



Guest Reports

How can I profit from the guest reports?

The guest reports serve three purposes:

- The landlords find out if their guests were satisfied. They can instantly react to any wishes and criticism and improve the standard of the house.
- The more guest reports are published on the website, the better future guests can judge if the house is suited to their needs and if their expectations are realistic.
- The guest reports are listed in search machines such as Google, and are thus an additional free of charge advertising tool.

How do we receive the guest reports?

CONTACT groups.ch asks its guests to leave a guest report on www.groups.ch shortly after their stay. Our landlords also ask their guests to leave a feedback at their departure.

Which guest reports are published?

Every guest is free to express her or his own opinion. Therefore all guest reports are published as a matter of principle – with two exceptions:

- Guest reports which cannot be attributed to any customer of CONTACT groups.ch
- Guest reports which violate the law, i.e. sexist, racist or other violating comments.

The guest reports are clearly highlighted as the guests' opinion on www.groups.ch:

“The reports explicitly reflect the opinion of guests who booked this house with CONTACT groups.ch as accommodation intermediary. These may differ from CONTACT groups.ch's own opinion. The host is granted the opportunity to publish a counterstatement.”

How does the landlord learn about new guest reports?

As soon as a new guest report goes online, the landlord receives an email from us with the new guest report.

What happens with complaints?

The member concerned has, just like in the free press, the right to counter declaration. With a more substantial complaint, before its publication, we automatically ask the landlord for a statement, allowing him five days to respond. This statement is normally published below the guest report. Should we not hear from the landlord, or if the issue is only a minor complaint, the guest report is put online. The landlord can still publish a statement or provide evidence of improvements of the house later on.

What can be done with guest reports that have a damaging impact?

If a guests' comment does not necessarily violate the law, but still has a damaging impact on the business, the landlord is entitled to proceed directly against the guest.

Can a landlord change or delete guest reports?

Every guest has the freedom of opinion within the limits of the law. The guest reports are not purchasable advertisement tools, but merely reflect personal opinions. They are not about showing a house in its best light, but about providing useful suggestions to landlords and tenants. Landlords therefore cannot alter or delete any guest reports. All they have is the right of counter declaration. If a landlord has undertaken substantial improvements, he should supply us with its documentation. In this

case we can add a comment below the respective critic. If for example there was a complaint about bad mattresses and they were subsequently replaced, we ask for a notice in writing and supplement the guest report with: "The mattresses have been replaced in the year 20xx".

When are old guest reports deleted?

As a rule the guest reports remain online as long as there is enough space in the column. Therefore depends on how many guest reports are online. The more there are, the more often they change.

How does CONTACT groups.ch defend itself against abuse?

It often occurs that ambiguous comments find their way to us. Youngsters might send a hoax, friends a sugar coated comment or begrudging people might try to cause damage. We protect ourselves against abuse by verifying every entry and only publish comments from guests of CONTACT groups.ch.

What happens if negative guest reports cumulate?

Should negative guest reports cumulate and the terms of our agreements with the landlord get violated (i.e. by not keeping hygiene- and safety regulations, neglecting hospitality), CONTACT groups.ch can intervene. Supportive at first, later on by referring to the public authorities, offering training etc.. If none of this helps, we are obliged to cancel the contract. As a rule landlords and tenants are appreciative of our efforts, true to the motto "small mistakes happen everywhere, but the main thing is, we learn from them".

In this spirit, we hope you can bravely face criticism and wish you great success!