

HolidayCheck Code of Conduct

This Code of Conduct is a framework for hotel managers that specifies the options and restrictions in handling hotel reviews.



Permitted:

- Use of the **free HolidayCheck Review-Tool** with the help of which guests will be reminded to provide a review after their departure – [Get more information >](#)
- Use of a **after travel email system**
- Dispatch of **newsletters** or notes in the **in-house mail/guest magazine**
- Use of **review cards** or a **note on the invoice**



Not permitted:

- **Provision of devices** for writing reviews in the hotel (e.g. review terminals and tablets)
- **Review days** and **campaigns** in the hotel (“Promo Days”)
- Use of systems that control **publication** of reviews **depending on satisfaction**
- Use of paper questionnaires and manual input of the **review in the names of the guests**
- **Reviews by hotel employees or their family members** (even if they used hotel services)
- Reviews by people who did **not use any services in the hotel**
- **Offering benefits** for providing a positive review (e.g. lottery participation, free meals)
- **Exerting pressure** or urging to submit, change or delete a review
- **Buying reviews**

Violations of the Code of Conduct will lead to direct consequences, from warning notes on the hotel profile, to legal steps, to exclusion from the HolidayCheck Award and “Recommended on HolidayCheck” as well as loss of existing awards.

If you are not certain that your procedure is in compliance with the rules, contact us at service@holidaycheck.com

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Valid as of 15 April 2019