

## 1. Introduction

**1.1.** Customer reviews are the subjective opinions of customers (hereinafter called “reviewers”) who submit their content. Reviews do not represent the opinions of HHD and are not endorsed by HHD.

**1.2.** HHD reserves the right to refrain from posting content contributed to its websites by reviewers, which does not meet its guidelines listed below (paragraph 3 “Rules”).

**1.3.** Reviewers should read this policy with care, as it constitutes a legally-binding agreement between the reviewer and HHD.

Reviews shall under no circumstances constitute a substitution of a formal complaint and shall therefore not replace one’s obligation to contact HHD by means of email or phone for any and all complaints. As such, reviews are excluded as part of a legal step in a complaint process.

## 2. Eligibility

**2.1.** To write a review of an HHD property or service, the reviewer must meet the following requirements:

- The reviewer must be able to provide satisfactory evidence of having booked and spent holidays in the holiday house or apartment on which the corresponding review is based.
- All reviewers must also be able to validate his or her identity or email address when submitting a review.

**2.2.** Reviewers should only submit a review based on his or her own genuine beliefs and should not have been given an incentive by any other individuals or companies to submit a review, with the aim of receiving a specific rating.

**2.3.** Reviewers are not authorized to use the HHD review site unless he or she is at least 18 years old and is able to enter into legally-binding contracts. HHD does not knowingly collect the information of anyone under the age of 18.

**2.4.** By submitting a review to HHD, the reviewer grants HHD

a non-exclusive, irrevocable and royalty-free license to use his or her content in all media worldwide without restriction.

**2.5.** Publication of the content from a review submitted will be at HHD’s sole discretion and HHD is entitled to refuse its publication.

**2.6.** In the event of legal action relating to reviewer-contributed content, HHD will remove the content provided until appropriate documentation and proof is provided to us. Such content may be restored if and when the matter is resolved against the complaining party.

## 3. Rules

**3.1.** Whenever a reviewer submits his or her content to HHD, the content must comply with HHD content standards. If the reviewer does not comply with HHD’s content standards (see paragraph 4), we reserve the right to suspend the review without notice.

**3.2.** The content must not intrude on anyone’s rights, violate the applicable law, use offensive language or otherwise be inappropriate.

**3.3.** The reviewer agrees not to use content that would promote other websites, businesses, services or products unaffiliated with this website.

**3.4.** The reviewer agrees not to use obscene, abusive, discriminatory or illegal content. And reviewer content must reflect the truth and not be misleading.

**3.5.** Owners and property managers of HHD properties may not review the property that he or she owns or manages.

**3.6.** HHD reserves the right to remove customer content if it is brought to our attention that requirements governing the submission and/or posting of such content has breached HHD rules in respect to the content submitted.

**3.7.** The reviewer agrees not to leave any website links, email addresses or personal information (including names & phone numbers) in his or her review.

## 4. HHD Content Standards

**4.1.** Reviewer content must:

- be accurate where it states facts
- be genuinely held, where it states opinions
- comply with applicable law

**4.2.** Reviewer content must not:

- contain any material which is defamatory or harasses any other person
- contain any material which is obscene or offensive
- promote discrimination based on race, sex, religion, nationality, political orientation, physical disability, sexual orientation or age
- breach any copyright, database right or trade mark of any other person
- contain misleading or deceptive statements or omissions or misrepresent the reviewer’s identity or affiliation with any person
- contain any unsolicited or unauthorized advertising, promotional materials, junk mail, spam, chain letters, pyramid schemes or other forms of solicitation or advertisement commercial or otherwise
- give the impression that they originate from HHD where this is not the case and disrupt HHD in any other way
- advocate, promote or assist any unlawful act such as (by way of example only) copyright infringement or computer misuse

## 5. Indemnity

**5.1.** The reviewer agrees to compensate HHD and its respective directors, officers, employees, and applicable third parties in full from and against all third party claims, liabilities, losses and expenses (including reasonable legal fees) suffered by such persons arising out of, or related to reviewer content or breach by the reviewer of any term of this policy.

**5.2.** HHD adheres to strong principles of privacy. By submitting a review, the reviewer agrees that HHD may access and use the contributed content in accordance with these terms and HHD agrees that it will only disclose user-contributed content in accordance with our published policy.

15th May 2019