



Moderator Guidelines

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1. Context:

The purpose of this document is to define the rules we apply when moderating the forums, i.e. messages accepted by our website and messages which will be rejected.

Note: the term 'content' is used herein to refer to messages posted by forum users.

This document provides a point-by-point breakdown of the different situations moderators are liable to encounter and how they should respond. These guidelines may be updated as new cases come to light.

The purpose of moderating discussions is to ensure that the founding principles of this charter are applied, making our forums a welcoming environment where everybody is entitled to respect.

1.1 Politeness and respect for others

Our forums bring together people from different places and backgrounds, for a simple reason: to help each other out. Contributors to the forum are unpaid volunteers. Tolerance, politeness and respect for others are our golden rules.

All messages must be as courteous as possible.

Examples:

- Formulations to be avoided:

URGENT !!! My sewing machine is broken! Help me!

- Recommended message:

Hello,

My Azertyuiop 012345 sewing machine stopped working this morning. The spool isn't turning properly and the thread is getting stuck.

Could anybody help me to solve this problem? If possible I'd love to see a copy of the user manual, as I've lost mine.

Thanks in advance.

Thanks

In the same spirit, in order to encourage users to contribute to discussions, it is much appreciated if you thank the people who have been kind enough to help you.

If you find a solution to your problem elsewhere, don't forget to post it on the forum: it may help somebody else with a similar question!

Humility

You might find that some users send messages which do not respond directly to the question asked, or which offer inappropriate solutions. In such cases you are free to express your opinion, but there is no need to be rude about other users' contributions. As a general rule, courtesy is essential.

1.2 Operating principles

Publishing a new message

Before posting a new message, we recommend that you use the search engine to check whether a similar question has already been asked in the past. If you find a previous thread which only partially responds to your question, you can create a new message in the appropriate forum. When

users respond to your message, you can simply add a response to your initial message to keep the discussion going.

Nevertheless, you should not expect or demand an immediate response from other users. All users are unpaid volunteers, fellow amateurs who may not always know the answer to your questions.

In the best interests of all contributors - i.e. forum users looking for answers to their questions, and contributors who attempt to find solutions to the problems raised - we recommend that:

- You do not post the same message multiple times. Contributors do their best to respond to questions relatively quickly.
- You do not add a new question to a discussion which is already in progress, for example: "Help me, I've got the same problem and nobody is answering!"

1.3 Consequences of failure to abide by this charter

If you fail to abide by the user charter, your message will be deleted by a moderator in order to protect the quality of content on the forum.

If users continue to post inappropriate messages after several warnings, they may be excluded from the Accorhotels community indefinitely.

2. Moderating messages mentioning specific products

2.1 *Rejected content*

2.1.1 **Criticism of specific brands and products**

Criticism of brands or products is acceptable as long as it is justified AND polite. Any criticism not meeting these two criteria will be rejected.

2.1.2 **Advertising**

Promotional messages will be rejected.

Messages must contain editorial content and should not directly promote a service or product.

2.1.3 **Intellectual property**

Since it is not possible to systematically prove that all messages are the intellectual property of their authors, this ownership will be assumed unless it is explicitly contested.

If intellectual property is contested, the message in question will be rejected without further investigation.

2.1.4 **Insults, vulgarity, aggressive behaviour**

Comments may be rejected if they are judged to be insulting, vulgar or aggressive.

Any message which is found to be hateful or insulting to any person (famous or not), group (identifiable or not), organisation, religion or community will be deleted.

2.1.5 **Religious, political and cultural neutrality**

These forums are open to users of all ages, cultures and creeds. In order to preserve the secular neutrality of the website and avoid all proselytism, we ask all users to avoid discussing their religious or political beliefs in their messages.

2.1.6 **Defamation**

Defamation is a particularly serious concern. It is also difficult to reliably pinpoint, because the concept of defamation is vague and can vary greatly depending on the context.

Definition of defamation: "**Defamation refers to allegations which call into question the honour or integrity of their target, on grounds for which the accuser has no evidence. Defamation also implies a deliberate intention to do harm.**"

As it is not possible for the moderators to know whether allegations are true or false, they are obliged to consider all such statements as potentially false and therefore potentially defamatory.

2.1.7 **Pseudonyms and identity theft**

User pseudonyms may also be moderated, and must not be rude or insulting. No two contributors may have the same user name. However, contributors are entitled to have similar user names.

If moderators receive messages complaining about a user impersonating another user, and are able to determine that a user has indeed chosen a pseudonym which is similar to that of another user in order to impersonate them, all messages from the impostor will be rejected.

2.1.8 Revealing users' identity/contact details

Users must not divulge the real name and/or contact details of other users, unless the user in question has already volunteered this information. This holds true even if the details revealed are only based on speculation.

2.1.9 Personal data

IP addresses of organisations or users - even partial addresses - must not be published.

However, it is acceptable to publish contact details (name, address, telephone, email etc.) of companies, associations or organisations. The right to privacy applies only to natural persons, and not to companies, associations or other organisations.

The full names of natural persons may be given if they are cited as representatives of a specific company, but not in their capacity as private individuals. For all other persons, the only authorised personal information is: email address, city of residence, first name.

2.1.10 Illegible messages

All messages judged to be illegible and/or incomprehensible will be deleted, without exception:

- Empty messages
- Messages in other languages
- Illegible messages (incomprehensible letter chains, excessive abbreviations, text speak etc.)

2.2 Request to delete messages on account of an error

Contributors may request that their messages be deleted if they have been posted erroneously (or for any other reason). Such requests will be granted once the moderator has established that the user making the request did indeed post the message in question.

3. The moderating process

3.1 *Link checking*

In our help forums, users may share "web_site" content with links to websites that they recommend to other users.

In order to check the content of such recommendations, the moderators will follow the link and review the homepage of the website. A similar process will be implemented for video content, and if nothing appears to be amiss then a quick visual analysis will suffice.

Commercial links will be systematically removed from all messages.

Links to other forums which do not have any specific relevance to the question at hand will also be deleted.

3.2 *Editing messages*

The moderators reserve the right to edit messages in the following cases:

- To add a polite greeting or sign-off
- To remove advertising links
- To clearly reformulate the question and/or message title

3.3 *Communication with users*

The site/moderators reserve the right to contact users by email in order to provide educational content and encourage them to abide by the rules of our editorial charter.