

# Karta Off-Platform Policy

Last Updated: January 11, 2021

By hosting on Karta, you agree to abide by our terms and policies, including our Terms of Service, which we reserve the right to enforce at our sole discretion. In the event of repeated or severe violations, we may suspend or permanently deactivate a person's account.

In order to protect our community and business, the following behaviors are prohibited:

## Asking guests for feedback off of Karta

Asking for guests to review you or your listing off of Karta takes valuable input about a guest's stay away from Karta's community. We want guests to share their feedback directly on Karta so that other guests may benefit from their insights. This includes:

- Asking guests to review a Karta stay on a non-Karta website, or taking reviews from Karta and posting them on a non-Karta website
- Asking guests to fill out a survey regarding a Karta stay via a non-Karta website or form off of Karta

## Asking guests for contact information prior to booking

All guest communications prior to booking should be on Karta. Asking guests for contact information prior to booking is prohibited. This includes:

- Asking guests for their phone number or email address prior to booking
- Asking guests to call or email in order to discuss a reservation prior to booking (ex: offering a deeper discount for booking directly by phone).
- Asking guests to go to a third-party website or fill out a form in order to make a booking (ex: stating reservations with larger groups need to go through a separate website)

## Asking guests for contact information after a booking or misusing contact information provided by Karta

This includes asking for or using contact information for any reasons unrelated to a guest's stay, or in a way that compromises the quality of a guest's stay. Guests should be able to communicate directly with hosts about their stays through Karta or via phone calls and texts. Soliciting additional contact information (email address, residential address) should be avoided unless needed for legal or compliance reasons (such as local laws or HOA rules). This includes, but is not limited to:

- Asking guests for an email address for the purpose of their Karta stay and then subscribing them to marketing materials
- Asking guests to move the conversation to texts or emails in order to circumvent Karta's platform or Resolution Center
- Asking guests for contact information after a booking in order to run background checks
- Asking guests to send photos of their government ID prior to arrival

Guests should always feel like they have an option to opt-out of receiving marketing materials.

## **Asking guests to create a separate account or install a third-party app in order to access their listing**

Guests booking through Karta should be able to access their listing using only the Karta app. Additional registration or installation of additional apps should not be mandatory unless it's required for legal or compliance reasons (such as local laws, HOA rules, building security rules). In such instances, hosts must include this in their listing description, so guests understand this additional step is a requirement prior to booking.

This includes:

- Asking guests to create a separate account or register on another website besides Karta.com
- Asking guests to install a third-party app to access a listing (unless the third-party app has passed our security vetting)