

## 1. Introduction & Acceptance of Terms

Welcome to the website and online services operated by **Admiral Communities** (“**Admiral**,” “**we**,” “**our**,” or “**us**”). We are committed to managing **affordable, safe, community-focused** living options, and this website is one of the ways we share information and connect with residents, guests, and partners.

These **Website Terms of Use & Legal Disclosures** (collectively, the “**Terms**”) govern your access to and use of our websites, portals, forms, and any other online services we operate or link to these Terms (collectively, the “**Site**”).

By accessing, browsing, or using the Site — including when you:

- fill out any form;
- click an external link;
- sign up for our newsletter;
- submit an application;
- pay rent online through a resident portal;
- contact us;
- participate in promotional or referral programs;
- inquire about selling a home to us;
- inquire about buying or renting a home;
- express interest in stays at an RV communities managed by Admiral ; or
- engage with our corporate-level social media accounts,

you acknowledge that you have read, understood, and agree to be bound by these Terms. If you do not agree, please do not use the Site. By continuing to use the Site, you agree that such use constitutes your electronic signature and acceptance of these Terms

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## 2. Scope of These Terms

These Terms are intended to apply broadly to **all pages and interactions** on the Site, including but not limited to:

- Property and community information pages
- Form submissions (contact, applications, interest forms, program forms, etc.)
- Resident portals and online payment interfaces (including any third-party portals we link to)
- Newsletter sign-up forms and marketing communications
- Program inquiry pages (including promotions, and rent-assistance program listings)
- Pages relating to the sale, purchase, or rental of homes
- RV park information and inquiry pages
- Links to third-party insurance providers and financing companies
- Any corporate-level social media accounts linked from the Site

Certain services or programs may also be governed by **additional terms, policies, or agreements** presented at the time of application, enrollment, or use. In the event of a conflict, those specific terms will typically control for that specific service or program. For clarity, these Website Terms do not replace or modify any lease, purchase agreement, or residency agreement.

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### **3. No Offer, No Guarantee, and General Information Only**

All information on the Site is provided for **general informational purposes only**. Nothing on the Site should be construed as:

- a binding offer to sell, purchase, lease, or otherwise transfer any home or property;
- a guarantee of approval for any application (rental, purchase, sale, program participation, or otherwise);
- a guarantee of availability, pricing, or terms for any home, RV space, or community;
- legal, financial, tax, or professional advice; or

- a recommendation or endorsement of any third-party product, service, insurance policy, or financing arrangement.

All **availability, pricing, fees, terms, and community policies** are **subject to change without notice** and may differ from community to community. Final decisions are made only after review of complete applications, required documentation, and compliance with applicable laws and community standards.

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#### 4. Forms, “Contact Us,” Applications & Referrals

When you use the Site to **submit a form**, including but not limited to:

- general “contact us” or inquiry forms;
- rental or purchase applications;
- “sell us your home” inquiries;
- “buy a home” or “rent a home” interest forms;
- RV park or long-term stay interest forms;
- referrals, promotions, or program interest forms;

you acknowledge and agree that:

1. **No Guarantee of Acceptance or Response.** Submission of any form **does not guarantee** that:
  - we will respond;
  - you will be approved for housing, a program, or any offer; or
  - any particular outcome will occur.
2. **Referrals Subject to Review.**
  - All referrals (including resident referrals, program referrals, and third-party referrals) are **subject to review** by Admiral and/or the applicable program, provider, or partner.

- We may accept, decline, or place conditions on any referral **in our sole discretion**, and acceptance is **never guaranteed**.

### 3. Accuracy of Information.

- You agree that any information you provide is **true, accurate, and complete** to the best of your knowledge.
- Providing false, misleading, or incomplete information may result in denial of an application, termination of eligibility, or other appropriate action.

### 4. Electronic Communications.

- By submitting a form, you consent to receive communications from us by email, text, or other channels you provide, consistent with our Privacy Policy and applicable law. You may opt out of certain marketing communications at any time, although some transactional or service-related communications may still be necessary.

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## 5. Newsletter & Marketing Communications

If you sign up for our **newsletter** or marketing updates, you agree that:

- We may send you communications about communities managed by Admiral, homes, programs, and services, as well as events and promotions that support **community, family, and affordable, safe living**.
- You may unsubscribe at any time by using the opt-out mechanism provided in our emails or by contacting us as described below.
- Your subscription and personal information will be handled in accordance with our **Privacy Policy**, which is separate from (and in addition to) these Terms.

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## 6. Online Rent Payments & Resident Portals

We may provide or link to **online portals** for residents or tenants to **view account information, pay rent, or manage other aspects of their residency**. Often, these services are provided by **third-party payment processors or portal providers**.

By using any online payment or resident portal linked from the Site, you acknowledge and agree that:

**1. Third-Party Providers.**

- Portals and payment processing services may be operated by third parties who have their own terms, privacy policies, and security measures.
- Admiral does **not control** and is **not responsible for** the content, functionality, security, or availability of these third-party portals.

