

# EarthOMs Non-Discrimination & Accessibility Policy

Effective date: [01/01/2026]

**Owner:** Legal & Trust + Product Accessibility

**Contacts:** General support - [ContactEarthOms@gmail.com](mailto:ContactEarthOms@gmail.com)

## 1. Purpose and Scope

- 1.1. EarthOMs is committed to an inclusive marketplace where everyone can book, host, and shop with dignity and equal opportunity. This Policy sets the non-discrimination and accessibility standards for all users—Guests, Hosts, Affiliates/Partners—and applies to all listings, messages, reviews, transactions, and Shop Your Stay purchases on the Platform. It also describes our digital accessibility commitments.
- 1.2. This Policy supplements and is incorporated into the Terms of Service, Guest Terms, Host Agreement, Privacy Notice, Green-Claims Guide, and Affiliate & Partner Terms. Where applicable law imposes stricter requirements, those prevail.

## 2. Protected Characteristics and Prohibited Conduct

- 2.1. You may not discriminate, harass, or retaliate against any person based on protected characteristics, including but not limited to: race, color, ethnicity, national origin, language, religion or creed, sex, sexual orientation, gender identity or expression, pregnancy, marital or familial status, age, disability, medical condition, genetic information, veteran or military status, citizenship, lawful source of income, immigration status, ancestry, caste, political affiliation (where protected), or any class protected by local law.
- 2.2. Prohibited behaviors include: declining, cancelling, or discouraging a booking; steering to different listings; setting different prices, deposits, or rules; applying policies selectively; refusing legitimate accessibility aids (e.g., service animals) where required by law; or using slurs, threats, or harassment in any communication or review.

## 3. Accessibility Commitments (Physical Stays)

- 3.1. Accurate accessibility information. Hosts must provide current, accurate details about accessibility features and potential barriers (e.g., step-free entry; doorway clear width; bathroom type; bed height; parking; path of travel; light/sound/environmental considerations). Misrepresentation is prohibited.
- 3.2. Equal access to policies and amenities. House rules, fees, deposits, and amenities must be applied consistently to all Guests. Do not impose additional charges, deposits, or conditions based on disability or other protected characteristics.

- 3.3. Reasonable modifications and assistance. Where required by law, Hosts must provide reasonable modifications to rules, policies, or practices when necessary for Guests with disabilities (e.g., allowing a caregiver to accompany a Guest without additional “extra person” fees, within occupancy limits; providing key exchange alternatives if keypad use is inaccessible).
- 3.4. Auxiliary aids and effective communication. Where reasonable, Hosts should accommodate effective communication needs (e.g., written instructions, large-print house rules, offering to communicate via in-app text instead of voice). EarthOMs support can relay messages if real-time alternatives are needed.
- 3.5. Safety-based restrictions. Hosts may maintain legitimate, non-discriminatory safety policies tied to the property’s objective conditions (e.g., ladder lofts not suitable for small children; weight limits for rooftop decks), applied consistently and described in the listing. Safety policies cannot be used as a pretext for discrimination.

## **4. Service Animals, Assistance Animals, and Pets**

- 4.1. Service animals. Where law requires (e.g., many jurisdictions for places of public accommodation), Hosts must allow service animals that are trained to do work or perform tasks for a person with a disability. Service animals are not “pets,” and pet fees, deposits, or breed/weight restrictions may not be applied to them. Limited, lawful inquiries are allowed only where the disability and service animal’s role are not obvious: (1) Is the animal required because of a disability? and (2) What work or task has the animal been trained to perform? No documentation may be required where not permitted by law. No surcharges may be imposed; however, Guests may be charged for damage actually caused by any animal consistent with standard policies.
- 4.2. Emotional support, therapy, or comfort animals. Treatment varies by jurisdiction. Where law requires accommodation (e.g., certain housing contexts), Hosts must follow applicable rules. Where not required, Hosts may apply their standard pet policies (fees, limits) so long as they are not used to discriminate.
- 4.3. Areas where animals are restricted. Hosts may enforce legitimate health/safety restrictions (e.g., no animals in shared commercial kitchens) when required by law and when alternatives are reasonably available. Restrictions must be clearly disclosed and applied even-handedly.

## **5. Children, Families, and Occupancy Rules**

- 5.1. Refusing families or children based on familial status is prohibited where protected by law. Hosts may set neutral occupancy limits tied to safety codes (e.g., bedroom count), and may state property-specific hazards (e.g., unfenced pool), but may not bar children categorically where unlawful.

## **6. Neutral Criteria vs. Discriminatory Practices**

- 6.1. Permissible neutral criteria include: minimum-night stays; documented security deposits handled on-platform; objective ID/KYC requirements; quiet-hours and no-party rules; no-smoking policies; pricing by date/length of stay. These must be

applied uniformly to all Guests and never used as a pretext to exclude protected classes.

## 7. Reviews and Communications

- 7.1. Respectful conduct. Harassment, slurs, or disparagement based on protected characteristics are prohibited in messages, reviews, and public posts.
- 7.2. Content moderation. EarthOMs may remove or edit content that violates this Policy and may suspend or terminate accounts for repeated or egregious violations. Honest, experience-based, non-discriminatory feedback is welcomed.

