

# Culture Square

## Platform Documents

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Effective Date: January 1, 2026

Version 1.0

## Part One

# User Policy

This User Policy governs the conduct of all users — guests and hosts — on the Culture Square platform. By creating an account or using any part of the platform, you agree to abide by this policy in full.

### Effective

This policy is effective as of January 1, 2026 and supersedes all prior versions.

## 1. Eligibility

To use Culture Square you must:

- Be at least 18 years of age
- Have the legal capacity to enter into a binding agreement
- Reside in or be traveling within the United States
- Provide accurate and truthful information during registration and onboarding
- Not have been previously suspended or permanently banned from the platform

Culture Square reserves the right to verify eligibility at any time and to suspend or terminate accounts that do not meet these requirements.

## 2. Account responsibilities

When you create an account on Culture Square, you accept the following responsibilities:

### 2.1 Accuracy of information

You must provide truthful, accurate, and complete information when creating your account and at all times thereafter. This includes your name, contact information, address, and identity documents. Providing false information — including using someone else's identity — is grounds for immediate account termination and may be reported to law enforcement.

### 2.2 Account security

You are solely responsible for maintaining the confidentiality of your password and for all activity that occurs under your account. You must notify Culture Square immediately at [support@culturesquare.com](mailto:support@culturesquare.com) if you suspect unauthorized access to your account. Culture Square is not liable for losses resulting from unauthorized account use due to your failure to secure your credentials.

### 2.3 One account per person

Each individual may maintain only one account on Culture Square. Creating multiple accounts to circumvent bans, exploit promotions, or manipulate the platform in any way is prohibited and will result in all associated accounts being permanently suspended.

## 3. Guest conduct

As a guest using Culture Square, you agree to the following:

### **3.1 Respect for hosts and their spaces**

You will treat every host, their home, their family, and their property with the same respect you would expect in your own home. You will leave the space in the same or better condition than you found it. Damage, theft, or deliberate misuse of a host's property is strictly prohibited.

### **3.2 Accurate guest representation**

You will accurately represent your party size, the ages of any children, and the purpose of your visit when making a booking request. Hosts make decisions based on this information and misrepresentation is a violation of their trust and this policy.

### **3.3 Compliance with house rules**

Each listing includes house rules set by the host. You agree to read and comply with those rules before and during your stay or visit. Common rules include quiet hours, no-smoking policies, parking restrictions, and pet policies. Violations of house rules may result in early termination of your stay with no refund.

### **3.4 No unauthorized use**

You may not use a microstay space for any commercial activity, subletting, unauthorized events, or any purpose other than personal rest and travel. Private dinner events are for personal, non-commercial dining experiences only. Using a booking for any other purpose without the explicit consent of the host and Culture Square is prohibited.

### **3.5 No harassment**

You will not harass, threaten, intimidate, or make inappropriate contact with any host, their family, or any other guests. This includes both in-person conduct and communications through the platform's messaging system. Violations are investigated immediately and result in account suspension.

## **4. Host conduct**

As a host on Culture Square, you accept a higher level of responsibility because you are inviting guests into your space or preparing food for them. The following standards are non-negotiable:

### **4.1 Accurate listing representations**

Every listing must accurately represent the space, amenities, location, and experience being offered. Photos must be current and representative of the actual space. Descriptions must not omit material information that would affect a guest's decision to book. Culture Square conducts periodic audits of listing accuracy and will remove listings that are found to be misleading.

### **4.2 Readiness for guests**

You must ensure your space or dining setup is ready before a guest arrives. For microstays, this means the space is clean, accessible, and all described amenities are functional. For private dinners, this means the meal is prepared as described and the space is set for the number of guests confirmed. Hosts who are repeatedly unprepared are subject to account review.

### **4.3 Food safety — private dinner hosts**

Private dinner hosts are solely responsible for the food they prepare and serve. You must prepare and handle food in accordance with applicable state and local food safety regulations. You must disclose all ingredients and flag potential allergens in your listing and to guests directly.

if requested. Culture Square is not liable for foodborne illness or allergic reactions resulting from a host's food preparation.

#### **4.4 Response time**

Hosts are required to respond to booking requests within 24 hours of receipt. A consistent pattern of non-response will reduce your listing's visibility in search results and may trigger an account review. Hosts who accept a booking and then fail to follow through are subject to cancellation penalties.

#### **4.5 Non-discrimination**

Culture Square is committed to an inclusive platform. Hosts may not decline booking requests on the basis of race, color, ethnicity, national origin, religion, gender, gender identity, sexual orientation, disability, or any other characteristic protected under applicable federal, state, or local law. Hosts may set legitimate restrictions based on property capacity, pet policies, age requirements for children, or safety concerns — but these must be applied consistently and not used to discriminate.

