

Host Agreement – Rumbl Rentals

Rumbl Rentals (Rumbl Limited Partnership)

Last Updated: 12/08/2025

1. Introduction

This Host Agreement (“Agreement”) applies to all individuals or entities (“Host,” “you,” “your”) who create Listings or offer Accommodations through **Rumbl Rentals**, a platform operated by **Rumbl Limited Partnership**, located at **P.O. Box 154, 100 Randall Road, Wrentham, MA 02093** (“Rumbl,” “we,” “us,” “our”).

By creating an account, publishing a Listing, accepting a Booking, communicating with Guests, or otherwise using the Rumbl Rentals Platform (“Platform”), you agree to be bound by:

1. This **Host Agreement**
2. The **Terms of Service**
3. The **Privacy Policy**
4. Any supplemental policies issued by Rumbl

If you do not agree to these terms, you must not use the Platform as a Host.

2. Definitions

For purposes of this Agreement:

“Accommodation” – Any home, dwelling, room, unit, or space made available for booking.

“Listing” – A published description of an Accommodation.

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

“Booking” – A confirmed reservation between Host and Guest.

“Host Content” – Descriptions, photos, rules, pricing, and communications submitted by Hosts.

“Service Fees” – Platform fees charged to Hosts and/or Guests.

“Payment Provider” – Third-party services (e.g., Stripe) used for payment processing.

“Damage Claim” – A request by a Host for reimbursement for property damage or rule violations.

3. Host Eligibility

To serve as a Host, you must:

- Be at least 18 years old
- Have legal authority to enter contracts
- Have legal authority to rent the Accommodation
- Comply with all local, state/provincial, and federal laws
- Not be barred from receiving payments under applicable laws

Rumbl may require identity verification, licensing proof, or property documentation at any time.

Rumbl may refuse or revoke Host access for:

- Safety concerns
 - Legal compliance failures
 - False information
 - High cancellation rates
 - Fraud or misconduct
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4. Host Legal Authority and Compliance Obligations

4.1 Legal Right to Operate

You represent and warrant that:

- You own the Accommodation **or**
- You have written permission from the property owner or landlord **and**
- No lease, mortgage, insurance, HOA/condo rule, municipal law, or other restriction prohibits short-term rental activity.

4.2 Laws and Regulations

You are solely responsible for ensuring compliance with:

- Zoning and land-use rules
- Short-term rental licensing or registration

- Fire, safety, and building codes
- Health and sanitation standards
- Occupancy and noise regulations
- HOA, condo, or community rules
- Local, state/provincial, and federal laws

Rumbl does **not** provide legal or tax advice and does **not** guarantee compliance.

5. Listing Requirements

5.1 Accuracy

All Listing information must be:

- Accurate
- Complete
- Not misleading
- Updated regularly

This includes:

- Address and neighborhood
- Number of bedrooms/bathrooms
- Amenities and appliances
- Photos representing current condition
- Guest capacity
- Safety devices (smoke detectors, CO detectors)
- Known issues or hazards
- Check-in requirements
- Parking instructions
- Limitations (stairs, accessibility, noise, pets)

5.2 Prohibited Listing Content

Hosts may not include:

- False claims
- Misleading or outdated photos
- Discriminatory statements
- Unapproved third-party content
- Hidden fees not disclosed upfront
- Instructions that violate local law

Rumbl may remove or modify Listings that violate policy.

6. Safety & Habitability Requirements

You agree to maintain each Accommodation in a **safe, clean, and habitable condition**, including:

- Working smoke detectors
- Working carbon monoxide detectors (where required)
- Safe electrical systems
- Clear and unobstructed exits
- Adequate heating, plumbing, and ventilation
- Sanitary conditions
- Secure doors and locks
- Non-hazardous structures and fixtures

You must disclose:

- Pets on premises
- Known allergens
- Security devices or cameras (only in lawful areas)
- Safety risks or defects

Rumbl may remove unsafe Listings or require remediation.

7. Host Communications and Responsibilities

Hosts must:

- Respond to Guest inquiries promptly
- Provide accurate check-in and access instructions
- Maintain availability during the stay or provide an emergency contact
- Address urgent safety issues immediately
- Treat Guests respectfully and professionally
- Keep conversations and instructions within the Platform where possible

Hosts may not:

- Harass, threaten, or abuse Guests
 - Cancel for discriminatory reasons
 - Pressure Guests into off-platform transactions
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8. Host Fees and Payouts

8.1 Host Fees

Rumbl charges a Host Service Fee per successful Booking.

Fees are deducted before payout.

Fee rates will be disclosed in your Host dashboard and may change with notice.

