

Our Social Media Community Guidelines

Ellandale Travel is a travel consultancy that specialises in corporate and holiday travel.

By submitting a comment to our social media channels you consent to Ellandale Travel reproducing and publishing that content (either in whole or an edited version of the posting) to other Ellandale Travel websites or publications.

All Ellandale Travel employees participating in social media should be aware of our Social Media Policy as outlined in their contract of employment.

Moderation Aims

Our community guidelines aim to ensure the Ellandale Travel Facebook, LinkedIn and Instagram content is inclusive and inviting. Moderators will ensure that user comments are relevant and appropriate, and may take any steps they deem appropriate to ensure content meets the **comment moderation policy**, described below.

Standard operating hours for comment moderation

- Ellandale Travel content will be monitored and actively moderated during standard operating hours only: **Monday to Friday 9.00 – 17.00 AWST**. During our standard operating hours we'll aim to review all comments as quickly as possible.
- Comments submitted outside of standard operating hours, or over the weekend, will be reviewed on the next working day.

Comment Moderation Policy

Postings may be edited to remove offensive, threatening or unlawful content. You will not be directly contacted if your post/comment has been rejected or deleted. We reserve the right to reject posts that direct readers to third-party websites.

Community Ethos

To ensure the dialogue on Ellandale Travel social media sites remains relevant and engaging for all users, we ask you to please observe five simple principles. Our moderators apply these principles when reviewing your comments.

1. **The conversation belongs to everyone.** We want our social media channels to be a welcoming community for travel inspiration, travel stories and helpful tips and intelligent discussion, and we expect participants to help us achieve this by respecting others opinions and beliefs, notifying us of potential problems and helping each other to keep conversations appropriate.
2. **We acknowledge criticism of services, suppliers, policies and performance, but will not accept persistent misrepresentation of Ellandale Travel or our staff and suppliers.**
3. **We will reject or remove any content that may put us (or you) in legal jeopardy**, for example, this includes potentially defamatory comments, or material posted in potential breach of copyright.
4. **Queries or comments about moderation will not be published.** The moderator's decision is final and no correspondence will be entered into.
5. **Our social media sites do not replace existing customer service or complaints resolution processes**, but it is an arena for discussion and for two-way feedback. Please direct any individual customer service issues or complaints to info@ellandaletravel.com.au.

Your use of Ellandale Travel and third party supplier information

Sharing information is the essence of social media. However, many elements of this environment such as text, pictures and logos are subject to copyright. If you wish to reproduce an entire post, a picture or a logo, or if you are unsure about whether your proposed use is acceptable, please email info@ellandaletravel.com.au.



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