

Review Management Policy

Each User may rate another User with whom they have completed a flight by submitting a review.

Only bookings that have resulted in an actually completed flight are eligible for the publication of a review. A review may only be published within 365 days following the date of the flight.

Reviews indicate the date of the experience being reviewed as well as the name of the flight that was carried out.

No financial or other compensation of any kind is provided in exchange for submitting a review.

Comments and ratings are published on the website in chronological order. The most recent reviews are therefore automatically displayed at the top of the list for better visibility.

Reviews are retained and remain visible on the platform for a maximum period of fifteen years from their publication, unless they are voluntarily deleted by the User who posted them or removed for non-compliance with our moderation rules.

Users cannot delete comments written by another User.

Berlaric does not exercise any prior control over reviews, which are not subject to any verification process regarding their authenticity before publication. However, a User may report to Berlaric any comment that does not comply with our Terms and Conditions and/or any doubt regarding the authenticity of a review by using our contact form available in the [help center](#). Any report must be substantiated.

Berlaric reserves the right to remove any comment whose authenticity is disputed and/or that violates the Terms and Conditions and/or applicable regulations, in accordance with our Dispute Resolution Policy.

Trustpilot Reviews

Berlaric also offers Users the possibility to rate its Service via the Trustpilot website.

The “TrustScore” is not simply the average of all reviews; it also takes other factors into account. For more information on how the TrustScore and star rating work, please refer to the [Trustpilot website](#).