

REVIEW POLICY

GUIDELINES FOR FEEDBACK AND REVIEWS

- Please make the review objective, useful and informative. Be specific to give a feel for your experience
- Write about the kind of information you would want when you are asking a friend or coworker for a recommendation
- Did the experience meet your expectations? Would you go back? Would you recommend this business?
- Write short sentences that stick to the highlights of your experience, aiming for no more than 250 words

USE OF FEEDBACK AND REVIEWS

- When you submit a review, that review becomes available for external publication
- The review may optionally be posted to our website and/or social media pages
- Reviews may be used in print and other marketing collateral
- Our company is dedicated to publishing all customer feedback
- We only remove feedback that violates the following content policies:

Verified Customer: We only publish reviews from people that have actually done business with our company.

Personal and confidential information: We don't post reviews that contain personal information, including phone numbers, addresses, credit card information, driver's license information, etc.

Keep it clean: We don't post reviews using obscene, profane, or offensive language.

Threats: We remove reviews that represent personal attacks or threats on others.

Hate Speech/Discrimination: We don't allow reviews that advocate against groups of people based on their race or ethnic origin, religion, disability, gender, age, veteran status, sexual orientation, or gender identity.

Off-topic reviews: Don't post reviews based on someone else's experience, or that are not about the specific place or agency that you're reviewing. Reviews aren't meant to be a forum for general political or social commentary or personal rants.

Advertising/Promotion: We will remove reviews that are self-promotional or that highlight a competitor.

Spam: Don't spam. Write a genuine report of your experience with the place. Don't include promotional commercial content, don't post URLs or phone numbers, don't post the same content multiple times.

Conflict of interest: We don't allow reviews from our own company or family members.

Illegal content: We remove reviews containing or linking to unlawful content.

Copyrighted content: We don't post reviews infringing on others' rights – including copyright.

Sexually Explicit Material: We don't allow reviews that contain sexually explicit material.

Impersonation: We remove reviews on behalf of others or misrepresenting identity or connection with the place you're reviewing.