



Nondiscrimination Policy

Questions about our terms? Contact Us info@aldea.travel

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ALDEA Travel is an Impact peer-to-peer travel marketplace based in LATAM. It seeks to connect travellers with genuine, authentic, high-quality hosts and experiences in Latin America while ensuring fair trade and donating directly to NGOs to foster sustainable development.

Our mission is to create a world where you can travel and catalyse a positive impact. We connect travellers with locals that provide experiential and immersive travel experiences fostering fair trade and directly impacting development projects at the destination.

From tours to expeditions to cooking classes, browse through curated listings to find the ones that fit the way you travel. Delivering growth & prosperity that benefits everyone. We believe that we can create meaningful, shared experiences and that we can become part of the same ALDEA (village). Our community is formed of hundreds of people from different cultures, backgrounds, values and norms.

Every member of the ALDEA Travel community aspires to create a world where everyone feels welcomed and respected, no matter where they come from. Inclusion and respect are two foundational principles in which ALDEA Travel operates both as hosts and as guests. The ALDEA Travel platform provides a place of warmth and inclusion for all members of our community, regardless of your ethnicity, religion, or who you love. There may be jurisdictions where distinctions are permitted or required based on factors such as nationality, gender, marital status, or sexual orientation, but ALDEA Travel does not require hosts to violate local laws or take actions that may lead to legal liability. As necessary, ALDEA Travel will provide additional guidance and adjust this nondiscrimination policy to reflect these permissions and requirements.

Our ALDEA Travel community believes that empathy and understanding can be fostered across all cultures, regardless of which company mandates harmony. Throughout our platform, we strive to eliminate all forms of unlawful bias, discrimination, and intolerance. Our goal is to foster a culture within the ALDEA Travel community --hosts, guests, and those considering whether to use our platform --that goes beyond mere compliance. To achieve this goal, all of us, ALDEA Travel employees, clients, hosts and guests, agree to read and follow this policy to strengthen our community and to achieve our mission of ensuring that everyone can belong and feel welcome.



- **Our interactions and encounters are characterised by respect.** Despite the fact that local laws and cultural norms vary across the world, ALDEA Travel expects hosts and guests to abide by local laws and to behave respectfully, despite views that may differ from their own. In addition to their diverse backgrounds, beliefs, and customs, ALDEA Travel's members bring to our community a wealth of cultural diversity. As ALDEA Travel connects people from different backgrounds, it fosters an appreciation of human characteristics that we share and undermines prejudices stemming from misconceptions, misinformation, and misperceptions.
- **With authentic hospitality and open minds, we welcome people from all backgrounds.** You become part of a community of inclusion when you join ALDEA Travel as a host or guest. We do not tolerate bias, prejudice, racism, or hatred on our platform or in our community. We commit to go beyond the minimum requirements set by law, despite the laws prohibiting discrimination based on factors such as race, religion, national origin, and others listed below.

Guidelines for Hosts

It is our general practice to familiarise ourselves with all state, and local laws that apply. Depending on the jurisdiction, civil rights protections may be expanded or limited. It is the responsibility of hosts to comply with these legal requirements. If hosts have any questions about their obligations to comply with this ALDEA Travel Nondiscrimination Policy, they should contact ALDEA Travel customer service. Our host community follows these rules whenever it considers potential guests and hosts them:

There is no discrimination based on race, color, ethnicity, national origin, religion, sexual orientation, gender identity, or marital status.

- ALDEA Travel hosts **may not**:
 - Refuse to accept a booking based on race, color, ethnicity, national origin, religion, sexual orientation, gender identity, or marital status.
 - Differentiate terms or conditions based on race, color, ethnicity, national origin, religion, sexual orientation, gender identity, or marital status.
 - Any listing or statement indicating a preference for or against any guest based on race, color, ethnicity, national origin, religion, sexual orientation, gender identity, or marital status is prohibited.

Gender Identity



The gender identity of our users is not assigned by ALDEA Travel. A person's gender is what they identify on their user profile, and we expect our ALDEA Travel community to do the same. The community also respects the pronouns (he/him, she/her, they/them, etc.) that users identify themselves with.