#### **4.6 Legal compliance**

You are responsible for ensuring that your hosting activity complies with all applicable local, state, and federal laws. This includes short-term rental permits, zoning regulations, homeowners association rules, lease agreements, food handler certifications, and any other licensing that may apply in your jurisdiction. Culture Square does not provide legal advice and is not responsible for your compliance with local regulations.

### **5. Prohibited conduct — all users**

The following is prohibited for all users of Culture Square regardless of whether you are a guest or host:

- Fraud, misrepresentation, or deception of any kind
- Using the platform to facilitate illegal activity of any nature
- Collecting, storing, or misusing other users' personal information
- Attempting to take bookings, payments, or communications off the platform to avoid fees or protections
- Posting fake reviews or manipulating the review system
- Harassment, abuse, or threatening behavior toward any user or Culture Square staff
- Accessing or attempting to access another user's account without authorization
- Interfering with or disrupting the platform's technical infrastructure
- Scraping, copying, or republishing platform content without written permission
- Advertising or promoting third-party services or products through the platform without authorization

### **6. Reviews and ratings**

Culture Square uses a two-sided review system. Guests may review hosts and hosts may review guests after a completed booking. Reviews must be:

- Honest and based on your actual experience

- Free from defamatory, harassing, or discriminatory content
- Posted within 14 days of the stay or event completion

Culture Square reserves the right to remove reviews that violate these guidelines. Attempting to manipulate reviews — either by posting fake positive reviews of yourself or fake negative reviews of others — is prohibited and may result in account termination.

## 7. Content standards

Any content you submit to Culture Square — including listing photos, descriptions, messages, reviews, and profile information — must:

- Be accurate and truthful
- Not infringe the intellectual property rights of any third party
- Not contain nudity, sexually explicit material, or graphic violence
- Not promote illegal activity, hate speech, or discrimination
- Not contain spam, advertising, or promotional content unrelated to your listing

By submitting content to the platform, you grant Culture Square a non-exclusive, royalty-free license to display, distribute, and use that content in connection with the operation and promotion of the platform.

## 8. Policy enforcement

Culture Square investigates reported violations of this policy. Depending on the severity and nature of the violation, enforcement actions may include:

1. A formal warning issued to the account
2. Temporary suspension of the account pending investigation
3. Removal of specific listings or content
4. Permanent account termination
5. Reporting the conduct to law enforcement where legally required

Users who believe enforcement action has been taken against them in error may appeal by contacting [support@culturesquare.com](mailto:support@culturesquare.com) within 14 days of the action. We will review appeals in good faith and respond within 7 business days.

## 9. Reporting violations

If you experience or witness a violation of this policy, please report it through the platform using the "Report" function on any listing, profile, or booking, or by contacting us directly at [safety@culturesquare.com](mailto:safety@culturesquare.com). Reports are treated confidentially. We do not disclose the identity of the reporting user to the subject of the report.

## Part Two

# Terms and Conditions

Please read these Terms and Conditions ("Terms") carefully before using the Culture Square platform. By accessing or using any part of Culture Square — including our website, mobile experience, or any related services — you agree to be bound by these Terms. If you do not agree, do not use the platform.

### Important

These Terms constitute a legally binding agreement between you and Culture Square, LLC.

Key provisions include limitations on liability, a binding arbitration clause, and a class action waiver.

You should read the full Terms before using the platform.

## 1. Definitions

"Culture Square," "we," "us," or "our" refers to Culture Square, LLC, the company operating this platform.

"Platform" refers to the Culture Square website, mobile experience, and all associated services.

"User" refers to any person who accesses or uses the Platform, including guests and hosts.

"Guest" refers to a User who browses listings and makes booking requests.

"Host" refers to a User who creates listings and offers microstay spaces or private dinner experiences.

"Listing" refers to a microstay or private dinner offering published by a Host on the Platform.

"Booking" refers to a confirmed reservation made by a Guest for a Listing.

"Service Fee" refers to the fee charged by Culture Square on each Booking.

"Content" refers to all text, photos, reviews, messages, and other material submitted to the Platform by Users.

## 2. Use of the platform

### 2.1 License to use

Culture Square grants you a limited, non-exclusive, non-transferable, revocable license to access and use the Platform for personal, non-commercial purposes, subject to these Terms. This license does not include the right to resell, scrape, reproduce, or commercially exploit any part of the Platform or its Content.

### 2.2 Platform availability

Culture Square does not guarantee that the Platform will be available at all times. We may perform maintenance, upgrades, or experience technical issues that temporarily affect availability. We are not liable for any loss caused by temporary unavailability of the Platform.

