

## **Customer Comment Moderation Policy**

The customer comments received by Relais & Châteaux will be regularly published on the website [relaischateaux.com](http://relaischateaux.com). However, they will be moderated after their publication. The following content will be deleted:

- Statements contrary to public order, good morals, or current laws and regulations,
- Comments inciting racial or religious hatred and racist, anti-Semitic, and xenophobic statements,
- Homophobic or sexist statements, as well as statements inciting hatred or violence with regard to people on the basis of their gender or sexual identity or orientation or sexual harassment,
- Statements inciting hatred or violence with regard to people on the basis of their disability,
- Violent, aggressive or obscene statements,
- Defamatory comments and insults towards a third party,
- Comments that may infringe intellectual property rights of Relais & Châteaux or any third parties,
- Comments that may harm the image or reputation of the Relais & Châteaux brand or of a natural or legal person,
- Comments corresponding to the exercise of any commercial activity,
- Messages unrelated to the content of the page, as well as comments from customers who have not stayed at the facility,
- Comments having excessive punctuations, capital letters, or SMS language,
- Comments that constitute an apology for crimes against humanity, war crimes, crimes of enslavement or human trafficking, as well as crimes and offenses of collaboration with the enemy, provocation to commit acts of terrorism, or an apology of such acts,
- Comments constituting an offense under Article 227-23 of the Penal Code, penalising the offer and distribution of child pornography images, or under Articles 225-5 and 225-6 of the said Code, penalising sex-trafficking.

Generally, Relais & Châteaux reserves the right to remove any comment that may incur civil or criminal liability, and this decision falls within its discretionary power.