- ALDEA Travel hosts **may not**:
 - Decline a reservation from a guest based on their gender identity.
 - Impose any additional terms or conditions based on gender.
 - Post any listing or state anything that discourages or indicates a preference for or against any guest based on gender.

Gender Exemption:

- It is possible for ALDEA Travel Experiences to offer a single gender experience to ensure participant safety, respect the privacy of participants, and/or comply with legal or cultural requirements.

Age and Family Status

- ALDEA Travel hosts **may not**:
 - Impose any different terms or conditions or decline a reservation based on the guest's age or familial status, where prohibited by law.
- ALDEA Travel hosts **may**:
 - Provide factual information about the features and physical ability required (or lack thereof) of their listing that may make it unsafe for guests of a certain age or families with children.

Disability

- ALDEA Travel hosts **may not**:
 - Decline a guest based on any actual or perceived disability.
 - Discriminate against guests with disabilities by imposing different terms and conditions.
 - Substitute their own judgement about whether an experience meets the needs of a guest with a disability for that of the prospective guest.
 - Inquire about the existence or severity of a guest's disability, or the means used to accommodate any disability. If, however, a potential guest raises his or her disability, a host may, and should, discuss with the potential guest whether the listing meets the potential guest's needs.



- Prohibit or limit the use of mobility devices.
- Charge more in fees for guests with disabilities, including accompanying person, translator or pet fees when the guest has a service animal.
- Post any listing or make any statement that discourages or indicates a preference for or against any guest on account of the fact that the guest has a disability.
- Refuse to communicate with guests 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).
- Refuse to provide reasonable accommodations, including flexibility when guests with disabilities request modest changes in your itinerary.
- ALDEA Travel hosts **may**:
 - Provide factually accurate information about the experience's accessibility features, physical demands (or lack of them), allowing for guests with disabilities to assess for themselves whether the unit is appropriate to their individual needs.

Accessibility / Disability / Reasonable Accommodations:

As ALDEA Travel Experiences offer a wide range of experiences, ALDEA Travel Experience hosts may need to inquire about guests' ability to participate in certain physical activities or inquire about their accommodation needs. In addition, Experience hosts are encouraged to:

- Make sure guests have accurate information about the physical nature of an Experience so they can decide whether it is appropriate for them.
- Engage with guests with disabilities and/or inquiries regarding accessibility issues, and consider reasonable accommodations.
- Offer reasonable accommodations when accommodating the request would not materially alter the activity.
- ALDEA Travel hosts **may**:
 - ALDEA Travel hosts may decline a booking based on factors that are not prohibited by law, except as noted above. For example, except where prohibited by law, ALDEA Travel hosts may decline a booking with pets, or infants on the basis of access and physical ability and access.

When guests are turned down. Nobody likes to be turned down, which is why hosts should keep this in mind. It is possible for a host to have lawful and legitimate reasons for turning down a potential guest, but this may cause that member of our community to feel unwelcome or excluded. Hosts should make every effort to be welcoming to guests of all backgrounds. Hosts who demonstrate a pattern of rejecting guests from a protected class (even while articulating legitimate reasons) undermine the strength of our community by making potential guests feel unwelcome,



and ALDEA Travel may suspend hosts who have demonstrated such a pattern from the ALDEA Travel platform.

When a host fails to follow our policies, what happens?

In the event a particular listing contains language contrary to this nondiscrimination policy, the host will be asked to remove the language and to affirm their understanding and intent to comply with this policy. A host may also be suspended from the ALDEA Travel platform at ALDEA Travel's discretion.

ALDEA Travel will take steps to enforce this policy, up to and including suspending the host from the platform, if the host improperly rejects guests based on protected class or uses language that demonstrates his or her actions were motivated by factors prohibited by this policy.

ALDEA Travel's policies and practices will continue to align with the company's most important goal: to make guests and hosts feel welcome and respected as they interact with ALDEA Travel. Neither the public nor our community, nor we ourselves, expect anything less.