

Community Standards — Furnished Rental Group (FRG)

At FRG, trust is the foundation of our global community. To help Hosts and Guests feel at home anywhere in the world, we have established clear **Community Standards** outlining behavioral expectations and reinforcing the values that guide safe and welcoming stays, services, and experiences.

Our standards focus on five core pillars: **Safety, Security, Fairness, Authenticity, and Reliability**. All community members are expected to uphold these principles at all times.

1) Safety

Your FRG experience begins with the confidence that you are safe. We ask all members to avoid behaviors that may threaten or harm others.

- **No Self-Harm or Violence:**
Physical assaults, sexual misconduct, domestic violence, human trafficking, theft, or any act of violence are strictly prohibited.
- **No Threats:**
Verbal or written threats of harm or self-harm will be taken seriously and may trigger intervention.
- **Avoid Dangerous Conditions:**
Hosts must maintain safe environments—e.g., secure weapon storage, proper fire safety, no hazardous animals or conditions that may prevent emergency evacuation.

For more information, refer to our **Host & Guest Safety Policy**.

2) Security

Members share homes, neighborhoods, and experiences. Respect for property, information, and belongings is essential.

- **No Theft, Vandalism, or Extortion:**
Do not take property that is not yours, remain after your reservation ends, damage property, or demand benefits under threat of negative reviews. See our **Anti-Extortion**

Policy.

- **No Fraud or Impersonation:**
Prohibited activities include off-platform transactions, payment fraud, referral abuse, false claims, or attempts to divert bookings.
 - **Respect Privacy & Intellectual Property:**
Hidden cameras are strictly forbidden. Interior cameras or recording devices are prohibited except where required by law and approved by FRG. Exterior cameras must be disclosed clearly (e.g., “Front door camera”).
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3) Fairness

Our global community thrives on mutual respect. Discrimination, harassment, or intimidation undermine this principle.

- **No Discrimination or Hate Speech:**
Treat everyone with dignity, regardless of race, ethnicity, nationality, religion, gender identity, sexual orientation, disability, or health status.
 - **No Harassment or Doxxing:**
Do not share others’ personal information to shame or blackmail them, engage in defamatory behavior, or violate our **Reviews & Content Policy**.
 - **Respect for Neighbors & Communities:**
Avoid disrupting neighborhoods, ignoring local concerns, or using neighbors as unpaid “front desk” staff.
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4) Authenticity

Trust depends on transparency and honest interactions.

- **No False Profiles or Misrepresentation:**
Do not use fake names, create duplicate accounts, or provide inaccurate personal information.
- **No Listing Fraud or Hidden Issues:**
Do not misstate property availability, location, amenities, or conditions. Disclose any potential hazards or habitability issues upfront.

- **No Fake Reviews or Pricing Manipulation:**
Reviews and pricing must reflect genuine experiences and accurate information.
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5) Reliability

Members rely on each other for clear communication, accurate listings, and honored commitments.

- **Habitable Spaces Only:**
Do not list properties lacking basic amenities (e.g., running water, electricity) or spaces unsuitable for accommodation (e.g., moving boats, tents without facilities).
 - **Honor Reservations & Payments:**
Avoid last-minute cancellations (except for valid emergencies), payment disputes, or denying guest access after confirmation.
 - **Stay Available & Responsive:**
Provide accurate contact information, respond to guests promptly, and cooperate with FRG's resolution processes when needed.
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Compliance & Enforcement

Violations of these standards may result in:

- **Warnings or Required Corrective Action**
- **Listing Suspension or Removal**
- **Account Restriction or Termination**

Application of this policy may vary to reflect **local laws and regulations**.