited Partnership**

P.O. Box 154

100 Randall Road

Wrentham, MA 02093

United States

Email: [admin@rumblrentals.com](mailto:admin@rumblrentals.com)