### 2.3 Modifications

Culture Square reserves the right to modify, suspend, or discontinue any feature of the Platform at any time with or without notice. We will make reasonable efforts to notify users of material changes through the Platform or by email.

### **3. Accounts**

#### **3.1 Registration**

To access booking features you must register for an account. You agree to provide accurate, complete information during registration and to update it as necessary. You are responsible for all activity under your account.

#### **3.2 Account termination**

Culture Square may suspend or terminate your account at any time for violation of these Terms, the User Policy, or for any conduct we deem harmful to the Platform, other Users, or the public. You may delete your account at any time from your Account Settings, subject to resolution of any active bookings.

#### **3.3 Data on termination**

Upon account deletion, your personal data will be retained for up to 90 days for legal, financial, and dispute resolution purposes before permanent deletion. Anonymized, aggregated data may be retained indefinitely for analytical purposes.

### **4. Bookings and payments**

#### **4.1 Booking contract**

When a Guest submits a booking request and a Host accepts it, a direct contractual relationship is formed between the Guest and the Host. Culture Square facilitates this relationship but is not a party to the underlying contract between Guest and Host. Culture Square acts as a limited payment collection agent on behalf of Hosts.

#### **4.2 Payment processing**

All payments are processed through Stripe. By making or receiving a payment on the Platform, you agree to Stripe's applicable terms of service. Culture Square is not responsible for errors, delays, or failures in Stripe's processing systems.

#### **4.3 Service fees**

Culture Square charges a guest service fee and a host service fee on each Booking. These fees are non-refundable except in cases where a Host cancels a confirmed Booking or where Culture Square determines a refund is warranted under our Guest Protection Policy. Current fee amounts are displayed on the Pricing page and at the time of booking.

#### **4.4 Taxes**

Hosts are solely responsible for determining and fulfilling their own tax obligations arising from their hosting income, including federal, state, and local income taxes, self-employment taxes, and any applicable occupancy or sales taxes. Culture Square may issue IRS Form 1099-K to Hosts whose earnings exceed applicable reporting thresholds. Culture Square does not provide tax advice.

#### **4.5 Cancellations and refunds**

Each Listing has a cancellation policy chosen by the Host. The policy in effect at the time of booking governs refunds for that booking. Culture Square will enforce the stated policy. In the event of extraordinary circumstances beyond the control of either party — including natural disasters, pandemics, or government-mandated travel restrictions — Culture Square may at its discretion apply an Extenuating Circumstances Policy that overrides the standard cancellation policy.

## **5. Host-specific terms**

### **5.1 Independent contractor**

Hosts are independent contractors and not employees, partners, joint venturers, or agents of Culture Square. Culture Square does not direct or control how Hosts provide their services. Hosts are solely responsible for their listings, their properties, their food preparation, their guests' safety, and their compliance with all applicable laws.

### **5.2 Listing accuracy obligation**

Hosts represent and warrant that all information in their listings is accurate, complete, and not misleading at the time of publication and throughout the time the listing remains active. Hosts agree to update their listings promptly when circumstances change.

### **5.3 Payout terms**

Payouts are processed via Stripe Connect. Culture Square will release host earnings following successful completion of a booking, after deducting the applicable host service fee. In the event of a guest dispute or refund claim, Culture Square may withhold or claw back payouts pending resolution of the dispute.

### **5.4 Host insurance**

Culture Square does not provide property insurance, liability insurance, or any other insurance coverage to Hosts. Hosts are solely responsible for obtaining adequate insurance for their property and their hosting activities. Culture Square strongly recommends that Hosts notify their homeowners or renters insurance provider of their hosting activity and obtain any additional coverage required.

## **6. Intellectual property**

### **6.1 Platform IP**

All intellectual property in the Platform — including the Culture Square name, logo, design, software, databases, and original content created by Culture Square — is owned by or licensed to Culture Square, LLC. You may not copy, reproduce, distribute, or create derivative works from Platform IP without our written permission.

### **6.2 User content license**

By submitting Content to the Platform — including photos, descriptions, reviews, and messages — you grant Culture Square a worldwide, non-exclusive, royalty-free, sublicensable license to use, display, reproduce, modify, and distribute that Content in connection with operating and promoting the Platform. You represent that you have the right to grant this license and that your Content does not infringe any third party's rights.

### **6.3 Feedback**

If you provide Culture Square with feedback, suggestions, or ideas about the Platform, you grant us the right to use that feedback without compensation or attribution to you.

## 7. Privacy

Your use of the Platform is governed by our Privacy Policy, which is incorporated into these Terms by reference. By using the Platform you consent to the collection, use, and sharing of your information as described in the Privacy Policy. The Privacy Policy is available at [culturesquare.com/privacy](https://culturesquare.com/privacy).

