

**HYGGE AIM, INC.**  
**NONDISCRIMINATION POLICY**

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**1. Commitment to Inclusion and Respect**

HYGGE AIM, Inc (“miHygge”) is a welcoming community dedicated to helping diverse people and families find solutions to a universal obstacle, finding care services for themselves or loved ones. At some point, every person and every family will have a care need. The miHygge mission is to improve the lives of Consumers and their families and Providers and caregivers by helping them connect in a reliable and easy way.

The miHygge community is committed to building an ecosystem where people from every background feel welcome and respected. This commitment rests on two foundational principles that apply both to miHygge Providers and Consumers: inclusion and respect.

**1.1 *Inclusion*.** miHygge welcomes Consumers and Providers of all backgrounds. Joining miHygge, as a Member, either as a Provider or as a Consumer, means becoming part of a community of inclusion. Bias, prejudice, racism, and hatred have no place on the miHygge Platform or in the miHygge community. While Providers are required to follow all applicable laws that prohibit discrimination based on such factors as race, religion, national origin, and others listed below, miHygge strives to do more than comply with the minimum requirements established by law.

**1.2 *Respect*.** miHygge Members are respectful of each other in their interactions and encounters. miHygge appreciates that local laws and cultural norms vary around the world, and expects Providers and

Consumers to abide by local laws, and engage with each other respectfully, even when views may not reflect their beliefs or upbringings. Members bring an incredible diversity of background experiences, beliefs, and customs to the miHygge community. By connecting people from different backgrounds, miHygge fosters greater understanding and appreciation for the common characteristics shared by all human beings and undermines prejudice rooted in misconception, misinformation, or misunderstanding.

miHygge strives to promote a culture within the miHygge community (Providers, Consumers and people just considering whether to use our platform) that goes above and beyond mere compliance. To that end, all of us, miHygge employees, Providers and their employees, and Consumers alike, agree to read and act in accordance with the following policy to strengthen the miHygge community and realize the miHygge mission of ensuring that everyone can belong, and feels welcome, anywhere.

## **2. Providers in the United States and European Union**

Providers and Consumers are responsible for knowing the local laws and other regulations on discrimination that might apply to them. As a general matter, miHygge will familiarize itself with federal, state, and local laws that apply to housing and places of care accommodation. Providers should contact miHygge customer service if they have any questions about their obligations to comply with the policies outlined in this Nondiscrimination Policy. miHygge will release further discrimination policy guidance for jurisdictions outside the United States in the near future. Guided by these principles, the miHygge U.S. and EU Provider community will follow these rules when considering potential Consumers and Providers:

### **2.1 Race, Color, Ethnicity, National Origin, Religion, Sexual Orientation, Gender Identity, Marital Status**

2.1.1 Providers may not decline a Consumer based on race, color, ethnicity, national origin, religion, sexual orientation, gender identity, or marital status.

2.1.2 Providers may not impose any different terms or conditions on a booking or related to booking based on race, color, ethnicity, national origin, religion, sexual orientation, gender identity, or marital status.

2.1.3 Providers may not post any listing or make any statement that discourages or indicates a preference for or against any Consumer on account of race, color, ethnicity, national origin, religion, sexual orientation, gender identity, or marital status.

### **2.2 Gender**

2.2.1 Providers may not decline to rent to a Consumer based on gender unless the Provider offers shared living spaces (for example, bathroom, kitchen, or common areas) with the Consumer.

2.2.2 Providers may not impose any different terms or conditions on a booking or related to booking based on gender unless the Provider offers shared living spaces with the Consumer.

2.2.3 Providers may not post any listing or make any statement that discourages or indicates a preference for or against any Consumer on account of gender, unless the Provider offers shared living spaces with the Consumer.

2.2.4 Providers may make a unit available to Consumers of the Consumer's gender and not the other, where the Provider offers shared living spaces with the Consumer.

