

Customer Review Moderation Guidelines

Guidelines for Ensuring Authentic and Valuable Reviews on Campspot's Marketplace

Customer Reviews

3.5
★★★★☆

59 Verified Ratings
All ratings & reviews verified by Campspot to ensure that they are from a users who have completed a stay.

Site	3.5 - ★★★★★☆
Location	3.5 - ★★★★★☆
Restrooms/Shower	3.5 - ★★★★★☆
Amenities	3.5 - ★★★★★☆
Staff	3.5 - ★★★★★☆
Cellular Reception	3.5 - ★★★★★☆
WiFi	3.5 - ★★★★★☆
Value	3.5 - ★★★★★☆

Zakiya Hopkins
July 2023
5.0 - ★★★★★

Everything was just as advertised. We took my mom for a get away and she had an awesome time!!! Will be returning...

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Campground response
July 2023

Glad to hear you had such a great stay!

Zakiya Hopkins
July 2023
5.0 - ★★★★★

Everything was just as advertised. We took my mom for a get away and she had an awesome time!!! Will be returning...

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Glad to hear you had such a great stay!

Zakiya Hopkins
July 2023
5.0 - ★★★★★

We are excited to launch the Customer Reviews and Ratings on Campspot's Mobile Marketplace. To ensure the highest quality and authenticity in the reviews, we have established a comprehensive set of guidelines for the moderation of flagged reviews.

When a review is flagged for moderation, our dedicated team at Campspot takes the time to review and evaluate it. The outcomes of this careful moderation process include:

- **Approved:** The review will be released for the park's review and response.
- **Rejected:** The review will not be published.

Here, you'll find an overview of the specific guidelines that Campspot closely monitors for any reviews requiring additional moderation:

1. Relevance and Authenticity

Reviews must be relevant to the campground they are intended to review. They should contain genuine feedback about the campground and its associated services. Reviews written solely for promoting other companies, websites, products, or services will not be approved. Any references to other campgrounds or products and services should be relevant and provide context to the review.

2. Honesty and Accuracy

Reviews should not contain false or misleading information about the campground, its staff, or the services provided. Disagreements based on personal opinions are acceptable, but reviews that contain factual inaccuracies or false statements will not be approved.

3. Privacy and Confidentiality

Reviews must not include confidential or private information about individuals, such as phone numbers, addresses, email addresses, or financial details. Confidential information about organizations or companies, including trade secrets, should also not be included in reviews.

4. Respect and Civility

We do not tolerate hate speech, abusive, threatening, or harassing content. This includes content that targets individuals or groups based on race, gender, sexuality, ethnicity, or other intrinsic characteristics. Reviews containing derogatory remarks or hate speech will not be approved.

5. Language and Decorum

Reviews should refrain from using obscene or profane language, including cuss words. This guideline applies to all types of reviews, both positive and negative.

6. Inappropriate or Explicit Content

Reviews must not contain nudity or sexually explicit images or descriptions.

7. Legal and Ethical Compliance

Reviews should not encourage or endorse illegal activities, such as violence, illegal drug use, underage drinking, child or animal abuse, fraud, or the misuse of products or services. Reviews should not provide medical, legal, or financial advice or make related claims.

8. Restricted Goods and Services

Reviews may not include links to webpages where restricted goods or services can be acquired, contact information for procuring restricted goods, or promotional deals, coupons, or pricing information for restricted products or services.

9. Unproven Criminal Activity

Reviews should not contain references to or accusations of criminal activity unless proven by a court of law. Claims of theft, fraud, or other criminal behavior should be based on proven facts.

10. Conflict of Interest

Campground owners, staff, or individuals with a financial or personal connection to the campground are not allowed to review the campground or its competitors. This policy prevents conflicts of interest.

11. Original Content

Reviews must be written in the reviewer's own words and should not be copied from external sources. Plagiarism, infringement of intellectual property rights, or impersonation of another party are not allowed.

[Find more details on managing your Marketplace Customer Reviews here.](#)