

HYGGE AIM, INC.  
**CONTENT POLICY**

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**1. General content guidelines**

1.1 By posting content in public areas on HYGGE AIM, Inc. (“miHygge”), you agree to abide by these guidelines and all other miHygge policies. It is important that your content follows these guidelines. miHygge reserves the right to remove any content, in whole or part, that violates these guidelines or those outlined in the miHygge Terms of Service, or for any other reason at the sole discretion of miHygge.

1.2 You can flag or contact miHygge about posts that appear to violate these content guidelines. In the event of repeated or severe violations, miHygge may suspend or permanently deactivate the miHygge Account(s) in question.

1.3 The following kinds of content are prohibited on the miHygge Platform:

spam, unwanted contact, or content that is shared repeatedly in a disruptive manner;

content that endorses or promotes illegal or harmful activity, or that is profane, vulgar, obscene, threatening, or harassing;

content that is discriminatory (review our Nondiscrimination Policy for more information);

Attempts to impersonate another person, Account, or entity, including a representative of miHygge;

content that is illegal or that violates another person’s or entity’s rights, including intellectual property rights and privacy rights (review our Copyright Policy, as well as our Privacy Policy, for more information);

content that refers to the details of a miHygge investigation;

content that is sufficient to identify a Listing’s location or other content that may pose a personal safety risk to a miHygge community Member.

## 2. Specific content guidelines

In addition to the guidelines above, the following guidelines apply to specific kinds of content on the miHygge Platform.

**2.1 *Community Content.*** Community content published or edited by our Members is solely the opinion and responsibility of the persons posting the content. miHygge does not allow content that is off-topic, doesn't ask a question, or doesn't offer knowledge in response to a question as part of a larger discussion. Trolling or repeatedly targeting community Members is also not allowed.

**2.2 *Listings and profiles.*** miHygge does not knowingly allow fraudulent, false, misleading, or deceptive Listings or profiles on the miHygge Platform. Participation in any of the following activities may lead to the restriction, suspension, or termination of your miHygge Account:

- misrepresenting your identity and/or creating inauthentic profiles;
- creating a profile for someone under eighteen years old;
- maintaining multiple miHygge Accounts;
- creating a miHygge Account after being banned from the miHygge Platform;
- evading the registration requirements outlined in the Terms of Service;
- misleading people about the origin of the content in a profile or Listing;
- providing any inaccurate information in a profile or Listing;
- misleading people in an attempt to encourage clicks, and/or bookings;
- posting or publishing any other kind of fraudulent, false, misleading, or deceptive information in a Listing or profile;
- engaging in any other kind of fraudulent, false, misleading, or deceptive action in the creation of a Listing or profile.

**2.3 *Ratings, Reviews, and feedback.*** Rating, Reviews, and feedback are a way for miHygge Providers and Consumers to share their experiences with the miHygge community.

2.3.1 To the extent available and applicable, miHygge does not knowingly allow Ratings, Reviews, and feedback that do not represent the Consumer's personal experience.

2.3.2 To the extent available and applicable, Ratings, Reviews, and feedback motivated by a threat of extortion are also not allowed. This may apply to situations including, but not limited to:

Consumers threatening to use Reviews or Ratings in an attempt to force a Provider to provide refunds, additional compensation, or a reciprocal positive Review;

Providers requiring a Consumer to leave a positive Review or Rating, or to revise a Review in exchange for a partial or full refund, or reciprocal Review. Providers also cannot offer a free or

discounted stay in exchange for a Consumer revising an existing Review;

Providers asking a Consumer to take specific actions related to a Review in exchange for a resolution to a dispute between the parties.

2.3.3 This policy does not prohibit: a Consumer from contacting a Provider with a problem prior to leaving a Review;

a Provider from asking a Consumer to leave an honest positive Review or Rating reflecting positive experience;

a Provider or Consumer from revising a Review within the time constraints for revision.

2.3.4 To the extent available and applicable, Providers and Consumers cannot edit Ratings, Reviews, and feedback after they are published.

2.3.5 The guidelines and policies outlined above apply to any Ratings, Reviews, and feedback given by Consumers directly to the Provider, as well as any Ratings, Reviews, and feedback posted, published, or sent to miHygge.

2.3.6 By posting, publishing, or submitting Ratings, Reviews, and feedback, you agree to follow all of our guidelines and policies outlined above, which we may enforce at our sole discretion. Failure to do so may result in the restriction, suspension, or termination of your miHygge Account.

### **3. Contact us**

To report content on the miHygge Platform that violates this Content Policy, please report it by contacting us at [contact@mihygge.com](mailto:contact@mihygge.com).