

apk betfair

Each review score is between 1-10. To get the overall score that you see, we add up all the review scores we've received and divide that total by the number of review scores we've received. In addition, guests can give separate subscores in crucial areas, such as location, cleanliness, staff, comfort, facilities, value for money and free Wi-Fi. Note that guests submit their subscores and their overall scores independently, so there's no direct link between them.

You can review an Accommodation that you booked through our Platform if you stayed there or if you arrived at the property but didn't actually stay there. To edit a review you've already submitted, please contact our Customer Service team.

We have people and automated systems that specialise in detecting fake reviews submitted to our Platform. If we find any, we delete them and, if necessary, take action against whoever is responsible.

Anyone else who spots something suspicious can always report it to our Customer Service team, so our Fraud team can investigate.

Ideally, we would publish every review we receive, whether positive or negative. However, we won't display any review that includes or refers to (among other things):

- Politically sensitive comments

- Promotional content

- Illegal activities

- Personal or sensitive information (e.g. emails, phone number) Tj T* BT /

- Swear words, sexual references, hate speech, discriminatory remarks, threats, or references to violence

- Spam and fake content

- Animal cruelty

- Impersonation (e.g. if the writer is claiming to be someone else)

Any violation of our review guidelines.

To make sure reviews are relevant, we may only accept reviews that are submitted within 3 months of checking out, and we may stop showing reviews once they're 36 months old or if the Accommodation has a change of ownership.

An Accommodation may choose to reply to a review.

When you see multiple reviews, the most recent ones will be at the top, subject to a few other factors (what language a review is in, whether you can sort and/or filter them (by time of year, review score, etc.).

We sometimes show external review scores from other well-known travel websites. We make it clear when we've done this.