

Admiral Communities Disclaimers & Accessibility Statements

Admiral Communities

Accessibility Statement

1. Our Commitment

Admiral Communities (“**Admiral**,” “**we**,” “**us**,” or “**our**”) is committed to providing an environment — **online and on-site** — that is accessible, usable, and welcoming for **all** residents, guests, applicants, and visitors, including people with disabilities.

We strive to ensure that:

- Individuals with disabilities can **access the same information, services, and benefits**, with substantially equivalent ease of use, as individuals without disabilities.
- Accessibility is not treated as a “feature,” but as a **core part of how we design, build, and operate** the communities managed by Admiral and digital experiences.

This Statement explains our approach to accessibility and how to contact us if you encounter a barrier.

2. Legal & Standards Framework

Admiral intends for its accessibility efforts to align with:

- The **Americans with Disabilities Act (ADA)**, including Title III, which prohibits disability-based discrimination by private businesses open to the public, and related DOJ guidance on web accessibility.
- Other applicable federal and state disability rights laws and building codes.
- The **Web Content Accessibility Guidelines (WCAG)** published by the World Wide Web Consortium (W3C). We use **WCAG 2.1 Level AA** as our primary reference standard and are actively working to reflect the updates introduced in **WCAG 2.2**.
- Relevant accessibility guidance from Section 508 of the Rehabilitation Act (as a **reference point** for good practice, even though Admiral is not a federal agency).

Where federal, state, or local law requires a **higher standard of accessibility** than those listed above, Admiral’s intent is to comply with the **most protective applicable requirement**.

3. Scope of This Accessibility Statement

This Statement applies to:

- Our primary websites and web applications operated under the Admiral Communities brand.
- Digital services we control, such as:
 - online rental and application portals,
 - payment portals we host or embed,
 - web-based forms, chat tools, and AI-powered virtual assistants,
 - email templates and key digital documents we provide to the public.
- Public-facing information and communications we provide about our **physical communities**, including leasing offices and common areas.

Many of our services also rely on **third-party platforms** (e.g., resident portals, payment processors, listing sites, social media, mapping tools). While we do not control these platforms, we **strive to select and work with vendors** whose products demonstrate a commitment to accessibility and WCAG-aligned design.

4. Our Digital Accessibility Goal

Our goal is for our primary web content and services to:

- **Conform to WCAG 2.1 Level AA** requirements and
- Be designed and maintained with **WCAG 2.2 Level AA** in mind as the most current set of guidelines.

Because accessibility is an **ongoing process**, not a one-time project, we treat these standards as a **living benchmark**. As standards and technologies evolve, we will periodically review and update our practices.

5. Measures We Take to Support Accessibility

To support accessibility, Admiral has implemented — and will continue to enhance — the following measures:

5.1 Design & Development Practices

- Incorporating accessibility into **design requirements** for new websites, pages, and features from the outset (“shift-left” approach).
- Using semantic HTML, proper heading structures, labels, and ARIA attributes where appropriate.

- Providing text alternatives for non-text content (e.g., alt text for images, transcripts or captions for audio/video, where feasible).
- Ensuring keyboard accessibility and visible focus states, with attention to WCAG 2.2 criteria around focus and target sizes.
- Designing forms and workflows to minimize **redundant data entry** and improve error identification, consistent with WCAG guidance.

5.2 Testing & Audits

- Conducting **periodic accessibility evaluations** of our key digital properties using a combination of:
 - automated testing tools,
 - manual testing,
 - assistive technology checks (e.g., screen readers).
- Prioritizing remediation of issues that most significantly affect users with disabilities and barriers that prevent completion of core tasks (e.g., applying, paying rent, contacting us).

5.3 Vendor & Third-Party Management

- Asking accessibility-related questions during vendor selection, including inquiries about:
 - WCAG conformance,
 - VPATs or accessibility documentation,
 - ongoing accessibility roadmaps.
- Where feasible, working with vendors to address barriers discovered in third-party tools critical to housing access (e.g., portals and payment systems).