## 8. Disclaimers

### 8.1 No warranty

The Platform is provided "as is" and "as available" without warranties of any kind, express or implied, including but not limited to implied warranties of merchantability, fitness for a particular purpose, or non-infringement. Culture Square does not warrant that the Platform will be error-free, uninterrupted, or free of viruses or other harmful components.

### 8.2 No endorsement

Culture Square does not endorse any Host, Guest, Listing, or experience on the Platform. The presence of a listing does not constitute a recommendation or guarantee of quality. Users engage with each other at their own risk, subject to the protections described in these Terms.

### 8.3 User conduct

Culture Square is not responsible for the conduct of any User — online or offline — in connection with use of the Platform. You assume all risk from your interaction with other Users.

## 9. Limitation of liability

To the fullest extent permitted by applicable law, Culture Square, LLC, its officers, directors, employees, agents, licensors, and service providers shall not be liable for any indirect, incidental, special, consequential, punitive, or exemplary damages — including but not limited to loss of profits, data, goodwill, or personal injury — arising out of or related to your use of or inability to use the Platform, any Content, or any interactions with other Users, even if Culture Square has been advised of the possibility of such damages.

In no event shall Culture Square's total liability to you for all claims arising out of or related to the Platform exceed the greater of (a) the total amount of Service Fees paid by you to Culture Square in the twelve months preceding the claim, or (b) one hundred dollars (\$100).

#### Note

Some jurisdictions do not allow the exclusion or limitation of certain types of damages.

In those jurisdictions, liability is limited to the greatest extent permitted by law.

## 10. Indemnification

You agree to defend, indemnify, and hold harmless Culture Square, LLC and its officers, directors, employees, agents, and successors from and against any claims, liabilities, damages, judgments, awards, losses, costs, and expenses (including reasonable attorneys' fees) arising

out of or relating to your violation of these Terms, your Content, your use of the Platform, your interactions with other Users, or your violation of any law or the rights of any third party.

## **11. Dispute resolution and arbitration**

### **11.1 Informal resolution**

Before initiating any formal dispute resolution process, you agree to contact Culture Square at [legal@culturesquare.com](mailto:legal@culturesquare.com) and attempt in good faith to resolve the dispute informally. We will attempt to resolve the matter within 30 days of receiving your notice.

### **11.2 Binding arbitration**

If informal resolution fails, any dispute, claim, or controversy arising out of or relating to these Terms or your use of the Platform shall be resolved by final and binding arbitration administered by JAMS under its applicable arbitration rules. The arbitration shall be conducted in English, in the state where you reside, and the arbitrator's decision shall be final and binding on both parties.

### **11.3 Class action waiver**

You agree that any arbitration or legal proceeding shall be conducted solely on an individual basis and not as a class, collective, consolidated, or representative action. You waive any right to participate in a class action lawsuit or class-wide arbitration against Culture Square.

### **11.4 Exceptions**

Nothing in this section prevents either party from seeking injunctive or other equitable relief from a court of competent jurisdiction to prevent the actual or threatened infringement, misappropriation, or violation of intellectual property rights or confidential information.

### **11.5 Governing law**

These Terms are governed by the laws of the State of Delaware, without regard to its conflict of law provisions, except where preempted by federal law.

## **12. General provisions**

### **12.1 Entire agreement**

These Terms, together with the User Policy and Privacy Policy, constitute the entire agreement between you and Culture Square with respect to the Platform and supersede all prior agreements, representations, and understandings.

### **12.2 Severability**

If any provision of these Terms is found to be unlawful, void, or unenforceable, that provision shall be limited or eliminated to the minimum extent necessary, and the remaining provisions shall continue in full force and effect.

### **12.3 No waiver**

Culture Square's failure to enforce any right or provision of these Terms shall not constitute a waiver of that right or provision. A waiver of any default is not a waiver of any subsequent default.

### **12.4 Assignment**

You may not assign or transfer your rights or obligations under these Terms without Culture Square's prior written consent. Culture Square may freely assign its rights and obligations under these Terms.

### **12.5 Amendments**

Culture Square may update these Terms at any time. Material changes will be communicated via email or prominent notice on the Platform at least 14 days before taking effect. Continued use of the Platform after the effective date of the revised Terms constitutes acceptance of those changes.

### **12.6 Contact**

For legal notices required under these Terms, contact us at:

Culture Square, LLC

Legal Department

support@culturesquare.com (general support)

3010 Greengarden Blvd

Erie, PA 16508

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*Culture Square, LLC — Platform Documents v1.0 — Effective January 1, 2026*

These documents are subject to change. The current version is always available at [culturesquare.com/legal](https://culturesquare.com/legal)