

COMMUNITY GUIDELINES

Last updated on **July 26, 2022** (“Effective Date”).

INTRODUCTION

Ivacay is a one stop all-inclusive company that offers discounted vacation packages and various customized services for our client’s adventures and entertainment. We offer local entertainment, excursions and tour guides. We are an online marketplace platform that connects you with various tour and activity providers and guides. The tours, activities and adventures are offered by a variety of third-party Service Providers. We act as an intermediary between you and the Service Providers. In this policy, both Service Providers as well as buyers are referred to as the “**Member(s)**”. The Members on our platform are able to post a variety of content in different forms, such as content, images, messages, feedback, description, etc. Therefore, you will often come across such content that is posted by our Members in a variety of forms.

We recognize how important it is for our platform to be a place where the users can trust the feedback provided by other buyers, interact safely with the Service Providers, and purchase the services of the Service Providers with confidence. This is why we take seriously our role in keeping abuse off our platform. That’s why we’ve developed a set of **Community Guidelines** that outline what is and is not allowed on our platform. These guidelines are our acceptable use policy, so if you come across any content or feedback or message that shouldn’t be on our platform, please report it to us at combinedsun@icloud.com.

Please note, if you come across a content that you believe to be violative of your copyright, then you can report that content to us as per our **DMCA Notice** posted on our Site.

We recommend that you also consult our **User Agreement/Service Provider Terms** (*as may be applicable to you*), for additional information on terms applicable to you when you use our platform.

By using our Platform, you agree that you have read and consented to these **Community Guidelines, Disclaimer, User Agreement/Service Provider Terms** (as may be applicable to you), **Privacy Policy, Cookie Policy** and other policies as applicable to you, in their entirety.

1. Content

We care about the content hosted on our platform. You are expressly prohibited from posting any content on the Site that is false or misleading, violent, harassing, or otherwise illegal. We reserve the right to remove any such content that violates these **Community Guidelines**, our Terms, or applicable law, in our sole discretion.

i. COVID-19: Community Guidelines Updates and Protections: Since the onset of Covid19, we want to make sure that our Community Guidelines protect our members and other users from harmful content and new types of abuses related to COVID-19. This is why we will remove such content that has the potential to contribute to misinformation that contributes to the risk of physical or mental harm.

ii. Exploitation of any kind

Please note, Ivacay isn't a place where we tolerate or allow exploitation of humans or animals in any manner whatsoever. We'll remove the content and accounts involved in practices that exploits the people, or animals, or that poses imminent risk of harm to them. Sexual, physical, or financial exploitation are some of the examples. That includes:

- Sexual remarks
- Human trafficking, such as *sex cams and escort services*
- Slavery or forced labour
- Sexual exploitation of minors
- Violation of animal rights, or content or activities that may seem offensive to animal right activists, or that breaches any applicable law seeking to protect the interests of animals
- Inappropriate content, comments, photos or videos

- Pornography

iii. Adult-oriented Content

Our platform isn't a place for adult content or pornography. We will immediately remove all mature and explicit content from our Platform. Examples may include, nude photos, graphic nudity, images or videos depicting sexual activities, etc.

iv. Misinformation

Our platform isn't a place for misleading other users or the general public. Any kind of content that leads to misinformation or false or misleading or motivated content that may harm our users or the public's well-being, safety or trust.

v. Promotion of Hateful Acts

Ivacy isn't a place for hateful content or the people that promote hateful activities or practices. We reserve the right to remove any and all such content. *The examples may include negative remarks or slurs, prejudice and conspiracy theories, content that offends minority groups, religious groups, mocks religion, faith or practices, discriminatory content, regressive thoughts and opinions, anything that creates a divide between people/groups/religions/faiths, misinformation, personal attacks, etc.*

vi. Any form of Harassment

Our platform isn't a place to mock, insult, defame, hurt or antagonize anyone. Negative feedback is welcome, but the same must be presented in a professional manner and must not contain any harassment, hate, abuse, threat, personal attack or violence. *The examples include:*

- Fake or altered or manipulated images or videos or content;
- Body shaming;
- Sexual remarks;
- Abusive or insulting language;

- Harassing or mocking someone's faith, identity, religion, community, etc.;
- Other forms of harassment

vii. Violence

Our platform isn't a place for graphic violence or threatening language or abuses. We reserve the right to remove such content that includes grossly disturbing scenes from before or after violent events, or that includes threats or offensive or violent language.

viii. Illegal and Harmful Content

Our platform isn't a place for practices and products that may be harmful or deceptive. You must not provide any of the following service or distribute content through Ivacay:

