

Host Standards Policy – Rumbl Rentals

Rumbl Rentals (Rumbl Limited Partnership)

Last Updated: 12/08/2025

1. Purpose and Scope

This Host Standards Policy (“Policy”) establishes the minimum requirements, quality expectations, safety obligations, and professional conduct standards that all Hosts must follow when listing and operating accommodations (“Accommodations”) on 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”).

This Policy is incorporated into:

- Host Agreement
- Terms of Service
- Safety Policy
- Refunds & Cancellation Policy
- Damage Protection Policy

By listing an Accommodation or accepting a Booking, you agree to follow these standards.

2. Host Responsibilities and Expectations

All Hosts must maintain the following standards across four core dimensions:

1. **Accuracy & Transparency**
2. **Cleanliness & Property Condition**
3. **Guest Support & Communication**
4. **Safety & Legal Compliance**

Failure to meet these standards may result in:

- Listing removal
- Calendar blocking

- Temporary suspension
 - Permanent Host removal
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3. Standard 1: Listing Accuracy

Hosts must ensure that Listings are **truthful, accurate, and up-to-date**.

3.1 Accurate Description Requirements

Your Listing must accurately describe:

- Property type (house, apartment, unit, suite, room)
- Number of bedrooms and bathrooms
- Sleeping arrangements
- Maximum occupancy
- Amenities (Wi-Fi, air conditioning, heat, kitchen appliances, laundry, etc.)
- Outdoor spaces
- Parking availability
- Accessibility limitations
- Proximity to major points of interest
- Safety equipment

3.2 Photo Requirements

Photos must:

- Depict the current condition of the property
- Be clear, truthful, and representative
- Not use filters that materially alter appearance
- Highlight key rooms (bedrooms, living areas, bathrooms, kitchen)

3.3 Pricing Transparency

Hosts must:

- Disclose all required fees (cleaning fee, pet fee, parking fee)
- Avoid hiding or misleading Guests about costs

- Not pressure Guests into off-platform payment

3.4 House Rules Disclosure

Rules must be:

- Clearly stated
- Non-discriminatory
- Consistent with local law
- Communicated prior to booking

Examples include:

- Quiet hours
 - Smoking restrictions
 - Pet policies
 - Pool or hot tub rules
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4. Standard 2: Cleanliness and Property Condition

Hosts must maintain the Accommodation in a **clean, safe, and guest-ready condition**.

4.1 Minimum Cleanliness Requirements

Each stay must include:

- Clean bedding, towels, and linens
- Sanitized bathrooms
- Clean, functional kitchen
- Trash removed
- Surfaces wiped and disinfected
- Floors cleaned
- No visible mold, pests, or odors
- Refrigerator emptied except permitted items

4.2 Functional Condition Requirements

The following must be functional:

- Heating & cooling systems
- Plumbing (toilets, sinks, showers)
- Electrical systems
- Major appliances
- Internet/Wi-Fi
- Locks and entry systems
- Lights

4.3 Repair Expectations

Hosts must repair:

- Broken furniture
- Appliances
- Leaks or plumbing issues
- Safety hazards
- HVAC failures

Repairs must be completed **promptly** and **before the next Guest arrives** unless otherwise disclosed.

4.4 Cleaning Between Stays

Turnover cleaning must be performed between Guest stays.

Use of professional cleaners is recommended (e.g., Tidy integration).

5. Standard 3: Guest Support & Communication

Guests must feel supported before, during, and after their stay.

5.1 Response Time Requirements

Hosts must:

- Respond to inquiries within a reasonable amount of time
- Reply faster as check-in approaches
- Provide timely updates during emergencies

5.2 Check-In and Check-Out Instructions

Instructions must be:

- Clear and detailed
- Delivered before arrival
- Accurate and up-to-date
- Provided through the Platform unless otherwise required

5.3 Availability During Stay

Hosts must:

- Be reachable during Guest stays
- Provide an alternate contact if unavailable
- Address urgent issues promptly

5.4 Professionalism Requirements

Hosts must:

- Treat Guests with respect
 - Avoid harassment or discriminatory behavior
 - Maintain professional communication
 - Resolve conflicts calmly and respectfully
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6. Standard 4: Safety & Legal Compliance

Hosts must ensure that Accommodations are **safe** and **legally compliant**.

