

Content Guidelines

General Guidelines

Room Review allows users to contribute different kinds of content, including reviews, photos, and more. Playing nice isn't rocket science, but just in case, we've put together these general guidelines. Please also read the guidelines below for specific types of content that you might contribute to the site.

- **Inappropriate content:** Colorful language and imagery is fine, but there's no need for threats, harassment, lewdness, hate speech, and other displays of bigotry.
- **Conflicts of interest:** Your contributions should be unbiased and objective.
- **Promotional content:** We generally frown upon promotional content. Let's keep the site useful for consumers and not overrun with commercial noise from every user.
- **Relevance:** Please make sure your contributions are relevant and appropriate to the forum. For example, reviews aren't the place for rants about a business's employment practices, political ideologies, extraordinary circumstances, or other matters that don't address the core of the consumer experience.
- **Privacy:** Don't publicize other people's private information. Please don't post close-up photos or videos of other guests without their permission, and please don't post other people's full names.
- **Intellectual property:** Don't swipe content from other sites or users. You're a smart cookie, so write your own reviews and take your own photos, please!
- **Demanding payment:** Beyond simply asking for a refund to remedy a bad experience, you should not use removing or posting your review as a way to extract payment from a business, regardless of whether you've been a customer.

Additional Guidelines

Review Guidelines

The best reviews are passionate and personal. They offer a rich narrative, a wealth of detail, and a helpful tip or two for other consumers. Here are some additional thoughts for conscientious reviewers.

- **Personal experience:** We want to hear about your firsthand consumer experience, not what you heard from your co-worker or significant other. Try to tell your own story without resorting to broad generalizations and conclusory allegations.
- **Accuracy:** Make sure your review is factually correct. Feel free to air your opinions, but don't exaggerate or misrepresent your experience. We don't take sides when it comes to factual disputes, so we expect you to stand behind your review.
- **Review updates:** Review updates should reflect a new experience or interaction with the business. Don't tell the same old story you've already told. If you'd like to add new insight to an old experience, just edit your review instead of creating a new update.

Photo and Video Guidelines

Photos and videos should be relevant to the room you are reviewing.

User Profile Guidelines

Don't be shy — use your account profile to let people know who you are and what makes you tick. Users want to read reviews from people they know and trust (not those with profiles that are empty or laced with inappropriate content).