Consumer Reviews Policy

1. Definitions

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

Booking	a consumer's reservation of the Property.
Owner	the Property owner who is deemed a trader under consumer rights legislation.
Property	Carpenter's Barn
Reviewer (you, your)	the consumer leaving, or considering leaving, a review.
Service	the agency service provided by the Agency.
Third Party Review Platform	any third party platform used by the Agent (or Owner) to obtain, manage or present consumer reviews and review information.
Website	https://www.carpentersbarn.com/

2. Who can submit a review

2.1 We welcome reviews about your experience with us and your stay at the Property, directly and via Public Review Platforms, in our case, Google or Facebook.

2.2 We give 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.

2.3 You can leave a review about a recent experience with us even if you haven't made a Booking. You can review the Service provided by us (for example, 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 fill in our guest book in the cottage, leave a review directly on our website or leave a review via Google or our Facebook page. If a review is not left, a reminder email may be sent. You can also request a feedback email to be resent. If you have any questions, please contact us via the contact details on the Website.

4.2 We also use Public Review Platforms (Google and Facebook) to collect reviews about the Service.

4.3 Links to our Public Review Platforms are either:

4.3.1 sent via email to consumers who make a Booking;

4.3.2 accessible via the Website or

4.3.3 available in the cottage guide book.

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 any way.

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).

6.2 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 in any media (for example, on our website, in a brochure or in advertising). Your identity will not be revealed.