6.1 Required Safety Equipment

Each Accommodation must include:

- Smoke detectors (working and tested)
- Carbon monoxide detectors (if required)
- Fire extinguisher
- First aid kit
- Safe entry systems

- Adequate lighting

6.2 Local Law Compliance

Hosts must comply with:

- Licensing or STR registration requirements
- Occupancy limits
- Building and fire codes
- Health and sanitation laws
- HOA or condo rules
- Insurance requirements

6.3 Hazard Disclosure

Hosts must disclose:

- Pets
- Allergens
- Cameras (exterior or common areas only)
- Nearby construction or noise
- Steep stairs, ladders, or lofts
- Water features (pools, lakes, ponds)
- Unsafe or off-limits areas

6.4 Prohibited Host Safety Practices

Hosts may **not**:

- Hide cameras in private areas
 - Tamper with safety devices
 - Provide incomplete or misleading safety information
 - Allow Guests to stay in unsafe conditions
 - Fail to address hazards reported by Guests
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7. Host Obligations During Guest Issues

7.1 Urgent Issues Requiring Immediate Response

Examples include:

- Water leaks
- HVAC failure in extreme weather
- Broken locks
- Flooding
- Electrical hazards
- Gas smells
- Structural issues

Hosts must respond immediately and coordinate repairs.

7.2 Non-Urgent Issues

Examples include:

- Minor appliance failure
- Wi-Fi disruptions
- Lightbulbs out

Hosts must address these within a reasonable timeframe.

7.3 Habitability Failures

If an Accommodation becomes uninhabitable:

- Host must work with Rumbl to facilitate refunds, relocations, or adjustments
 - Host may be responsible for costs resulting from negligence
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8. Host Cancellation Standards

Rumbl monitors Host cancellation behavior.

Hosts must:

- Avoid unnecessary cancellations

- Only cancel when truly unavoidable
- Not cancel based on discriminatory reasons
- Not cancel to accept a higher-paying Guest
- Not cancel due to Host personal schedule changes

Rumbl may take action for repeated Host cancellations.

9. Guest Review Standards

Guest reviews help maintain platform integrity.

Hosts must:

- Provide accurate feedback
- Avoid retaliation
- Not attempt to influence Guest reviews
- Not ask for positive reviews in exchange for perks

Rumbl may remove reviews that violate policies.

10. Professional Conduct and Community Expectations

Hosts must:

- Treat Guests with courtesy
 - Respect Guest privacy
 - Not enter the property without proper notice (except emergencies)
 - Maintain cultural sensitivity
 - Follow all Rumbl policies consistently
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11. Prohibited Host Conduct

Hosts may **NOT**:

- Harass Guests
 - Use discriminatory language
 - Threaten, intimidate, or bully Guests
 - Force Guests to leave without valid safety or legal reasons
 - Solicit off-platform payments
 - Misuse Guest personal information
 - Engage in illegal or unsafe activities
 - List spaces that violate zoning or licensing rules
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12. Rumbl Monitoring and Enforcement

Rumbl uses:

- Guest reviews
- Internal risk tools
- Safety reports
- Fraud analysis
- Behavior monitoring

Rumbl may:

- Request documentation
 - Require repairs or updates
 - Adjust ranking
 - Apply penalties
 - Remove Listings
 - Suspend accounts
 - Permanently remove Hosts
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13. Appeals Process

Hosts who believe Rumbi has taken action in error may:

- Submit an appeal
- Provide documentation
- Request review

Rumbi will evaluate on a case-by-case basis.

Rumbi's final decision is binding where permitted by law.

14. Updates to This Policy

Rumbi may update this Host Standards Policy at any time.

Updates are effective upon posting.

Users will be notified of material changes.

15. Contact Information

Rumbi Limited Partnership

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