



## Reviews Policy

### **General**

- Customer reviews are the subjective opinions of customers who submit their own content. Reviews do not represent the opinions of Togather and are not endorsed by Togather
- Togather reserves the right to refrain from posting content contributed to its websites by reviewed, which does not meet its guidelines listed below
- Reviewers should read this policy with care, as it constitutes a legally binding agreement between the reviewer and Togather
- Under no circumstances will Togather be responsible for any injurious and inappropriate reviews whether or not published by Togather.

### **Eligibility - the criteria a customer has to meet to be able to review a trader**

- The customer must be able to provide satisfactory evidence of having used the services of (either for themselves or a third party) the trader on which the review is based, and these services having occurred by the review's date of submission
- The event must have actually happened and been paid for in full by/on behalf of the customer and they must be able to produce evidence of this payment
- A customer must be able to validate their identity when submitting a review
- Customers should only submit a review based on their own genuine beliefs and should not have been given an incentive by any other individuals or companies to submit or alter a review, with the aim of unfairly benefitting the trader, themselves, or others.

### **Content - the type of content that we will and won't allow to be published in the reviews**

- The review must agree to avoid use of obscene, abusive, discriminatory or illegal content. Reviewer content must reflect the truth and not be misleading
- The content must not intrude on anyone's rights, violate the applicable law, use offensive language or otherwise be inappropriate
- The reviewer must not leave any website links, email addresses or personal information (including names and phone numbers) in their review
- Togather traders may not review the company that he or she owns
- Reviews incentivised by promise of payment, additional services, referrals or reduced payment for services

### **Usage - how we will use the review data**

- Publication of the content from a review submitted will be at Togather's discretion and Togather is
- entitled to refuse its publication in all circumstances.
- Numerical data received from customer reviews will be collated to calculate an average rating for
- the user, displayed on Togather user profiles.

#### **Disputes - what happens if there is a legal dispute involving the content of a review**

- In the event of legal action relating to reviewer-contributed content, Togather will remove the content provided until appropriate documentation and proof is provided to us. Such content may be restored if and when the matter is resolved against the complaining party to Togather's satisfaction.

#### **Intellectual Property - who owns the rights to review content**

- You hereby grant to Karamu Limited trading as Togather, non-exclusive, perpetual, irrevocable, transferable, royalty-free licence (including full rights to sub-license) to use, reproduce and publish your UGC (including, without limitation, the right to adapt, alter, amend or change your UGC) in any media or format (whether known now or invented in the future) throughout the world without restriction.

#### **Changes to this policy - how the policy will be updated**

- We may change this Reviews Policy from time to time, in which case an up to date version will be available from wherever you are currently viewing it. You should check this Review Policy regularly to ensure that you are happy with any changes. You will be deemed to have accepted any changes to this Review Policy if you continue to access or use the Website, where the updated UGC Policy will be available for you to view.

#### **How reviews work**

- Once the event has taken place, the customers will be asked to leave the trader a review.
- Once the review has been written, there will be a period of X days in which the trader will be able to address any disputes.
- If there has been no word from the trader within the agreed space of time, the review will be published automatically on the trader's profile page.
- Customers have the ability to amend their reviews before publication.

#### **What reviews look like**

- The reviewer will be asked to give a star rating from one to five for four aspects of the service. These are: the quality of food, the value for money, professionalism and friendliness of the trader.
- The reviewer will have to leave a comment which will be published online directly below the star ratings.
- There is an option for the reviewer to leave a private comment to Togather about the service which will not be published on the trader's profile.