5.4 Training & Internal Awareness

- Providing training and reference materials to teams involved in:
 - web design and development,
 - content creation and marketing,
 - property management and resident communications.
- Integrating accessibility into ongoing **policy and procedure reviews**, alongside fair housing and non-discrimination training.

6. Physical and Communication Accessibility

While this Statement is primarily about **digital accessibility**, Admiral also aims to ensure that:

- Leasing offices and community spaces are, where required, **accessible to individuals with disabilities** under applicable building codes and ADA standards.
- **Reasonable modifications** or **alternative arrangements** may be available when physical barriers exist, consistent with applicable law.

- Important communications can be provided in **alternative formats** upon request where reasonable (for example, large-print notices or accessible digital versions of printed materials).

Requests for specific accommodations (physical or communicative) can be made using the contact information below.

7. Compatibility with Browsers & Assistive Technology

Our websites are designed to be compatible with:

- Current versions of major browsers (e.g., Chrome, Edge, Firefox, Safari) and
- Common assistive technologies (e.g., screen readers, screen magnifiers, speech recognition, switch devices), to the extent reasonably achievable.

We may not be fully compatible with:

- Very old browser versions that no longer receive security updates,
 - Highly customized or experimental assistive technologies, or
 - Browsers or platforms that significantly deviate from modern web standards.
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8. Known Limitations

Despite our best efforts, **no website or digital system is perfectly accessible** to every user and every combination of device, browser, and assistive technology.

At any given time, there may be:

- Legacy pages or documents that have not yet been fully remediated.
- Third-party content or widgets that do not fully meet our accessibility targets.
- Temporary issues introduced by new releases or vendor updates.

When we become aware of a significant barrier — through our own testing or through user feedback — we will:

1. **Reasonably investigate** the issue,
 2. **Prioritize remediation** where it affects critical tasks (housing search, applications, payments, contact), and
 3. Provide, where feasible, **alternative means of access** to the underlying information or service while remediation is in progress.
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9. Feedback, Requests, and Contact Information

We welcome feedback on the accessibility of Admiral Communities' websites, portals, and communications.

If you experience any difficulty accessing information, completing a form, using a digital feature, or otherwise interacting with us due to a disability, please contact us:

Accessibility Contact – Admiral Communities

Phone: 865-427-5009

Email: Admin@admiralcommunities.com]

Mailing Address: P.O. Box 24535 Knoxville, Tennessee 37933

Please include, where possible:

- The URL or location of the content or feature you were trying to access;
- A brief description of the problem;
- The browser, device, and assistive technology (if any) you were using;
- How we can best reach you.

We will strive to:

- Acknowledge your inquiry within a **reasonable timeframe**,
- Provide an **interim accessible alternative** where feasible, and
- Address the underlying issue through our remediation processes.

Admiral **will not retaliate** against any person for raising an accessibility concern or request.

10. Non-Discrimination & Relationship to Other Policies

Accessibility is part of our broader commitment to **non-discrimination and fair housing**. Our Equal Housing Opportunity & Fair Housing Policy prohibits discrimination in housing and related services based on disability and other protected characteristics.

This Accessibility Statement is **intended to be read together with**:

- Our Equal Housing Opportunity & Fair Housing Policy;
- Our Master Terms & Conditions of Service;
- Our Website Terms of Use & Legal Disclosures;
- Our Privacy Policy;
- Our SMS/MMS & AI Messaging Terms;
- Our AI Terms & Conditions.

Nothing in this Statement is intended to:

- Limit or reduce rights and remedies provided under applicable law;
- Create contractual rights beyond what is required by law; or
- Excuse noncompliance with any applicable federal, state, or local requirements.

In any conflict between this Statement and applicable law, **the law controls**.

11. Ongoing Review & Updates

We recognize that:

- Accessibility standards and technologies **evolve**, and
- DOJ, W3C, and other bodies may issue new rules, guidance, or recommendations over time.

