

## Trip Advisor Feedback process

We have learnt from recent experience that the feedback system can prove quite difficult to crack. We have fed our concerns to HolidayLettings who in turn have advised TripAdvisor but in the meantime we hope you find this information useful. We welcome all feedback but please note we do not see or even know you have written any feedback until the very end of the vetting process.

### Step 1

Log onto our property details on the HolidayLettings website at [www.holidaylettings.co.uk/rentals/mayfield/68462](http://www.holidaylettings.co.uk/rentals/mayfield/68462) and click on the option to write a review. This should then bring up a standard screen where you can write your comments about your stay here. TripAdvisor have some strict rules about what is allowed or not as feedback so if you wish to succeed you need to follow their (very sensible) advice which is available here

[http://www.tripadvisor.co.uk/help/our\\_guidelines\\_for\\_traveler\\_reviews](http://www.tripadvisor.co.uk/help/our_guidelines_for_traveler_reviews)

You then *submit* your review

### Step 2

Once submitted you should receive very quickly an e-mail from TripAdvisor (TA) thanking you for the review and advising you that you will be notified when it is posted.

The above steps appear to work well but it's the next bit that seems to go wrong.

### Step 3

You ought to get a further e-mail from TA after a few hours asking you to confirm that you really did mean to submit the review. You need to confirm that you did within 7 days of the e-mail arriving. This is necessary as a further check that the review is genuine and has our support as a process, but some of our guests have not received this second e-mail and the theory is that it may be going into some junk e-mail box that they cannot find. Our advice, if this second email does not arrive within a day or two, is to contact TA via their "contact us" button to find out where it has gone.

### Step 4

Once you have confirmed you meant to write the review, TA will vet your review. This can take up to 4 weeks in our experience. At the end of that, we will be asked to confirm whether you stayed here or not (and at this point we still do not see what you have written). Once we confirm, the review goes live very quickly and that is the first chance we get to see what you have written.

Throughout the process you are able, via the TA site, to find out what has happened to your review and if you find it has been rejected you should get an email although again some of our guests have not had one.

We hope your review, if you decide to write one, goes very smoothly through the above process. Many of our guests have succeeded without any issues and hopefully you will be one of those!!

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