REVIEWS AND RATINGS

Reviews Policy

How reviews work on BabuSpace, what we will remove, and the steps we take to make sure the reviews you read are real.

BS-POL-017 · Version 1.0 · Effective 15 October 2026 · Live
Applies to: Guests and Hosts · Governing law: England and Wales · Owner: Trust and Safety, BabuSpace Ltd

A marketplace is only as good as its reviews. If they can be bought, traded, threatened or faked, then every other protection we offer is decoration. This policy is written to be enforced.

1. How reviews work

1.1 Only a Member who **completed a paid Booking through BabuSpace** may leave a review of that stay. There is no other route to a review.

1.2 Both parties have **14 days from check-out** to submit a review.

1.3 Reviews are **double-blind**. Neither party sees the other's review until both have submitted, or until the 14 days expire. Neither can be edited after both are published.

1.4 A review cannot be withdrawn once both are published, except where it breaches this policy.

1.5 Every published review is labelled with the month of the stay and is linked to a verified Booking.

2. What a review must be

2.1 An honest account of the reviewer's own experience of that specific stay.

2.2 Relevant to the stay: accuracy of the Listing, cleanliness, communication, check-in, location, value, and the Guest's conduct.

2.3 Written by the person who stayed, or by the Host who hosted.

3. What we remove

We remove a review that:

Category	Examples
Fake or incentivised	Written by anyone other than the Guest or Host; written in exchange for money, a discount, a gift or a reciprocal review; written by a Member about their own or a connected Listing
Traded or coerced	Offered in exchange for withdrawing a Resolution Centre claim; threatened to force a refund or a settlement
Irrelevant	About a different stay, a different property, or matters outside the Host's control such as public transport, weather or a neighbouring business
Category	**Examples**

Prohibited content	Discriminatory language; harassment; threats; sexual content; another person's private information; content that breaches BS-POL-019
Extortion	"Give me a refund or I will leave a one-star review", in either direction
Retaliation	A review left in direct response to a legitimate policy report, where the timing and content show retaliation
Commercial	Promotional content, referral links, or an attempt to redirect readers off-Platform
Bulk or coordinated	Multiple reviews from linked accounts, or a pattern indicating coordination

3.1 We do **not** remove a review because it is negative, unflattering, or disputed by the subject. A poor review of a genuinely poor stay stays up.

4. What we do to keep reviews real

4.1 **Verified stays only.** No review without a completed, paid Booking on the Platform.

4.2 **Automated detection.** We monitor for patterns associated with fake reviews: linked accounts, unusual timing, duplicated text, bookings that appear designed only to generate a review, and reviews from accounts with no other activity.

4.3 **Manual investigation.** Detected patterns are reviewed by a person before any action is taken.

4.4 **Reporting.** Any Member can report a review. We investigate every report and tell the reporter the outcome.

4.5 **Enforcement against buyers and sellers of reviews.** Offering to buy a review, offering to sell one, or acting as a broker results in **immediate removal from the Platform**. This applies to a Host buying positive reviews and to a Host or Guest commissioning negative reviews of a competitor.

4.6 **Disclosure of incentives.** We do not permit incentivised reviews at all. If we ever run a programme in which a review is solicited in exchange for anything, it will be labelled on the face of the review.

> **Why we are this strict**
>
> UK consumer protection law now treats the commissioning, writing and hosting of fake consumer reviews as a banned practice, and places a duty on platforms to take reasonable and proportionate steps to prevent and remove them. We would enforce this anyway. But it is also the law, and Members should understand that buying a review is not a grey area.

5. Reporting a review

5.1 Use the report function on the review, or write to info@babuspace.uk with the booking reference.

5.2 Tell us which part of §3 you say applies, and why. "It is unfair" is not a ground; "it describes a stay at a different property" is.

5.3 We aim to decide within **5 business days**. The review stays visible while we investigate unless it contains prohibited content, in which case it is hidden immediately.

5.4 If we remove it, we tell both parties. If we do not, we tell the reporter why.

5.5 A decision may be appealed once, within 14 days.

6. Responding to a review

6.1 A Host may post a public response to any review of their Listing, once, within 30 days.

6.2 A response is the better answer to an unfair review. Readers can weigh both. A calm, factual response to a harsh review often reads better than the review.

6.3 A response must comply with this policy and with BS-POL-019. A response that discloses a Guest's personal information, or that is abusive, is removed and may result in enforcement.

7. Ratings

7.1 A Listing's overall rating is the mean of its verified reviews. We do not weight, curate, filter or suppress ratings to favour any Listing.

7.2 Removed reviews are excluded from the rating.

7.3 Where a Host cancels a Booking within 30 days of check-in, an automated statement is published on the Listing recording that a cancellation occurred. It does not carry a star rating and cannot be responded to. See BS-POL-010 §5.

7.4 We show the total number of reviews alongside the rating, so a 5.0 from two stays is not mistaken for a 5.0 from two hundred.

8. Consequences

Conduct	Consequence
Threatening a review to obtain money	Review removed; warning; repeat results in removal from the Platform
Offering to remove a review for money	Review removed; account suspended
Buying, selling or brokering reviews	Immediate permanent removal
Reviewing your own or a connected Listing	Reviews removed; Listings suspended pending review
Discriminatory or abusive content in a review	Removed; actioned under BS-POL-020 or BS-POL-018

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