



holidayincumbria.co.uk

Reviews Policy

At holidayincumbria.co.uk, we value genuine feedback from our guests and want prospective guests to be able to make informed decisions based on the experiences of people who have stayed at our holiday caravans.

Where our reviews come from

Reviews displayed on holidayincumbria.co.uk may come from a number of genuine guest sources, including:

- Comments recorded by guests in the guestbooks at our holiday caravans.
- Reviews submitted directly to us by guests following their stay.
- Reviews submitted by our guests through independent third-party review platforms, including Google and Trustpilot.

Reviews submitted directly to independent review platforms are written and published by the guest and are not created or submitted by us on their behalf.

Reviews taken from our guestbooks

Some of the reviews displayed on holidayincumbria.co.uk have been transferred from guestbooks kept at our holiday caravans.

Where we publish a guestbook review, we reproduce the guest's comments in their original wording and do not alter the wording or meaning of the review.

For presentation and identification purposes, we may add the guest's initials, where they travelled from, whether they stayed with a dog or dogs, the dates of their stay and the name of the caravan they stayed in where this is not already clear from the review.

These additional details are added by us to provide context and do not form part of the guest's original review.

Some historical guestbook reviews relate to guestbooks which are no longer available. Consequently, we may not be able to independently cross-check every historical review against the original guestbook today. These reviews were genuine guest comments recorded in our guestbooks at the time and have been reproduced as they were written.

Our current guestbooks are designed to encourage guests to record details of their holiday and places they have visited. As these do not necessarily ask guests to provide a review of their accommodation, we do not automatically treat every comment made in a current guestbook as an accommodation review.

Genuine reviews

All reviews currently published on holidayincumbria.co.uk are genuine comments from guests who have stayed at our properties, or reviews submitted by guests through independent third-party review platforms.

We do not currently create, commission or knowingly publish reviews that are not genuine guest feedback.

We do not offer payment, gifts, discounts or other incentives in return for a positive review.

We do not alter a genuine guest review to make it more favourable or to change its meaning.

How we deal with negative or critical reviews

We recognise that guests may have different experiences and opinions, and not every review will be positive.

Genuine negative or critical reviews are not removed, altered or withheld simply because we disagree with the comments or because they may reflect negatively on our accommodation.

Where appropriate, we may respond to a negative or critical review to provide clarification or address factual inaccuracies. Any response we provide will not alter the original guest review.

If a review raises an issue about the accommodation or a guest's stay, we may use the opportunity to investigate the matter and, where appropriate, take steps to address any genuine concerns raised.

A review may be removed where there are reasonable grounds to believe that it is not genuine, was not submitted by a genuine guest, contains unlawful or seriously inappropriate content, includes personal information that should not be published, or is otherwise materially misleading.

Reviews received through third-party websites

Reviews submitted through websites such as Google and Trustpilot are subject to the review policies and procedures of those platforms.

Where we refer to or display information from third-party review platforms, we do not create or alter the guest's review.

Reviews published on independent third-party platforms remain subject to the policies and procedures of those platforms.

Checking and dealing with reviews

Where we publish reviews on holidayincumbria.co.uk, we take reasonable and proportionate steps to ensure that the reviews are genuine guest feedback.

For reviews received directly from guests or taken from our guestbooks, we check the information available to us to establish that the review relates to a genuine guest stay. Where applicable, we check details such as the guest's stay dates, the caravan stayed in and other relevant information we have available.

Where historical guestbook reviews can no longer be checked against the original guestbook, we make this clear in this policy and do not claim that the original guestbook remains available for verification.

If we become aware of a review that may not be genuine, may have been submitted by someone who has not stayed with us, or contains materially false or misleading information, we will investigate the matter.

Where appropriate, we may remove a review that is found to be fake, misleading or otherwise unsuitable for publication.

We will not remove or alter a genuine review simply because it is negative or critical.

Concerns about reviews

If you believe that a review displayed on holidayincumbria.co.uk is not genuine or has been presented in a misleading way, please contact us with the details so that we can investigate.

Our commitment

We aim to present guest feedback honestly and transparently.

Our reviews are intended to reflect the genuine experiences and opinions of our guests. We believe that allowing guests to share their genuine experiences, whether positive or critical, provides prospective guests with useful and honest information when considering a stay with us.