

Non-Discrimination Policy – Rumbl Rentals

Rumbl Rentals (Rumbl Limited Partnership)

Last Updated: 12/08/2025

1. Introduction

Rumbl Rentals, operated by **Rumbl Limited Partnership**, located at **P.O. Box 154, 100 Randall Road, Wrentham, MA 02093** (“Rumbl,” “we,” “us,” “our”), is committed to fostering a respectful, safe, and inclusive community for all Users—including Hosts, Guests, and anyone interacting with the Rumbl platform (“Platform”).

This Non-Discrimination Policy (“Policy”) establishes the rules and expectations regarding discrimination, harassment, and equal access. It applies to:

- Hosts
- Guests
- Co-hosts
- Property managers
- Anyone listed on a reservation

This Policy is incorporated into:

- Terms of Service
- Host Agreement
- Guest Agreement
- Safety Policy
- Community Guidelines

By using the Platform, you agree to comply with this Policy.

2. Rumbl's Commitment to Inclusion

Rumbl promotes equal access to accommodations without discrimination, harassment, or bias. Our mission is to create a global marketplace where individuals from all backgrounds can travel freely and host with confidence.

Rumbl strictly prohibits:

- Discriminatory conduct
- Harassment
- Retaliation
- Biased decision-making
- Any behavior that denies equal access

Discrimination in any form is not tolerated and may result in permanent removal from the Platform.

3. Protected Classes

Under this Policy, Hosts and Guests may **not** discriminate against individuals based on any of the following protected characteristics, as defined by U.S. federal law, Canadian law, and relevant state/provincial statutes:

3.1 Protected Characteristics

- Race
- Color
- Ethnicity
- National origin
- Citizenship or immigration status
- Religion or creed
- Sex or gender
- Gender identity or gender expression
- Sexual orientation
- Marital status

- Disability or physical/mental impairment
- Genetic information
- Age
- Family status or presence of children
- Pregnancy
- Veteran or military status
- Ancestry
- Political affiliation
- Socioeconomic status
- Language
- Any protected status under applicable law

Rumbl may add additional protections as laws evolve.

4. Prohibited Conduct

Users may **not**, under any circumstances:

4.1 Refuse or Cancel Bookings Based on Protected Class

Examples:

- Declining Guests due to race or ethnicity
- Canceling reservations because Guests have children
- Rejecting Guests because of disability
- Preferring Guests from certain countries

4.2 Make Discriminatory Statements

This includes:

- Expressing preferences based on protected characteristics
- Using derogatory slurs, insults, or coded language
- Stating “no children,” “no locals,” “no foreigners,” etc.

- Imposing different rules based on race, gender, or religion

4.3 Provide Unequal Access

Such as:

- Offering different check-in times to certain Guests
- Charging different fees based on protected attributes
- Providing inferior accommodations intentionally

4.4 Harassment or Hostility

Hosts and Guests may **not** engage in:

- Harassment, intimidation, or threats
- Sexual harassment
- Hate speech
- Unwelcome conduct targeting protected classes

4.5 Platform Circumvention Based on Bias

Users may not:

- Attempt to avoid booking with a Guest due to their identity
 - Cancel for fabricated reasons related to personal biases
 - Use pretextual excuses to reject Guests belonging to certain groups
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5. Reasonable Accommodation for Disability

Rumbl supports equitable travel for Guests with disabilities.

5.1 Host Obligations

Hosts must:

- Provide accurate descriptions of accessibility features
- Allow service animals, even if a property prohibits pets (except where unsafe or unlawful)
- Not charge pet fees for service animals
- Provide reasonable accommodations when feasible

5.2 Service Animals

Service animals:

- Must be permitted
- Are not “pets”
- Do not require documentation (unless allowed by local law)
- May not incur extra fees

Hosts may ask permitted clarification questions under local law, but may **not**:

- Request medical history
- Demand identification cards
- Require training certificates

5.3 When Accommodations May Be Denied

Hosts may deny a request only if:

- The request would create an undue safety risk
- The Accommodation is fundamentally unsuitable due to design limitations
- The request is illegal under local law

Rumbl reviews disputes related to disability accommodations.

6. Children, Families, and Age Requirements

Hosts may **not**:

- Refuse Guests solely because they have children
- Impose surcharges for minors
- Post “adults only” unless required by law (e.g., age-limited communities)

Guests must comply with:

- Occupancy limits
- Safety rules (e.g., pools, balconies)

Hosts may not use safety rules as pretext to discriminate.

7. Immigration and Citizenship Status

Hosts may **not**:

- Refuse Guests based on nationality, ethnicity, citizenship, immigration status, or place of birth
- Ask for documentation beyond standard identity verification
- Use travel purpose as pretext for xenophobic behavior

Reasonable identity confirmation (via Rumbl tools) is allowed.

8. Local Laws and Exceptions

Some laws impose restrictions on:

- Occupancy limits
- Short-term rental registration
- Housing for minors in specific jurisdictions
- Sex offender residency restrictions
- Local community or building rules

Where such laws apply, Hosts may comply **only to the extent required by law**.

Rumbl will evaluate all legal limitations to ensure they are not used as discriminatory pretexts.

9. Reporting Discrimination

Guests and Hosts are encouraged to report discriminatory conduct.

Reports can be submitted:

- Via Rumbl's in-app reporting tools
- Via customer support
- By emailing **admin@rumblrentals.com**

9.1 What to Include in a Report

- Names of involved parties
- Booking details
- Screenshots or messages
- Specific behavior of concern
- Any supporting evidence

Rumbl will:

- Investigate promptly
 - Request additional documentation if needed
 - Take appropriate action (section 10)
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10. Consequences for Violations

Rumbl may act against Users who violate this Policy, including:

- Education and warnings
- Required policy training
- Listing removal
- Temporary suspension
- Permanent suspension
- Blocking device or payment methods
- Reporting to authorities (if required by law)

Violations of anti-discrimination laws carry significant legal consequences. Rumbl may cooperate with investigations as appropriate.

11. Anti-Retaliation

Rumbl prohibits retaliation against individuals who:

- Report discrimination

- Assist in an investigation
- Assert their rights
- Decline a discriminatory request

Examples of retaliation include:

- Canceling reservations in response to complaints
- Threatening or harassing users
- Leaving retaliatory reviews

Rumbl takes retaliation as seriously as discrimination itself.

12. Review Moderation and Enforcement

To protect Users:

- Rumbl may remove discriminatory reviews
- Rumbl may hide or redact offensive content
- Rumbl may restrict communication features for violators
- Rumbl may label certain accounts as “under review”

Rumbl may permanently disable accounts exhibiting extreme or repeated discriminatory behavior.

13. Education and Community Standards

Rumbl may provide:

- Educational guidelines for Hosts
- Best practices for inclusive communication
- Accessibility recommendations
- Cultural awareness information

Hosts and Guests are encouraged to participate in Rumbl’s learning resources.

14. Limitations and Legal Scopes

This Policy:

- Does not require Hosts to violate local occupancy laws
- Does not guarantee Guests access to illegal or unlicensed accommodations
- Does not override legitimate safety requirements
- Must be interpreted in compliance with applicable local law

Rumbl does not provide legal advice.

15. Updates to This Policy

Rumbl may update this Policy.

Updates are effective upon posting.

Users will be notified of material changes as required.

16. Contact Information

For questions or reports:

Rumbl Limited Partnership

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Email: **admin@rumb rentals.com**

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