

## Social Media Policy

### **Purpose**

- Encourage responsible and respectful interaction on the agency's social media platforms.
  - Protect the privacy of all clients and staff.
- Promote accurate travel information and shared experiences.

### **Client Conduct Guidelines**

- Be courteous and respectful in comments, messages, and posts.
- Avoid posting offensive, discriminatory, or inflammatory content.
- Refrain from sharing false or misleading travel information.

### **Sharing Travel Experiences**

- Clients are welcome to share photos, videos, and stories from their trips.
  - Tagging the agency is encouraged for visibility and community engagement.

- Ensure that any shared content respects the privacy of others (e.g., no unauthorized photos of fellow travelers).

### **Privacy and Confidentiality**

- Do not post personal booking details, payment information, or passport data.
- Avoid discussing specific travel issues publicly—use direct messaging or email for support.
  - The agency reserves the right to remove posts that compromise privacy or violate platform rules.

### **Reviews and Feedback**

- Honest reviews are appreciated and help improve services.
  - Constructive criticism is welcome, but must be shared respectfully.
- The agency may respond publicly or privately to feedback, depending on the nature of the issue.

## **Prohibited Activities**

- Spamming, trolling, or promoting unrelated products/services.
- Sharing copyrighted content without permission.
- Harassment or bullying of staff or other clients.

## **Moderation and Enforcement**

- The agency monitors its social media channels regularly.
- Posts or comments violating this policy may be removed without notice.
- Repeated violations may result in blocking or reporting to the platform.

## Welcome to Our Travel Community!

We're thrilled to have your journey with us! To keep our social media spaces vibrant, respectful, and enjoyable for everyone, we've put together a few simple guidelines:

- Share your adventures, tag us, and join the fun. Love seeing your travel moments!
- Be kind and respectful when commenting or chatting with others.
- Keep personal booking info private by using direct messages for support.
- Honest reviews are appreciated, and constructive feedback helps us grow.
- We reserve the right to remove anything disrespectful or unsafe.

Let's keep things positive and inspiring, because travel should bring people together.

*Clients, customers, and travelers can communicate with Sunny Accommodations through a private chat. SA does not retain, store, or save chat information through social media.*

*07/16/25*