## **2.3 Disability**

- 2.3.1 Providers may not decline a Consumer based on any perceived disability.
- 2.3.2 Providers may not impose any different terms or conditions based on the fact that the Consumer has a disability.
- 2.3.3 Providers may not substitute their own judgment about whether a unit meets the needs of a Consumer with a disability for that of the prospective Consumer.
- 2.3.4 Providers may not inquire about the existence or severity of a Consumer's disability, or the means used to accommodate any disability. If, however, a potential Consumer raises his or her disability, a Provider may, and should, discuss with the potential Consumer whether the listing meets the potential Consumer's needs.
- 2.3.5 Providers may not prohibit or limit the use of mobility devices.
- 2.3.6 Providers may not charge more in rent for Consumers with disabilities.
- 2.3.7 Providers may not post any listing or make any statement that discourages or indicates a preference for or against any Consumer on account of the fact that the Consumer has a disability.
- 2.3.8 Providers may not refuse to communicate with Consumers through accessible means that are available, including relay operators (for people with hearing impairments) and e-mail (for people with vision impairments using screen readers).
- 2.3.9 Providers may not refuse to provide reasonable accommodations, including flexibility when Consumers with disabilities request modest changes in Accommodation rules, such as bringing an assistance animal that is necessary because of the disability. When a Consumer requests such an accommodation, the Provider and the Consumer should engage in a dialogue to explore mutually agreeable ways to ensure the Accommodation meets the Consumer's needs.
- 2.3.10 Providers may provide factually accurate information about the Accommodation's accessibility features (or lack of them), allowing for Consumers with disabilities to assess for themselves whether the unit is appropriate to their individual needs.

## **2.4 Personal preferences**

- 2.4.1 Except as noted above, Providers may decline a booking based on factors that are not prohibited by law. For example, except where prohibited by law, Providers may decline a booking to Consumers with pets, or to Consumers who smoke, or where the Accommodation cannot meet the needs of the Consumer's medical and long term care.
- 2.4.2 Except as noted above, Providers may require Consumers to respect restrictions on foods consumed in the Accommodations (e.g., a Provider who maintains a Kosher or vegetarian kitchen may require Consumers to respect those restrictions).
- 2.4.3 Nothing in this policy prevents a Provider from turning down a Consumer on the basis of a characteristic that is not protected under the civil rights laws or closely associated with a protected class. For example, a Provider may turn down a Consumer who wants to smoke in an Accommodation, or place limits on the number of Consumers in an Accommodation.

### **3. Refusing service to Consumers of a protected class**

While a Provider may have articulate, lawful, and legitimate reasons for turning down a potential Consumer, it may cause that member of the miHygge community to feel unwelcome or excluded. Providers should make every effort to be welcoming to Consumers of all backgrounds. Providers who demonstrate a pattern of rejecting Consumers from a protected class (even while articulating legitimate reasons), undermine the strength of the miHygge community by making potential Consumers feel unwelcome, and miHygge reserves the right to suspend Providers from the miHygge Platform who have demonstrated such a pattern.

### **4. Providers outside the United States and European Union**

Outside of the United States and the European Union, Providers and Consumers are responsible for knowing the local laws and other regulations on discrimination that might apply to them. Some countries or communities may allow or even require people to make accommodation distinctions based on, for example, marital status, national origin, gender or sexual orientation, in violation of our general nondiscrimination philosophy. In these cases, we do not require Providers to violate local laws, nor to accept Consumers that could expose the Providers to a real and demonstrable risk of arrest, or physical harm to their persons or property. Providers who live in such areas should set out any such restriction on their ability to provide particular Consumers in their listing, so that prospective Consumers are aware of the issue and miHygge can confirm the necessity for such an action. In communicating any such restrictions, miHygge expects Providers to use clear, factual, non-derogatory terms. Slurs and insults have no place on the miHygge Platform or in the miHygge community.

### **5. Enforcement**

5.1 If a particular listing contains language contrary to this Nondiscrimination Policy, the Provider will be asked to remove the language and affirm his or her understanding and intent to comply with this policy and its underlying principles. miHygge may also, in its discretion, take steps up to and including suspending the Provider from the miHygge Platform.

5.2 If the Provider improperly rejects Consumers on the basis of protected class, or uses language demonstrating that his or her actions were motivated by factors prohibited by this policy, miHygge will take steps to enforce this policy, up to and including suspending the Provider from the miHygge Platform.

5.3 As the miHygge community grows, miHygge will continue to ensure that miHygge's policies and practices align with the miHygge goal: To ensure that Consumers and Providers feel included and respected in all of their interactions with miHygge Services.

### **6. Contact us**

If you think discrimination has occurred on the miHygge Platform, please report it by emailing to [contact@mihygge.com](mailto:contact@mihygge.com) and miHygge will investigate.