

Guest Agreement – Rumbl Rentals

Rumbl Rentals (Rumbl Limited Partnership)

Last Updated: 12/08/2025

1. Introduction

This Guest Agreement (“Agreement”) governs all individuals who (“Guest,” “you,” “your”) book, reserve, or stay at any accommodation offered through **Rumbl Rentals**, operated by **Rumbl Limited Partnership**, located at **P.O. Box 154, 100 Randall Road, Wrentham, MA 02093** (“Rumbl,” “we,” “us,” “our”).

By making a booking, submitting a reservation request, staying at an accommodation (“Accommodation”), or otherwise using the Rumbl Rentals Platform (“Platform”), you agree to comply with:

1. This Guest Agreement
2. The Terms of Service
3. The Privacy Policy
4. All Host rules, policies, and instructions
5. All laws and regulations in the jurisdiction of the Accommodation

If you do not agree, you must not use the Platform.

Rumbl provides a booking marketplace only. The Accommodation is owned, controlled, and operated by the Host—not by Rumbl.

2. Definitions

“Accommodation” – Any property or space listed by a Host.

“Booking” – A confirmed reservation.

“Host” – A User who lists and operates an Accommodation.

“Guest” – A User who books or stays at an Accommodation.

“Listing” – The description of an Accommodation.

“Service Fees” – Fees charged for booking and platform use.

“Damage Claim” – A request for reimbursement for property damage or excessive wear.

“Payment Provider” – Third-party processors (e.g., Stripe).

3. Guest Responsibilities

3.1 Prior to Booking

Guests must:

- Review the full Listing, including fees, rules, and policies
- Confirm all details such as dates, number of guests, and amenities
- Understand the cancellation policy
- Ensure compliance with local laws, building rules, and travel requirements

3.2 During the Stay

Guests agree to:

- Treat the Accommodation with respect
- Follow all Host house rules
- Maintain cleanliness
- Use appliances and amenities responsibly
- Prevent nuisance or excessive noise
- Comply with occupancy limits
- Protect keys, access codes, and property access information
- Notify Host promptly of any issues, defects, or damages

Guests are responsible for the conduct of:

- Themselves
- All individuals they allow into the Accommodation
- Pets (where permitted)

3.3 Prohibited Guest Conduct

Guests may NOT:

- Host events or parties without Host approval
- Invite unauthorized guests

- Engage in illegal activity
- Damage or misuse property
- Disable, cover, or tamper with safety devices
- Access restricted or locked areas
- Steal or remove property
- Use the Accommodation for commercial activity unless expressly permitted
- Capture or distribute images of private Host belongings
- Harass Hosts, neighbors, or Ruml staff
- Circumvent Ruml's booking or payment systems

Violations may result in immediate termination of stay, account suspension, and liability for damages.

4. Booking Terms

4.1 Legal Contract

A Booking creates a **binding agreement** between Guest and Host. Ruml is **not** a party to this accommodation contract.

4.2 Booking Confirmation

A Booking is confirmed when:

- A Host accepts a Guest's booking request, or
- The Listing uses Instant Booking

4.3 Accurate Information

Guests must provide complete and truthful information during booking, including:

- Number of Guests
- Identity of primary Guest
- Payment method details

Providing false information may result in cancellation without refund.

5. Payments and Fees

5.1 Payment Authorization

By booking, Guests authorize Rumbl and its Payment Provider to charge:

- Nightly rates
- Cleaning fees
- Guest Service Fees
- Taxes
- Security deposits
- Additional charges as disclosed in the Listing
- Damage claim amounts
- Charges arising from disputes

Guests agree that Rumbl may charge their payment method **after the stay** for damage or rule violations. Rumbl will provide Guests with written notice at least 48 hours before charging their payment method for damage claims, unless the Guest has authorized immediate charge or fails to respond to the claim within 72 hours.

5.2 Taxes

Guests may be charged:

- Local lodging/occupancy taxes
- Regional/provincial taxes (GST/HST/VAT)
- Tourism or accommodation fees

Tax amounts vary by jurisdiction and Listing.

5.3 Currency and Conversion

Charges may be processed in the currency displayed at checkout.

Currency conversion fees may apply based on the Guest's bank or card issuer.

6. Cancellations and Refunds

6.1 Guest Cancellations

Refund eligibility depends on the Host's cancellation policy:

- Flexible
- Moderate
- Strict
- Non-refundable
- Extended-stay
- Custom

Refunds are based on the Accommodation's local time zone.

