

HolidayCheck's compliance with refined HOTREC Principles

1 Editorial Control

Every single hotel review passes our dual validation process. After a technical check every review needs to pass a manual examination by one of our 30 qualified employees.

2 Prevention of manipulation

- 2.1 Our editorial staff requests randomly and targeted confirmations of stay in case of doubt to verify authenticity of the reviews.
- 2.2 Ratings are based on arithmetic average due to transparency to our clients.
- 2.3 Our rankings are based on number of reviews, recommendation rate and overall rating.

3 Quality Assurance

- 3.1 Our database is matched on a daily basis with different central databases such as GIATA and TravelTainment in order to achieve a maximum degree of accuracy. In addition hoteliers may pinpoint the exact location of their hotels and publish the direct contact details.
- 3.2 We require all users to only comment on used facilities. The "not applicable" option excludes criteria from the ranking, which are not available in a hotel.
- 3.3 See 3.2.
- 3.4 We believe that our evaluation criteria (Hotel, Location, Service, Sport&Leisure, Gastronomy and Rooms) are comprehensive for all kind of hotels.
- 3.5 We offer short and long hotelreviews. While the short reviews provide one "open text" to qualify the hotel review, the long reviews provide "open text" to every single category to specify the review.

4 No anonymous reviews

We maintain and validate the contact details of every single hotel review published on our website. Hotel reviews with wrong email addresses or temporary email addresses are deleted.

5 Guaranteed minimum number of reviews

We pay particular care to every single hotel review, due to our dual validation process.

6 Validation of rating scales

HolidayCheck uses a rating based on six sun icons. We believe that an opinion can be easier displayed in six point-ratings rather than 10-point ratings. The differentiation between "very bad, bad, slightly bad, slightly good, good and very good" does more indicate a guests opinion.

7 Right of Reply

HolidayCheck offers a notification function that enables hoteliers to be informed about all new contents for their hotel. In the news function hoteliers have the option of publishing their own point of view regarding a specific hotel review. In addition from June on it will be possible for the hotelier to write a comment directly next to a hotel review in order to highlight his own position or clear particular circumstances.

8 Legal certainty

Our validation process is designed to highlight defamatory contents as well as insult or racist and sexist statements. Our content team immediately reacts on critical contents, once they are notified. Of course false factual statements removed if proven as such.

9 Up-to-date data

All reviews are displayed in chronological order. Reviews older than 25 months are moved in the archive, where they are no longer influencing the rating calculations.

10 Indication of the official star classification

We are currently working on a new display of stars in order to give credit to the country category of a hotel. Still we face issues to communicate the users the different standards of different countries and the data matching with the respective classification authorities.