Admiral will:

- **Review and update** this Accessibility Statement periodically, at least **once per year** or more frequently as circumstances warrant.
- Adjust our practices to reflect **material changes** in law, regulations, or widely accepted standards (such as new WCAG versions or updated ADA guidance).
- Document accessibility improvements and keep a record of our efforts as part of our broader compliance program.

Last Updated: 11/18/2025

Admiral Communities

Global Disclaimers & Notices

This Global Disclaimers & Notices statement (“**Disclaimers**”) applies to all websites, portals, digital services, printed materials, emails, text messages, social media, audio/video content, and any other communications or content (collectively, the “**Content**”) provided by or on behalf of **Admiral Communities** (“**Admiral**,” “**we**,” “**us**,” or “**our**”).

These Disclaimers are intended to be read **together with**:

- Our Website Terms of Use & Legal Disclosures
- Our Master Terms & Conditions of Service
- Our Privacy Policy
- Our SMS/MMS & AI Messaging Terms
- Our AI Terms & Conditions
- Our Accessibility Statement

If there is any conflict between these Disclaimers and applicable law, the lawful statutes control. Nothing in these Disclaimers is intended to limit or waive rights that cannot lawfully be limited or waived.

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1.1 General Information Disclaimer

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6.5 Testimonials & “Results May Vary” Disclaimer

Testimonials, case studies, or resident stories are **individual experiences** and do not guarantee that you will have the same or similar experience. **Results may vary** based on individual circumstances, location, timing, and other factors.

7. Endorsements, Third Parties, Advertising & Affiliates

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9.1 Privacy Disclaimer

Our handling of personal information is governed by our **Privacy Policy**, not by this Disclaimers document. Nothing here alters or replaces the Privacy Policy.

9.2 Cookies & Tracking Technologies Disclaimer

Our digital services may use cookies, pixels, and other tracking technologies to improve functionality, security, and analytics. Details are provided in our Privacy Policy and/or Cookie notices. You may have choices regarding tracking tools, as described in those documents.

9.3 Analytics & Third-Party Tracking Disclaimer

We may use analytics and advertising tools from third parties (e.g., analytics platforms, ad networks). These tools may collect data about your usage of our services. Admiral does not control all aspects of third-party tracking and is not responsible for how third parties use such data beyond our agreed limitations.

9.4 Data Accuracy & Security Disclaimer

We use reasonable safeguards to protect data, but **no system is completely secure**. We do not guarantee that unauthorized access, hacking, data loss, or other breaches will never occur. You are responsible for safeguarding your own credentials and devices.

10. Email & Electronic Communications

10.1 Email Confidentiality Disclaimer

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If you are an unintended recipient of our communication, you are **prohibited** from using, copying, or distributing the message. Admiral is not responsible for any damages resulting from misdelivery beyond what is required by law.

10.3 No Contract Formation by Email Disclaimer

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10.4 “Views Expressed Are Personal, Not Employer’s” Disclaimer

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11.1 Website Terms of Use Disclaimer

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11.4 Service Interruptions / Availability Disclaimer

We do not guarantee that our websites, portals, or services will be **uninterrupted, timely, secure, or error-free**. Services may be unavailable or limited due to maintenance, upgrades, technical issues, or circumstances beyond our control.

12. Safety, Risk & Age Restrictions

12.1 Product Safety Disclaimer

Any products, equipment, or services referenced in the Content may carry inherent risks. You are responsible for following instructions, warnings, and safety guidelines provided by the manufacturer or service provider.

12.2 Risk of Injury Disclaimer

Certain activities in or around communities managed by Admiral (e.g., use of recreational facilities, physical activities) involve **inherent risk of injury**. You participate at your own risk, subject to applicable law and any specific waivers or agreements.

12.3 Health & Safety Hazard Disclaimer

Admiral endeavors to maintain safe communities but **cannot guarantee** that hazards will never exist. You should promptly report any known or suspected hazards. We will address them consistent with our obligations and applicable law.