## 8. Digital Accessibility (Web/App)

- 8.1. Standard. EarthOMs aims to meet or exceed **WCAG 2.1 AA** for web and mobile experiences. We are investing in continuous improvements across navigation, color contrast, keyboard access, focus order, labels/alt text, error handling, and compatibility with assistive technologies.
- 8.2. Feedback and accommodations. If you encounter a barrier, contact [ContactEarthOms@gmail.com](mailto:ContactEarthOms@gmail.com) with the page/app screen, description of the issue, assistive technology used (if any), and your preferred format (e.g., email, phone). Reasonable accommodations may include alternative booking assistance, accessible copies of key documents, or prioritized fixes for critical flows.
- 8.3. Maintenance and testing. We conduct periodic audits, include accessibility checks in release pipelines, and train relevant teams. We welcome third-party feedback and bug reports. If you need this Policy in an alternative format, contact [ContactEarthOms@gmail.com](mailto:ContactEarthOms@gmail.com)

## 9. Host Responsibilities (Compliance Summary)

- 9.1. Understand and follow local/national anti-discrimination and accessibility laws applicable to your property type.
- 9.2. Provide accurate, specific accessibility details and keep them updated.
- 9.3. Honor service-animal rules where required; do not charge pet fees or impose breed/weight limits on service animals.
- 9.4. Apply neutral rules uniformly; do not use them to deter protected classes.
- 9.5. Respond to reasonable modification requests in good faith and within a reasonable timeframe.
- 9.6. Avoid surveillance in private areas; disclose any permitted sensors per policy and law.

## 10. Guest Responsibilities (Conduct Summary)

- 10.1. Treat Hosts, neighbors, and EarthOMs staff with respect.
- 10.2. Follow house rules, occupancy limits, and lawful safety guidance.
- 10.3. Communicate accessibility needs early when possible; use on-platform messaging for documentation.
- 10.4. Supervise children and animals; cover costs for actual damage consistent with standard policies.

## 11. Requesting Accessibility Information or Modifications

- 11.1. Before booking. Guests may contact Hosts via the Platform to request details (photos/measurements) or reasonable policy modifications. Hosts should respond promptly and in good faith. If a Host declines, they must provide a legitimate, non-discriminatory reason.
- 11.2. During the stay. Report barriers or unmet commitments immediately via the app or [ContactEarthOms@gmail.com](mailto:ContactEarthOms@gmail.com) so we can assist with alternative arrangements or remedies consistent with applicable policies and law.

## 12. Reporting, Investigations, and Remedies

- 12.1. How to report. email [ContactEarthOms@gmail.com](mailto:ContactEarthOms@gmail.com) for escalations. Include booking ID, listing link, date, participants, and screenshots/messages where applicable.
- 12.2. Our process. We triage for safety, review message logs, request statements, and consider any objective evidence (e.g., listing screenshots, IA findings when applicable). We may consult relevant laws and, where appropriate, external advisors.
- 12.3. Outcomes. Potential actions include education/warnings, content edits, required listing corrections, temporary suspension, cancelled bookings with refunds where appropriate, removal of listings/badges, program removal, or account termination for egregious or repeated violations. We may also provide accessibility-oriented remedies (e.g., fee waivers, rebooking assistance) consistent with policy.
- 12.4. No retaliation. Retaliation for raising a concern, requesting an accommodation, or assisting an investigation is prohibited and may lead to heightened enforcement.

## 13. Shop Your Stay (Commerce) Considerations

- 13.1. Marketing and product copy must avoid discriminatory claims and must be accessible per our Green-Claims Guide and WCAG practices (e.g., alt text, readable contrast, clear size/fit information).
- 13.2. Sellers should provide accessible product documentation where feasible (e.g., screen-reader friendly manuals).
- 13.3. Customer service must be available through accessible channels (email/chat; TTY or relay-friendly phone number where applicable).

## 14. Data, Privacy, and Safety

- 14.1. We process reports and accommodation requests per our Privacy Notice. We aim to collect the minimum necessary information (e.g., we do not require medical records to verify service-animal use where not permitted by law). Safety devices must never be used to target protected classes; see the Host Agreement and Privacy Notice for camera and sensor rules.

## 15. Jurisdictional Notes (High-Level)

- 15.1. Accessibility and anti-discrimination laws vary by country, state, and municipality. Examples include public-accommodation, housing, and consumer-protection laws. Hosts are responsible for understanding and complying with local requirements (e.g., service-animal rules; familial-status protections; required notices). EarthOMs

may implement jurisdiction-specific tooling (permit fields, display of license numbers, or policy prompts) to assist compliance.

## 16. Changes to this Policy

- 16.1. We may update this Policy to reflect changes in the law or our practices. Material updates will be communicated via the site/app or email. Continued use of the Platform after the effective date constitutes acceptance.

## Contact Us:

Accessibility requests, feedback, or alternative-format copies of this Policy: [accessibility@]

**General support: [ContactEarthOms@gmail.com](mailto:ContactEarthOms@gmail.com)**

Mail: 229 Airport Rd STE 7 PMB 234, Arden NC 29704

## Quick Reference (Non-Contractual Aid)

- Do not discriminate or harass anyone on the Platform.
- Hosts must allow service animals where required; no pet fees or breed/weight limits for them.
- Provide accurate accessibility details and respond to modification requests in good faith.
- We aim for WCAG 2.1 AA and welcome feedback at [ContactEarthOms@gmail.com](mailto:ContactEarthOms@gmail.com)
- Report violations to [ContactEarthOms@gmail.com](mailto:ContactEarthOms@gmail.com) or via the app; retaliation is prohibited.