**2. No Liability for Portal Issues.**

- We are not liable for any errors, delays, service interruptions, unauthorized access, or other issues associated with third-party portals or payment processors.
- It is your responsibility to confirm that payments are completed and applied correctly and to retain appropriate records.

**3. Late Fees & Payment Deadlines.**

- Use of an online payment option **does not change your obligation** to pay rent and other amounts **on time**, pursuant to your lease or community agreement.
- Technical issues, connectivity problems, or delays in processing do **not excuse** late payments, and any applicable late fees or charges may still apply.

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## **7. Special Programs**

We may offer or describe special programs on the Site (collectively, "**Programs**"). Unless explicitly stated otherwise in separate Program documents:

- **Program descriptions on the Site are for informational purposes only** and do not guarantee eligibility, approval, or participation.
- All Programs are **subject to separate eligibility criteria, underwriting, documentation requirements, rules, and restrictions** that may be set by Admiral and/or one or more third-party partners.

- Acceptance into any Program is **not guaranteed**, even if you appear to meet basic criteria.
  - We may modify, suspend, or discontinue any Program **at any time**, with or without notice, as permitted by applicable law.
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## 8. Promotions, Incentives & Special Offers

From time to time, we may reference or display **promotional offers, move-in specials, referral bonuses, rent incentives, or other promotional programs** (collectively, “**Promotions**”).

Unless explicitly stated otherwise:

- All Promotions are **subject to availability, eligibility criteria, and specific terms and conditions** which may include time limits, property-specific limitations, and other requirements.
  - Promotions may **change or end at any time** without notice.
  - No Promotion is guaranteed to any individual, and participation is **never automatic**; it may require approval, execution of documentation, or satisfaction of specified conditions.
  - Promotions cannot be combined with other offers unless expressly stated.
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## 9. Buying, Selling, or Renting Homes & Full-Time RV Stays

The Site may contain information about opportunities to:

- **Sell your home** to Admiral;
- **Buy a home** we list;
- **Rent a home** or site in one of the communities managed by Admiral ;
- **Move into an RV park** or community on a full-time or long-term basis.

You acknowledge and agree that:

**1. Information is Approximate & Subject to Change.**

- Photos, floor plans, community descriptions, amenities, pricing, and availability are **illustrative**, approximate, and subject to change.
- Actual homes, lots, community features, and policies may differ from online representations.

**2. Approval & Eligibility.**

- All sales, purchases, rentals, and RV stays are **subject to application, screening, and approval**, which may include background checks, income verification, and other criteria consistent with applicable law and community standards.
- Moving into an RV park full-time may be subject to **local regulations, zoning rules, and community policies**, which may limit or condition long-term occupancy.

**3. No Guaranteed Outcome.**

- We do not guarantee that we will buy your home, that you will be approved to buy or rent a home, rent a home site, or that you will be approved for full-time or long-term RV stays.
- Every transaction is evaluated individually and may be declined or approved with conditions.

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## **10. Third-Party Links, Insurance & Financing — No Endorsement**

The Site may include **links or references** to third-party websites, tools, or services, such as:

- **Insurance providers**
- **Financing or lending companies**
- Government programs, non-profits, or other assistance organizations
- Social media platforms and other online services

You acknowledge and agree that:

**1. No Endorsement.**

- The inclusion of any insurance provider, financing company, or other third-party on our Site **does not constitute an endorsement, recommendation, or guarantee** of their products, services, rates, coverage, terms, or financial strength.
- You are responsible for evaluating whether any third-party product or service is appropriate for your needs.

**2. Independent Third Parties.**

- Third-party providers are **independent entities** and are not controlled by Admiral.
- Any agreement, policy, loan, or contract you enter into with a third party is **solely between you and that third party**, and not with Admiral.

**3. No Responsibility for Third-Party Sites.**

- We are not responsible for the content, terms, privacy practices, security, or actions of any third-party websites or services.
- When you click on a link and leave our Site, you are subject to the terms and policies of the destination website or service, not these Terms.

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## **11. Rent-Assistance & Payment Support Programs**

We may list or reference programs that may help you pay your rent or otherwise assist with housing or financial needs, including public agencies, non-profits, charities, or third-party assistance organizations (collectively, "Assistance Programs").

You acknowledge and agree that:

- Any Assistance Program shown on our Site is provided **for informational purposes only**.
- We do **not operate, control, endorse, sponsor, or influence** any Assistance Program, including its eligibility requirements, application process, funding decisions, or payment

timing.

- We have **no discretion or influence** over:
    - whether you qualify or are accepted;
    - the amount of assistance, if any, you may receive;
    - how or when assistance is paid; or
    - any conditions, requirements, or obligations attached to such assistance.
  - All Assistance Programs are governed solely by their **own rules, eligibility criteria, limitations, and restrictions**, and you are responsible for complying with them.
  - **We are not required to participate in, accept, process, apply for, or accommodate any Assistance Program on your behalf**, and we do not guarantee that any assistance will be approved, funded, credited, or applied to your account.
  - **Nothing on this Site shall be construed as a waiver of our rights or as an agreement to accept third-party payments or assistance**, except where acceptance is **expressly required by applicable law**.
  - Referencing or listing an Assistance Program does **not create any obligation**, contractual or otherwise, between you and us, or between us and any third party.
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## 12. Social Media & Corporate-Level Accounts

Any social media accounts (e.g., Facebook, Instagram, X/Twitter, TikTok, LinkedIn, YouTube, etc.) that are branded or operated as **Admiral Communities** or linked from the Site are managed at the **corporate level**.

