

Butterfly Hearts Member Review Terms of use & Process

These terms of use govern your conduct associated with Member Reviews submitted and uploaded onto the Hearts and Hands Community Development Butterfly Hearts project Members Review section.

By submitting any content to Hearts and Hands Community Development, you guarantee that.

- You are a member of Hearts and Hands Community Development Butterfly Hearts project and eligible to do so
- You are the sole author and owner of the intellectual property rights in content
- All content you post is accurate and your personal experience (not obtained third hand)
- Use of the content you supply does not violate these 'Terms of Use' and will not cause injury to any person or entity

You further agree that you may not submit any content.

- That is known by you to be false, inaccurate, or misleading
- That infringes any third party's copyright, patent, trademark, trade secret or other proprietary rights or rights of publicity or privacy
- That violates any law, statute, ordinance, or regulation (including, but not limited to, those governing, consumer protection, unfair competition, anti-discrimination, or false advertising)
- That is, or may be reasonably considered to be, defamatory, libellous, hateful, racial or religiously biased or offensive, unlawfully threatening harassing to any individual, partnership, or corporation
- For which you were compensated or granted any consideration by any third party
- That includes any information that references other websites, databases, email addresses, contact information or phone numbers
- That contains any computer viruses, worms or other potentially damaging computer programmes or files

You agreed to indemnify and hold 'Butterfly Heart' (and its officers, directors, joint ventures, employees, staff, and volunteers) harmless from all claims, demands, and damages (actual and consequential) of every kind and nature, known and unknown including reasonable attorney/legal fees, arising out of a breach of your representations and warranties set forth above, or your violation of any law or the rights of a third party

For any content that you submit, you grant Hearts and Hands Community Hearts Butterfly Hearts a perpetual, irrevocable, royalty-free, transferable right, and license to use, copy, modify, delete in its entirety, adapt, publish, translate, create derivative works from and/or sell and/or distribute such content and/or incorporate such content into any form, medium or technology throughout the world without compensation to you

All content that you submit may be used at Hearts and Hands Community Development Butterfly Heart sole discretion. Butterfly Hearts reserves the right to change, condense, withhold publication, remove or delete any content on the Butterfly Hearts website the Butterfly House deems, in its sole discretion, to violate the content guidelines or any other provision of these Terms of Use. Butterfly Hearts does not guarantee that you will have any recourse through Butterfly Hearts to edit or delete any content you have submitted. Ratings and written comments are generally posted within two to four business days. However, Butterfly Hearts reserves the right to remove or to refuse to post any submission to the extent authorised by law.

You acknowledge that you, not Butterfly Heart, are responsible for the contents of your submission. None of the content that you submit shall be subject to any obligation of confidence on the part of Butterfly Hearts, its agents, subsidiaries, affiliates, partners or third-party service providers and their respective directors' offices volunteers and employees.

Writing your Review

- You must be factual without use of emotive or coarse language,
- You must be the user or actual person using the product or service being reviewed
- If a third person/carer is compiling the review the review must be as the member describes without input from the carer/writer.
- Written in a manner to inform not complain
- Describe what was purchased, what you expected and what you received
- Rate your experience by using the attached Star system 1-star (would not use again), to 5-Star (excellent)

Procedure:

Input your first name and first letter of you surname only

- Select the star rating you desire
- Fill in your Email address (not for publication)
- Write your review
 - Product or service you received, (if accommodation name & address of motel/hotel/B&B etc)
 - Date received, (if accommodation, Room Number & Date you stayed there)
 - Ease of use/access, did it meet advertised description
 - What you liked about your experience
 - What could have been better
 - Suggestion of how the originator/business could have improved your experience

Please keep in mind when writing your review its aim is to inform other perspective users and offer suggestions the originator or service product etc can improve their dealings with members thus benefitting both the perspective user and the business as well.

Note:

A review submitted considered to be advertisement, vindictive, complaint only, or member venting only, using abusive, foul language etc. will not be accepted or posted

Right of reply:

A business or service subject to a poor review has a right to reply only if they, the business, or service, is a member of Butterfly Hearts.

- Their reply will be coordinated through Butterfly Hearts and not directly with the original review submitting member.
- Communication between the submitting member and the objecting business or service will be undertaken in written format by Butterfly Hearts personnel.
- Not liking a review is not reason for complaint or the removal of a review, however,
- if successful negotiations result in an agreed resolution, and a demonstrated actual change in the circumstances which led to the original poor review, Butterfly Hearts will post a notice of successful negotiations that the issues raised by a member have been positively resolved, along with a thank you to the review submitting member and the business/service reviewed.