

Reviews Policy — Furnished Rental Group (FRG)

Reviews are essential to building **trust** on the FRG Platform. They help Guests and Hosts make **informed decisions** about reservations and provide candid feedback that improves our community.

This policy sets the **ground rules** to ensure reviews are **authentic, relevant, and objective**, and explains how reviews may be reported, responded to, or removed.

1) General Principles

Reviews must:

- Reflect real, verifiable experiences.
 - Be impartial and free from manipulation.
 - Comply with FRG's **Content Policy**.
 - Provide helpful information for other community members.
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2) Review Requirements

2.1 Objectivity

Reviews must **not**:

- Be influenced through **coercion, threats, incentives, or extortion**.
- Be offered or withheld in exchange for compensation, discounts, refunds, reciprocal reviews, or promises not to take negative action.
- Be used to **deceive or manipulate** FRG or others.
- Be posted for sham reservations or by using secondary accounts or collusion.

- Be deployed to **harm competitors** (e.g., reviewing listings you're affiliated with or directly compete against).

Examples:

- Do not threaten a negative review to obtain a refund.
- Do not create an extra account to review yourself positively.

2.2 Relevance

Reviews should:

- Describe the actual experience with the Host, Guest, stay, Service, or Experience.
- Offer details that meaningfully aid future decision-making.

A review **may be removed** if:

- The Guest never attended the stay, Service, or Experience, or
- The Guest canceled for reasons unrelated to the reservation.

2.3 Content Standards

Reviews must follow FRG's **Content Policy** and must not include:

- Explicit, discriminatory, or insulting language.
- Illegal, fraudulent, or otherwise prohibited content.
- Information that violates local laws or third-party rights.

3) Reporting Reviews

- Anyone may **report** a review that violates this policy.
- FRG may **remove** violating reviews (and associated content) when a clear breach is shown.

- Depending on severity, FRG may **restrict, suspend, or remove** the associated account.

Application of this policy may vary to reflect **local legal requirements**.

4) Responding to Reviews

- FRG generally **does not adjudicate** disputes over a review's accuracy.
 - Hosts and Guests may **post a public response** to share their perspective.
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5) Removing a Review You Wrote

- To remove a review you personally published, **contact FRG** to request its removal.
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6) Compliance & Consequences

Violations of this policy may result in:

- Removal of the offending review, and/or
- Account restrictions, suspension, or termination.