

## HolidayCheck Code of Conduct

HolidayCheck welcomes hotels encouraging their guests to review their stay.

There is a very clear framework set out in the Code of Conduct which must be followed.

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### You are welcome to do the following:



- Offer your guests the opportunity to send the review directly from your hotel.
- Ask your guests to review your hotel using your newsletter, flyers or a note on the bill.
- Use software (e.g. email systems) to encourage your guests to write a review on their return home.

**Important note:** Please let us know via email to [service@holidaycheck.com](mailto:service@holidaycheck.com) about the measures you (plan to) take to encourage your guests to review – in particular when you offer them the chance to write reviews directly in the hotel. This means that HolidayCheck can anticipate a higher number of reviews coming in for your hotel.

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### Please pay special attention to the following points:



- Do not exert pressure on your guests to give reviews and please accept that some guests prefer to write reviews once they have left the hotel.
- Do not influence your guests' reviews in any way.
- Do not promise any benefits for positive reviews.
- Your staff is not allowed to review your hotel. The same goes for family members and friends, as well as those persons who have not used your hotel services.
- Do not write reviews in your guest's name. This also means that staff members cannot type reviews written in paper form to HolidayCheck. Each review must be sent to HolidayCheck directly by the review author, without any influence.

HolidayCheck reserves the right to take measures against violation of the rules as well as any other manipulation of any kind.

#### The measures include for example:

- Warnings on the hotel profile on HolidayCheck
- Blocking the ability to write reviews in the hotel
- Legal action

If you are uncertain whether your actions are rule-consistent, please contact us at [service@holidaycheck.com](mailto:service@holidaycheck.com) – we will be happy to help you.

Hotels **which violate the HolidayCheck Code of Conduct** will be **excluded from nominations** for the HolidayCheck Award and Recommended on HolidayCheck.

HolidayCheck also reserves the right to withdraw and demand **the return of current and previous accolades** if a hotel seriously violates the Code of Conduct.

*Updated on April 18, 2017*