12.4 Age Restriction / Minors Disclaimer

Unless otherwise specified, our Content and services are intended for individuals **18 years of age or older** or the age of majority in their jurisdiction. Parents or guardians are responsible for minors' use of our services.

12.5 Content Warning (Sensitive Content) Disclaimer

Some Content may address topics such as safety incidents, natural disasters, or other sensitive issues. We strive to present such information responsibly but **cannot eliminate all potential distress** associated with such content.

13. Geographic, Regulatory & Export Controls

13.1 Geographic / Jurisdictional Limitation Disclaimer

The Content is primarily intended for individuals and properties located in the **United States**, and more specifically in jurisdictions where Admiral operates. We do not represent that the

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13.2 Regulatory Compliance Disclaimer

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13.3 Export Control Disclaimer

To the extent any software, technology, or information provided by Admiral is subject to export control laws, you agree **not to export, re-export, or transfer** such items in violation of U.S. or other applicable export laws and regulations.

14. Social Media, Community & Opinions

14.1 Social Media Use Disclaimer

Admiral's presence on social media platforms (and any Content posted there) is subject to the **platforms' own terms and policies**. We are not responsible for the platforms, their availability, or their practices.

14.2 Community Guidelines / Moderation Disclaimer

We may moderate comments, posts, or messages on our websites and social media channels. We reserve the right, but do not undertake an obligation, to remove content that violates our guidelines, is offensive, unlawful, or otherwise inappropriate in our discretion.

14.3 "Opinions Do Not Constitute Official Statements" Disclaimer

Comments or content posted by third parties, residents, influencers, or employees on social media or other platforms are **their opinions**, not official statements by Admiral, unless explicitly identified as such.

15. Surveys, Models, Statistics & Assumptions

15.1 Survey / Research Methodology Disclaimer

If we share survey results or research findings, methodologies may be **limited** by sample size, timing, geography, and other factors. Such results may not be representative of all residents, communities, or markets.

15.2 Statistical / Sampling Error Disclaimer

All statistics and survey data are subject to **sampling error, measurement error, and other limitations**. Figures are often approximations and should not be treated as precise.

15.3 Model / Scenario / Assumption Disclaimer

Any models, scenarios, forecasts, or simulations are based on **assumptions** that may not hold in practice. They are hypothetical and do not guarantee any particular outcome.

16. Real Estate–Specific Disclaimers

16.1 Real Estate “Not an Offer to Sell” Disclaimer

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16.2 Pricing & Availability Subject to Change Disclaimer

All pricing, fees, specials, concessions, and availability of homes, homesites, RV spaces, and services are **subject to change without notice** and may vary by location, time, and eligibility. No price or availability is final until confirmed in a signed agreement or official written confirmation.

16.3 Illustrative / Conceptual Renderings Disclaimer

Photos, renderings, illustrations, and visual depictions of homes, communities, or amenities are **illustrative and conceptual**. Actual homes, landscapes, materials, and conditions may vary due to construction, renovations, weathering, and other factors.

16.4 Floor Plan / Dimensions Approximate Disclaimer

Floor plans, square footage, dimensions, and layouts shown in the Content are **approximate and for reference only**. Actual measurements and configurations may differ. Prospective residents or buyers should verify dimensions and layout in person or through official documentation.

16.5 Amenities and Features Subject to Change Disclaimer

Amenities, features, services, and community offerings described in the Content are **subject to change, substitution, limitation, or discontinuation** without notice. Not all amenities or features may be available at all communities or at all times.

17. Changes to These Disclaimers

We may update these Disclaimers from time to time. When we do:

- We will update the “Last Updated” date below; and
- We may provide additional notice where required by law.

Your continued use of our Content or services after such changes become effective constitutes your acknowledgment of the updated Disclaimers, to the extent permitted by law.

Last Updated: 11/25/2025