6.2 Host Cancellations

If a Host cancels:

- Guest receives a full refund
- Rumbl may assist in locating alternative accommodations (not guaranteed)
- Rumbl is not responsible for Guest travel or incidental expenses

6.3 Early Termination of Stay

A Guest who checks out early is not entitled to a refund unless required by:

- Host's cancellation policy
 - Local consumer protection laws
 - A verified habitability issue (determined in Rumbl's discretion)
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7. Damages, Security Deposits, and Charges

7.1 Guest Liability

Guests are financially responsible for:

- Damage to property
- Missing items
- Excessive cleaning
- Professional cleaning needed due to misuse
- Unauthorized occupancy

- Violation of house rules
- Smoking in non-smoking Accommodations
- Pet violations

7.2 Security Deposits

Security deposits may be:

- Pre-authorized
- Charged
- Held
- Released after Host review

Pre-authorization may reduce Guests' available credit temporarily.

7.3 Damage Claims

Hosts may submit a Damage Claim supported by:

- Photos
- Video
- Receipts
- Repair estimates
- Description of the incident

Guests authorize Rumbl to:

- Review evidence
- Charge their payment method
- Apply the security deposit

Rumbl does not guarantee outcomes and is not an insurer.

8. Access and Check-In/Check-Out

8.1 Access Information

Guests must:

- Keep keys secure
- Not duplicate keys
- Not share access codes with unauthorized persons
- Return keys or passes upon checkout

8.2 Check-In

Guests must follow:

- Check-in time
- Access instructions
- Identity verification requirements (where applicable)

8.3 Check-Out

Guests must:

- Vacate the Accommodation on time
- Return keys or access devices
- Follow cleaning or trash instructions
- Secure the property upon departure

Late check-out may incur fees.

9. Safety, Security, and Behavior

9.1 Safety

Guests must:

- Review emergency procedures
- Not disable safety equipment
- Use heating/cooling safely
- Follow pool, hot tub, or amenity rules

9.2 Cameras and Recording Devices

Hosts may have:

- Exterior cameras
- Public/common area cameras

Hosts may **not** place cameras in:

- Bedrooms
- Bathrooms
- Sleeping areas
- Any private area

Guests may not:

- Tamper with cameras
- Hide or disable them

9.3 Emergencies

In emergencies:

1. Contact local emergency services first
2. Notify the Host promptly

Rumbl is not responsible for emergency response.

10. Guest Privacy and Conduct

Guests must respect:

- Host privacy
- Neighbor privacy
- Local quiet hours
- Shared space etiquette

Guests may not:

- Record Hosts without consent
- Publish Host photos or private details
- Share personal information beyond the Platform

11. Disputes with Hosts

Rumbl may:

- Facilitate communication
- Request evidence
- Provide non-binding suggestions

Rumbl does **not**:

- Act as an arbitrator
 - Guarantee refunds
 - Guarantee damage claim decisions
 - Enforce private agreements made outside the Platform
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12. Prohibited Activities

Guests may not:

- Engage in violence or threats
 - Damage or misuse property
 - Engage in discriminatory behavior
 - Circumvent the Platform
 - Engage in fraud or identity misuse
 - Use drugs or controlled substances where illegal
 - Host disruptive gatherings
 - Use the Accommodation for commercial filming unless permitted
 - Possess weapons in violation of law or house rules
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13. Limitation of Liability

Rumbl is **not liable** for:

- Property damage
- Lost items
- Personal injury unless caused by Rumbl's negligence
- Host misconduct
- Guest misconduct
- Travel disruptions
- Force majeure events
- Loss of use
- Emotional distress

Total liability of Rumbl is limited to:

(a) Guest Service Fees paid in the 12 months prior, OR (b) \$100 USD — whichever is greater.

14. Indemnification

Guests agree to indemnify and hold harmless Rumbl from claims arising out of:

- Property damage
 - Violations of this Agreement
 - Illegal activities
 - Injuries to Hosts or third parties
 - Misrepresentations
 - Disputes with Hosts
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15. Termination and Suspension

Rumbl may suspend or terminate Guest accounts for:

- Violations of this Agreement
- Fraud or criminal activity
- Excessive disputes
- Harassment or discrimination
- Payment failures
- Safety risks

Guests may close their accounts at any time.

Outstanding obligations survive termination.

16. Governing Law and Arbitration

This Agreement is governed by:

The laws of the Commonwealth of Massachusetts (United States).

All disputes must be resolved through:

- **Binding arbitration** (AAA Consumer Arbitration Rules)
- **Venue:** Massachusetts
- **Language:** English

Guests waive:

- Class actions
- Jury trials
- Collective arbitration

Small claims court is permitted for individual matters.

17. Entire Agreement

This Agreement, together with the Terms of Service and Privacy Policy, constitutes the entire agreement between Guest and Rumblr.

18. Contact Information

Rumbl Limited Partnership

P.O. Box 154

100 Randall Road

Wrentham, MA 02093

United States

Email: **admin@rumblrentals.com**

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