You acknowledge that:

- Social media content is often **general, promotional, and conversational**, and may not reflect the most current availability, pricing, or community-specific details.
- User comments, reviews, or other user-generated content on our social media channels represent the views of the individual posters, **not necessarily Admiral**.

- Social media platforms have their own **terms of use and privacy policies**, which apply in addition to any Admiral policies.
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### 13. Privacy & Data Use

Your use of the Site may involve providing **personal information**, such as your name, contact information, and details related to your housing interests or applications.

- Our collection, use, and sharing of personal information is governed by our **Privacy Policy**, which is separate from these Terms and may be updated from time to time.
  - By using the Site and providing personal information, you acknowledge that you have reviewed and agree to the Privacy Policy, as in effect at the time of your use.
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### 14. Intellectual Property

Unless otherwise noted, the Site and all content on it — including text, graphics, logos, photos, icons, and other materials — are owned by or licensed to Admiral and are protected by applicable intellectual property laws.

- You may access and use the Site for **personal, non-commercial purposes** related to evaluating, renting, or purchasing housing or services from Admiral.
  - You may not copy, reproduce, modify, distribute, or create derivative works from the Site content without our prior written consent.
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### 15. Disclaimers & Limitation of Liability

#### Disclaimers

The Site and all content, services, and links are provided on an **“AS IS” and “AS AVAILABLE”** basis, **without warranties of any kind**, whether express or implied, including but not limited to warranties of accuracy, completeness, reliability, availability, non-infringement, merchantability, or fitness for a particular purpose. We do not warrant that the Site will be uninterrupted, error-free, secure, or free of viruses or other harmful components.

## Limitation of Liability

To the maximum extent permitted by law:

- Admiral and its affiliates, officers, employees, and agents shall **not be liable for any indirect, incidental, consequential, special, punitive, or exemplary damages**, including without limitation damages for loss of profits, revenue, data, goodwill, or other intangible losses, arising out of or in connection with your use of, or inability to use, the Site, **regardless of the legal theory asserted**.
  - Admiral's **total liability for any claim arising out of or relating to the Site or these Terms** shall not exceed the **lesser of**:
    1. the total amount, if any, paid by you to us directly through the Site during the six (6) months immediately preceding the event giving rise to the claim; **or**
    2. **one hundred dollars (\$100)**.
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## 16. Indemnification

You agree to **indemnify, defend, and hold harmless** Admiral and its affiliates, officers, employees, and agents from and against any and all claims, liabilities, damages, losses, costs, and expenses (including reasonable attorneys' fees) arising out of or in any way connected with:

- your use of the Site;
  - your violation of these Terms; or
  - your violation of any rights of any third party.
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## 17. Changes to the Site & These Terms

We may **update, modify, or discontinue** any part of the Site or these Terms at any time. When we update the Terms, we will revise the "Last Updated" date below.

Your continued use of the Site after any changes become effective constitutes your **acceptance of the revised Terms**.

**Last Updated:** [Insert Date]

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## 18. Governing Law, Dispute Resolution, Class Action Waiver & Forum Selection

### Governing Law

To the extent allowed by law, **these Website Terms and any dispute arising out of or relating to your use of the Site or your relationship with Admiral** will be governed by the **laws of the State of Tennessee**, without regard to conflict of laws principles, **unless a different jurisdiction is required by applicable law or expressly specified in a separate written agreement signed by Admiral.**

### Dispute Resolution & Arbitration

Any dispute, claim, or controversy arising out of or relating to:

- your access to or use of the Site;
- any forms, applications, payments, or submissions made through the Site;
- any Programs, promotions, or assistance programs referenced on the Site; or
- your relationship with Admiral as initiated or facilitated through the Site,

is subject to the **mandatory arbitration and dispute resolution provisions** set forth in Admiral's **Master Terms & Conditions of Service**, which are **incorporated herein by reference.**

### Class Action Waiver

To the fullest extent permitted by law, **you agree that any dispute may be brought only in your individual capacity**, and you expressly **waive any right to bring or participate in any class, collective, representative, or private attorney general action** arising out of or relating to the Site or these Website Terms.

### Forum Selection (Court Proceedings Only)

To the extent any dispute is **not subject to mandatory arbitration**, or to the extent a court action is otherwise permitted under the Master Terms & Conditions of Service or applicable law (including small claims matters or enforcement of arbitration awards), **such dispute shall be brought exclusively in the state or federal courts located in Knox County, Tennessee**, and you consent to the personal jurisdiction and venue of such courts.

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## **19. Contact Information**

If you have questions about these Terms or the Site, you may contact us at:

### **Admiral Communities**

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

Phone Number: 865-427-5009

Email Address: [admin@admiralcommunities.com](mailto:admin@admiralcommunities.com)