



## Butterfly Hearts Member Review

### Writing your Review

- You must be factual without use of emotive or course 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Fill in your Email address (not for publication)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/stayed, (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

### Business Members 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.