8.2 Payout Timing

Payouts:

- Are initiated **after Guest check-in**
- Are processed by third-party Payment Providers
- May take several business days depending on banking systems
- Are subject to holds for fraud prevention or dispute resolution

8.3 Deductions

Rumbl may deduct amounts from Host payouts for:

- Chargebacks
- Damage claims
- Unpaid fees
- Tax remittance obligations
- Penalties for violations or cancellations

8.4 Payment Provider Rules

Host payouts are also governed by the Payment Provider's terms, which Hosts must accept to receive funds.

9. Cancellations

9.1 Host-Initiated Cancellations

Hosts are expected to honor all confirmed Bookings.

Frequent or unjustified cancellations may lead to:

- Cancellation fees
- Lower search ranking
- Temporary suspension
- Permanent account removal

9.2 Guest Cancellations

Guest refunds are determined by the Host's selected cancellation policy:

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

- Custom

Rumbl enforces the policy in place at the time of booking.

10. Damage Claims and Insurance

10.1 Host Damage Claims

Hosts may submit claims for:

- Physical damage
- Broken items
- Excessive cleaning
- Unauthorized guests
- Rule violations (e.g., smoking)

Rumbl requires:

- Photos/video
- Receipts or repair estimates
- Description of the issue
- Proof of Guest responsibility where available

10.2 Guest Responsibility

Guests are responsible for damages caused by:

- Themselves
- Invitees
- Pets (if allowed)
- Unauthorized visitors

10.3 Security Deposits

Hosts may opt-in to security deposits.

Deposits may be:

- Pre-authorized
- Charged

- Held
- Refunded after review

10.4 Rumbl Is Not an Insurer

Rumbl:

- Does NOT provide homeowner's coverage
- Does NOT guarantee payment for Host claims
- Does NOT cover losses under homeowner, landlord, or STR policies unless explicitly stated

Hosts are required to maintain general liability insurance with minimum coverage of \$1,000,000 USD per occurrence, and to provide proof of coverage upon Rumbl's request.

11. Taxes

11.1 Host Tax Obligations

Hosts are responsible for:

- Income taxes
- GST/HST/VAT (where applicable)
- Lodging/occupancy taxes
- Property taxes
- Any tax obligations related to rental income

11.2 Rumbl Tax Collection

Rumbl may be required to:

- Collect lodging taxes
- Remit taxes to authorities
- Withhold taxes from Host payouts

Rumbl will notify Hosts where this applies.

12. Prohibited Host Conduct

Hosts may not:

- Discriminate on protected grounds
- Circumvent Rumbl to avoid fees
- Harass or retaliate against Guests
- Violate privacy or record Guests unlawfully
- Create fraudulent Listings
- Engage in tax evasion
- Operate illegal accommodations
- Tamper with guest belongings
- List unsafe, uninhabitable, or unlawful spaces

Violations may result in immediate removal.

13. Privacy and Data Handling

Hosts agree to:

- Use Guest data ONLY for booking-related communication
- Not store Guest personal data beyond what is necessary
- Not sell, trade, or misuse Guest information
- Follow Rumbl's Privacy Policy

Hosts are prohibited from:

- Using Guest data for marketing outside the Platform
 - Sharing photos or identifying information without consent
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14. Host–Guest Disputes

Rumbl is **not** a party to the Hosting agreement between Host and Guest.

Rumbl may:

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

Rumbl does **not**:

- Serve as an arbitrator
 - Guarantee claim outcomes
 - Enforce private agreements outside the Platform
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15. Limitation of Liability

Rumbl is not responsible for:

- Property damage
- Theft
- Lost income
- Guest misconduct
- Host misconduct
- Personal injury unless caused by Rumbl's negligence
- Financial losses arising from cancellations
- Regulatory penalties incurred by Hosts

Rumbl's total liability is limited to:

(a) Host fees paid in the 12 months before the incident, OR (b) \$100 USD — whichever is greater.

16. Indemnification

Hosts agree to indemnify, defend, and hold harmless Rumbl from claims, losses, damages, or liabilities arising from:

- Hosting activities

- Property conditions
 - Safety violations
 - Legal non-compliance
 - Tax issues
 - Misrepresentations
 - Guest injuries or disputes
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17. Suspension and Termination

Rumbl may suspend or terminate a Host account for:

- Repeated cancellations
- Fraud
- Safety risks
- Illegal rental activity
- Poor guest experience
- Abusive behavior
- Community complaints
- Regulatory violations

Hosts may close their accounts, but obligations survive termination.

18. Dispute Resolution and Governing Law

This Agreement is governed by:

The laws of the Commonwealth of Massachusetts (USA).

All disputes between Host and Rumbl will be resolved by:

- **Binding arbitration** administered by the American Arbitration Association (AAA)
- **Venue:** Massachusetts

- **Language:** English

Hosts waive:

- Class actions
- Collective proceedings
- Jury trials

Small claims court is permitted for individual disputes.

19. Entire Agreement

This Agreement, together with the Terms of Service, Privacy Policy, and supplemental policies, constitutes the entire agreement between Host and Rumbl.

20. Contact Information

Rumbl Limited Partnership

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