- i. That violates applicable law, rules, directions, notifications of the appropriate government, including the one related to Covid19 guidelines
- ii. That risk harm to people or animals, including sexual, physical, or financial exploitation
- iii. Other illegal commercial exploitation, like trading in organs or products made from human remains or body parts
- iv. The sale of wild animals or protected and endangered wildlife
- v. Irresponsible and harmful animal tourism or otherwise exploitative practices
- vi. Harmful or hateful activities
- vii. That aids or assists in committing a crime or restricted activity
- viii. That violates anyone's intellectual property right, including without limitation, trademark, copyright, patent or design
- ix. That support or praise terrorism, organized crime, or hate groups

ix. Pretending to be someone else

Be genuine and yourself. We don't allow accounts that impersonate or misrepresent their connection with any other person or organization, be that a celebrity, actor, sports person, politician, or your next door neighbour – the rules are the same.

x. Suicidal or Harmful Behaviour

Our platform isn't a place for any kind of content that expresses, shows, motivates or encourages suicide, self-injury, self-destruction, self-immolation or drug abuse. We'll remove the following kind of content:

- Suicide notes
- Photos or videos of people instilling harm to themselves or to another person
- Making fun of someone who committed or attempted to commit suicide
- Any death related content
- Dangerous content
- Aiding or encouraging people to commit suicide or to harm oneself

xi. Comments and Consultation

All of our **Community Guidelines** apply in the comments posted on the platform. In addition, comments should be relevant and genuine. We may remove comments that violate our guidelines, including those that contain spam, irrelevant material, misinformation, harassment, self-harm, or an intellectual property violation.

2. Things to do

- i. **Be respectful:** We have a diverse community, and so the chances are that you may encounter people who might not look like you or share your beliefs. Kindly treat everyone with respect. Do not mock anyone's religious beliefs or insult them in any manner.
- ii. **Be Polite:** Be polite and respectful when you communicate or interact with others.
- iii. **Maintain boundaries:** Maintain boundaries. Do not ask personal questions. Do not comment on appearances.
- iv. **Follow the Law:** You must adhere to relevant laws and regulations

- v. **Passwords:** Come up with a great password and change it frequently. Passwords that are non-dictionary phrases and include numbers and special characters are the strongest. Do not use the same password for more than one account or repeat passwords.
- vi. **Report Fraud:** If you suspect that you may be a victim of fraud or violence or other criminal activity, please report your suspicions to the law enforcement.

3. **Intellectual Property and other rights**

We take intellectual property rights seriously and believe they are important to promoting expression, creativity, and innovation on our platform. You own all of the content and information you post on the platform. However, before sharing content on the platform, please be sure you have the right to do so. We ask that you respect other people's copyrights, trademarks and other legal rights. We are committed to helping people and organizations promote and protect their intellectual property rights.

Our Terms do not allow people to post content that violates someone else's intellectual property rights, including copyright and trademark.

Please note, if you come across a content that you believe to be violative of your intellectual property rights, then you can report that content to combinedsun@icloud.com as per our **DMCA** Notice posted on our Site.

4. **Obey the Law**

Our platform is not a place to support or praise terrorism, organized crime, or hate groups. Offering sexual services, buying or selling firearms, alcohol, and tobacco products between private individuals, and buying or selling illegal or prescription drugs (even if legal in your region) are also not allowed.

We have zero tolerance when it comes to sharing sexual content involving minors or threatening to post intimate images of others.

5. Platform Security

To protect our platform, we ask that you please:

- Please don't circumvent or attempt to circumvent our service fee or commission structure;
- Please don't access, use or tamper with our systems or servers;
- Please don't break or circumvent our security measures or test the vulnerability of our systems or networks;
- Please don't use any undocumented or unsupported method to access, search, scrape, download or change any part of the Site;
- Please don't try to reverse engineer our software;
- Please don't try to interfere with people on the platform or our hosts or networks, like sending a virus, overloading, spamming or mail-bombing;
- Please don't collect or store personally identifiable information from the platform or people on the platform without permission;
- Please don't share your password, let anyone access your account or do anything that might put your account at risk;
- Please don't attempt to buy or sell access to your account, boards, or usernames, or otherwise transfer account features for compensation.

6. Spam

We want the content and messages on the platform to be high-quality and useful, so we remove spam when we find it. We ask that you be considerate of others' experiences on the platform and don't spread spam or engage in spammy behaviour. Do not use the Platform or our messaging tools, to send commercial messages.

Contacting Us

If you have any questions about these **Community Guidelines**, or if you would like to report a violation, please contact us at combinedsun@icloud.com.

Thank you,

Team Ivacay