CONSUMER REVIEWS POLICY

1. DEFINITIONS

1.1. The following defined terms apply to this Consumer Reviews Policy:

Booking	a consumers reservation of the property.
Guest book	the book left in the property for handwritten Guest reviews.
Owner (we, us, our)	the property owner who is deemed a trader under consumer rights legislation.
Property	the property provided by the Owner for the booking.
Reviewer (you, your)	the consumer leaving, or considering leaving, a review.
Third-party review platform	UpFrontReviews.com used by the owner to obtain, manage or present consumer reviews and review information
Website	www.martangievillas.com

2. WHO CAN SUBMIT A REVIEW

2.1 We welcome reviews about your experience with us and your stay at the property, directly in the Guest book, or by email and via the third-party review platform.

2.2 We send all our customers who have made a direct Booking with us an invitation to submit a review. For more information about leaving reviews, please see the How to leave a review section (4)

2.3 You can leave a review about a recent experience with us even if you have not made a Booking. You can review the service provided by us (for example, or otherwise you can review how we handled your enquiry).

2.4 You must be over 18 to leave a review.

3. WE DO NOT INCENTIVISE REVIEWS

3.1 We do not offer any incentives for reviews (whether positive or negative).

4. HOW TO LEAVE A REVIEW

4.1 To leave a review with us directly about your stay at the Property, you need to complete the Guest book at the property or email us at info@martangievillas.com.

4.2 We also use third-party review platform Upfrontreviews.com, to collect reviews about the stay at the Property. Information about the third-party review platform we use including links to guidance produced by the third-party review platform on submitting reviews can be found at Upfrontreviews.com.

4.3 Links to our third-party review platform are sent automatically via email to consumers who make a Booking.

4.4. You can also leave feedback publicly available website such as social media channels and Google public review function.

5. REVIEW STANDARDS

5.1 Your review must:

5.1.1 Reflect your genuine experience (both positives and negatives).

5.1.2 Not be incentivised in anyway.

5.1.3. Not relate to a product or service you are connected with (for example, because you (or someone in your family) has a financial interest in or works for the business that provides it).

5.1.4 Not manipulate ratings (for example, you cannot submit multiple reviews for the same product or Service).

6. WHERE AND HOW WE DISPLAY REVIEWS

6.1 We publish all reviews that comply with our review standards (whether positive or negative) on our website. Sometimes we will remove old reviews and make clear the time period of review information being displayed.

6.2 Reviews for our service or properties made via our third-party review platform appear on the third-party review platform website. Our website also links to reviews made on Upfrontreviews.com

6.3. We may display review information such as as an overall rating by averaging the ratings received. Where such information is displayed, we explain what information is being displayed and the calculation.

6.4 We reserve the right to hide all reviews (whether genuine or fake) and cease taking reviews at any time.

7. WE MAY USE YOUR REVIEW IN OUR MARKETING

7.1 We may include all (or a representative part) of your review in our marketing material and any media (for example, on our website, in a brochure or in advertising). Your identity will not be revealed.

8. PLEASE REPORT SUSPICIOUS REVIEWS

8.1 All reviews must comply with clause 5: review standards

8.2 If you think any review is fake or otherwise does not comply with clause 5: please report to us via the contact detail details on our website.

8.3 if you think any review submitted to a third-party review platform is fake or otherwise does not comply with clause 5, please report to the third-party review platform via the third-party review platform website.

9. HOW WE INVESTIGATE AND DEAL WITH SUSPICIOUS REVIEWS

9.1 If our own monitoring or a report from you or someone else suggests that a direct review does not comply with the review standards, we will promptly investigate.

9.2 Investigation shall commence on notification (clause 9.1) and we will use reasonable endeavours to complete the investigation within one month. Investigation shall be conducted by the Owner.

9.3 we may :

9.3.1. Immediately remove it (or not publish it, where it has been detected before publication). We will do this where we are certain it is non-compliant.

9.3.2. Investigate it further (which may involve contacting the reviewer for evidence that it is a compliant) and flag it as possibly fake review until our investigation is complete or remove the possibly fake review until our investigation is complete. If we then determine the review is non-compliant we will permanently remove it.

9.4 If we identify one review as non-compliant we may remove all reviews submitted by the same reviewer and refuse to publish any further reviews from the same reviewer.

9.5 If we remove a review or are investigating it, we will not include that review in any aggregated review score.

9.6 If you disagree with our decision as to whether a review is compliant, you can contact us using the contact detail details on our website. We will deal with the issue you raise in accordance with our Customer complaints procedure.

9.7 For information on how the third-party review platforms sanctions people who submit fake reviews, please see the third-party review platforms website.

9.8. If a review is removed from a third-party review platform or otherwise does not comply with our review standards, we will remove it from our website.

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